

## Who do we work with:

We work in partnership with a range of different agencies offering support, help and guidance for young people and their families in Swindon who have alcohol or drug related problems. We work with YP aged 12-18 years old. Or, up to 21 if you are a care leaver. You must be a Swindon resident.

## Complaints procedure:

We want to provide a high quality service. If you feel that you did not receive the right service and would like to tell someone about it we really want to hear from you.


We also like to hear from you if you think things have worked out well for you or have a compliment. Please send any complaints/ compliments to [uturn@swindon.gov.uk](mailto:uturn@swindon.gov.uk)

## How to self-refer:

The easiest way is to use the QR Code below to self-refer to UTURN:



## Contact Us...

 **Our Address:**  
UTURN, Clarence House, Euclid Street, Swindon SN1 2SG

 **E-mail:** [uturn@swindon.gov.uk](mailto:uturn@swindon.gov.uk)

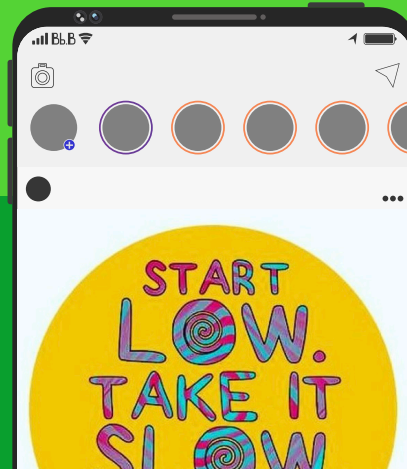
 **Tel:** 07766368328



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UTURNSWINDON

*Follow us on Instagram for Harm Reduction, advice and guidance. We will also share any local drug alerts on here.*



A service information leaflet for young people in Swindon to access **support around drug and alcohol issues.**

## Alcohol & Drugs

- Is your alcohol use and/or drug use causing you problems at home, at school?
- Are your friends or family worrying you?
- Would you like to look at ways of reducing the amount of alcohol or drugs you use?
- Would you like some advice on how to keep safe and understand what harm reduction advice is?

## Who we are:

- We are a team of specialist workers from a range of different backgrounds.
- We have experience of working with young people and their families. We can meet you in all sorts of different places, wherever you feel comfortable.
- We believe that young people have the right to honest, rational and balanced information. There is no judgement and the sessions are confidential (unless there are safeguarding concerns).
- Our job is not to tell you not to do something; we just want you to make informed and safe decisions. We all follow safeguarding procedures.



## What can we do for you

### We offer:

- 1:1 sessions and group work.
- A confidential space to talk about your substance use.
- Harm reduction advice and guidance, which can include reagent drug tests.
- Information and guidance for your family and friends, how can they best support you?
- Treatment – to support you to make positive changes to your substance use.
- To help you learn healthy coping strategies to deal with your emotions or difficult thoughts.
- Signpost to other services that you might benefit from.
- We will offer face to face appointments but if you would rather talk about the phone we can do this too.

## How we think

- We are aware that some young people are more vulnerable to developing alcohol and drug related problems than others.
- We are aware that some young people do not want to make changes to their substance use but would benefit from understanding how to keep themselves safe.
- We want young people in Swindon to be able to access the support at the right time, therefore we will try and offer you an initial appointment within 5 working days.

## What happens next?

- After we have received your referral, we will make contact with you and arrange to meet up.
- In your first meeting, we will tell you about our service and talk about your concerns.
- If you think we can help you, we will arrange to meet with you again.
- We will complete an assessment with you and make a change planner. It is your choice how often we meet with you. Some YP like to meet weekly, but it is up to you.

## Consent and Confidentiality

We need your consent to work with you.

We will ask for information about you. This is kept confidential, except if we have reason to believe that you are at risk of serious harm. We have a duty to follow safeguarding procedures. We will discuss this with you if there are concerns.

We will explain our confidentiality policy to you at your first meeting.

