

Our Confidentiality Policy

The service we provide is confidential and we will respect your privacy. We will ask for your consent before we share information about you with other agencies.

However, if we feel that you, or someone else may be at risk, we may need to contact someone else. We would inform you of this first.

Your rights— You have the right to:

- Choose whether or not you use our service; it's voluntary
- Choose how and when you use the service
- Be treated with respect at all times
- Not to be discriminated against for any reason
- Have your cultural or religious beliefs respected
- To see any information that is kept about you
- You will be listened to and taken seriously
- Participate fully in any decisions made about you
- To decide which services are most suitable and appropriate for you
- Know who you can turn to for help in a crisis
- Complain about any aspect of the service which you are unhappy about
- Receive advice about how to make a complaint
- To decide at any time that you no longer wish to work with us.

YPAS has 3 Hubs across Liverpool:

YPAS Central Hub
36 Bolton Street
L3 5LX
0151 707 1025

YPAS South Hub
Lyndene Road
Childwall
L25 1NG
0151 305 2030

YPAS North Hub
Croxdale Road West
Croxteth
L14 8YA
0151 305 2040



Young Person's Advisory Service

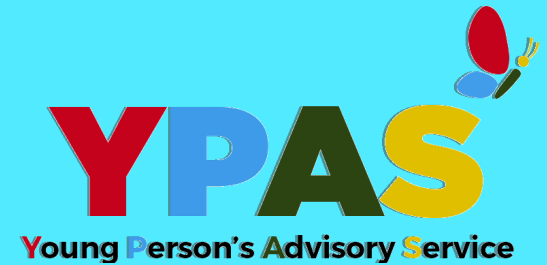
Fax: 0151 707 1252

Email: support@ypas.org.uk Web: ypas.org.uk



= **ypasliverpool**

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IAG

Information, Advice & Guidance

Empathy



Wellbeing



Assisting young people to reach
their full potential



About YPAS and IAG

The Young Person's Advisory Service (YPAS) assists children and young people aged 10-25 years who are experiencing difficulties in their lives.

IAG

IAG stands for Information, Advice and Guidance. Delivered by one-to-one support, this project works with children and young people aged 10–25 who, due to a wide range of needs, are isolated and often have low confidence and self-esteem.

Our Aims

The Aim of the project is to support and give confidence to young people in setting goals, focusing on enhancing positive mental health and well-being, assisting young people to break down any barriers or challenges faced.



The Team and How we Work

The team consists of:

- Social workers.
- Qualified information, advice and guidance workers.
- Youth workers.
- Students from various universities.

A timeframe will be agreed together between the young person and the allocated worker; this will take into consideration the young person's individual needs. The Information, Advice and Guidance worker will use a task-centred approach to support and empower the young person to reach their goals.



'Children have the right to say what they think should happen when adults are making decisions that affect them, and to have their opinions taken into account.'

(UNCRC – Article 12)

5 ways to well-being

- Connect
- Be Active
- Take Notice
- Learn
- Give

Here are some of the ways (YPAS) and its team work to assist and support young people to promote well-being:

- Confidence building sessions
- Advocacy
- Multi-professional working were required
- Employment skills and life skills sessions
- Support in Challenging unproductive thought processes and feelings
- Support in setting (SMART) goals
- Support in developing problem solving skills
- Self-awareness sessions
- Budgeting sessions