

CHILDREN AND YOUNG PEOPLE'S CHARTER

As a child/young person receiving a service from ISS you can expect:

1. *Factual information and advice about substances (including alcohol)*
2. *Not to be judged or made to feel small*
3. *To be listened to and offered space to discuss your life and your needs*
4. *That our priority will always be your best interests*
5. *To be safe and protected from harm whilst receiving a service from ISS*
6. *If you have problems with your own substance use we will:*
 - + *Support you to stop taking substances if that is your chosen goal*
 - + *Support you to stabilise your substance use if that is your chosen goal*
 - + *Support you to reduce your substance use when it is agreed that you are ready and able to do so*
 - + *Support you to reduce the risks and harm associated with substance use both to yourself, those close to you and your community*
7. *If you are affected by the alcohol or drug misuse of a parent or carer ISS will give you a chance to talk about your feelings & help you to cope better*
8. *As well as the above, we will provide for ALL Young People receiving support from the service:*
 - + *Support with family and other relationships*
 - + *Support to find meaningful pathways to learning*
 - + *Support with employment matters*
 - + *Support with health issues*
 - + *Support with accommodation difficulties*
 - + *Support with life skills*
9. *To have access to any information we hold about you as agreed between us*
10. *To have access to other services through the ISS if it will be helpful*
10. *That we will not share or give access to information about you to others without your consent (unless there is a risk to yourself or others)*
11. *To be consulted about our services and to be able to comment, truthfully on how the service is working for you*
12. *Honest feedback from us if we feel we cannot support your needs within ISS*