

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.

Rights—you have the right to:

- Choose whether or not you use our service; it's voluntary
- Be treated with respect at all times and never discriminated against
- See any information that is kept about you
- Be listened to and taken seriously
- Participate fully in any decisions made about you
- Know who you can turn to for help in a crisis
- Receive advice on and complain about any aspect of the service you are not happy about
- Decide at any time 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

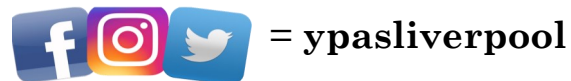
Croxdale Road West
Croxteth
L14 8YA
0151 305 2040



Fax: 0151 707 1252

Email: support@ypas.org.uk

Web: ypas.org.uk



YPAS Parenting IAG Service

(Information, Advice & Guidance)



Providing practical guidance for parents and carers



About the Parent Support Service

This service provides parents with information, advice and guidance (IAG) including signposting to internal and external organisations depending on the needs of the family.

We provide practical support to parents and carers.

Our service can support you with:

- Parenting programmes
- Support (coffee mornings/evenings)
- Parent Drop ins
- Advocacy
- Support you with your child's mental health and well being
- Support to access external agencies
- Bullying
- Education

The Team and How We Work

Our team consists of:

- Parenting Practitioners from a range of disciplines

A time frame will be agreed together between the parent/carer and the practitioner ; this will take into consideration their individual needs.

The practitioner will use a task centred approach during the IAG sessions to support and empower the parent/carers to achieve their goals.



5 Ways To Well Being

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



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