

# STAYING SAFE FACE-TO-FACE



## Staying Safe

Hope's support service is here to support young people going through a family health crisis.

Our face-to-face service is currently available in Herefordshire and Gloucestershire where you can access youth sessions and 'Hope on the Road' trips. If you'd like to come along, drop us an email at [help@hopesupport.org.uk](mailto:help@hopesupport.org.uk)

We'd love to hear from you.



SUPPORTING YOUNG PEOPLE WHEN A LOVED ONE IS SERIOUSLY ILL

[WWW.HOPESUPPORT.ORG.UK](http://WWW.HOPESUPPORT.ORG.UK)

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## YOUR PRIVACY

Whenever you join us at youth sessions or on trips, you can feel safe talking to the Hope team about how you feel about any of your worries or concerns.

The personal information you give us will be handled in compliance with the 1988 Data Protection Act. Hope will not give your information to third parties however, if you tell us something that makes us worried or concerned about your own safety, that you are at risk of harm from someone or that you are harming another person, then we will have to share this. We will always try to discuss this with you first. Your safety is very important to us.

## YOUR SAFETY

We want to make sure that everyone who uses our service is kept safe from harm. We follow a 'Safer Recruitment Policy' which ensures that all members of staff are checked for suitability and are DBS (previously CRB) checked.

We try to ensure that everyone who attends Hope youth sessions and trips feels safe and secure. Hope is here for you to build supportive connections with other young people so please try to always be supportive of others.

We understand that sometimes you may need to speak to someone urgently and we may not be available to speak to you. If you are feeling unwell or suicidal, we would always encourage you to find the support you need immediately. If you don't have a family member or friend you can speak to you can call the Samaritans on 08457 90 90 90 or Childline on 0800 11 11. There is always someone there to listen. If you need medical help, call for NHS advice on 111.

## IF YOU NEED TO MAKE A COMPLAINT

If you have any comments or complaints, please contact [help@hopesupport.org.uk](mailto:help@hopesupport.org.uk).