

Phone or drop-in and speak to a youth worker at our friendly No Limits Centre:



No Limits
13 High Street
Southampton
SO14 2DF

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You can ask your Social Worker, or any person who supports you to contact us, you can use this leaflet to help you to explain the service.
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Call us:

023 8022 4224

Email us:

advice@nolimitshelp.org.uk

Visit our website:

www.nolimitshelp.org.uk

Just 4U

Equal Opportunities

All children and young people have an equal right to use our service and an equal right to respect.

Confidentiality

We believe you have a right to privacy and therefore a confidential service.

Everything you tell us can remain confidential. This means we won't talk about any details you tell us to anyone outside of No Limits unless there is a serious risk of harm to you or another person.

How are we doing?

We want to hear what you think about our service to help us offer the best service possible. Please let us know what we are doing well and how we could improve. You can do this by talking to a worker, visiting our website, writing in our comments book or completing a feedback form.

**NO
LiMiTs**

**Helping Young People
Help Themselves**

Just 4U Independent Advocacy

**Advocates help you to
make yourself heard,
they help provide
information about your
rights, help you make a
complaint.**

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Tel: 023 8022 4224

Advocates: help you to make yourself heard, help provide information about your rights, help you to make a complaint.

What is an Advocate?

The Just 4U Advocacy service offers support to children and young people who are Looked After by Children's Services, who have left care or who have a Social Worker.

Advocates are friendly and won't judge you. We will listen to you and help you work out what you want to say (if you don't already know).

If you want us to, an Advocate can support you in meetings with your Social Worker and other people that help you. We can help you work out what you want to say and speak up on your behalf, or be there by your side to help you speak up yourself.

What will happen?

We will contact you before your meeting to discuss what you want, either in person, by telephone or email (it's up to you!). We can then go with you to your meeting, if you want us to. During the meeting we can help you understand what is

happening and take notes for you. An Advocate will only speak up if you want us to and we will only say what you have given us permission to talk about. An Advocate is **only** there to put **your** views across to other people.

Help to make sure your views and wishes are heard:

Having a Just 4U Advocate can help make your views and wishes clear to others so you are more likely to be listened to and have your views and wishes acted upon.

Help with making a complaint:

Are you are unhappy with the way you have been treated, or about any aspect of your care including something you feel you can't talk to your Social Worker about it? If that's the case, then an Advocate can help you decide whether you want to make a complaint and can then help you to make it. They can make sure you understand the 'complaints procedure' and can follow up your complaint for you as it progresses to make sure you stay updated on what is happening.

Help you know your rights:

Our Just 4U 'Advocates' can also provide you with independent advice and accurate information about your rights. We want you to have information about your rights and we want to support you to be able to use them.

5 key things to know about your Advocate:

1. We are independent and confidential
2. We listen to you
3. We can support you at meetings to say how you feel
4. We can help you to understand what is happening around you
5. We can help you understand your rights.

If you would like an Advocate please call No Limits 023 8022 4224 or visit our website: www.nolimitshelp.org.uk/overview/just-4u

The UN Convention on the Rights of Child says:

You have the right to express your views and those views must be taken seriously, you have the right to express yourself and receive all different kinds of information and ideas, you have the right to have your own beliefs and religion, you have the right to be alive and be the best person you can be, you have the right to be in contact with both parents (as long as this is the best thing for you), you have a right to privacy and the law must protect this, you have the right to be protected from all forms of violence, abuse, neglect and bad treatment, you have the right to an education, you have the right to rest, play and do things you enjoy.

Want to know more about your rights or think they are not being met? Speak to a Just 4U Advocate!