



advice, information, support &
counselling for young people

Information, Advice and Guidance Service

This is an introduction to the
free service for 11-25 year olds at Faces in Focus

What we can help with

Our Information, Advice and Guidance (IAG) service can support you with:

- debt
- housing/homelessness
- education
- help with completing forms
- welfare benefits
- training
- advocacy (supporting you and speaking on your behalf)
- ...or anything else!

Faces in Focus IAG Service

IAG is safe for you

- We will keep what you say **confidential**. There are exceptions to this rule and these will be explained to you at your first session with us.
- We try to help you feel relaxed so you can voice any concerns or needs.
- Our advice is independent and neutral.
- We are a charity and do not work for the Council or the government.
- We will **not** judge you or tell you what to do.

How can IAG help me?

The worker will help you to:

- identify your issues
- find ways of resolving issues
- help you contact other agencies or advocate (speak) for you if you want

Who can use the service?

We can work with anyone aged **11-25** in the boroughs of **Southwark, Lambeth or Lewisham**.

What if I am not happy with the service?

You can talk to your IAG worker if there is anything you are not happy about. If you are unhappy with the worker, try and talk to them about it. If this does not work or you feel unable to speak to them call Faces in Focus and ask to speak to the Manager.

How can I get IAG support?

Phone Faces in Focus on 020 7403 2444

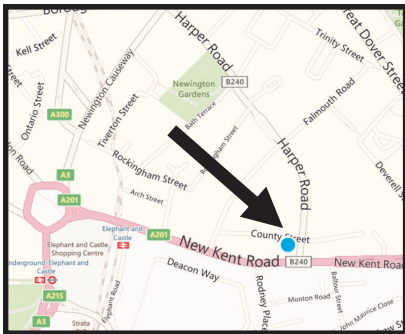
or email on information@facesinfocus.org.uk and **ask for an appointment.**

Our service is completely free.

“Faces in Focus helped me with my housing situation. The work they do is very helpful for young people like myself .”



If you are a professional and would like to refer a young person for IAG, please go to www.facesinfocus.org.uk for more information and our referral forms.



The nearest tube station is Elephant & Castle which is on the Bakerloo and Northern lines. Bus routes along the New Kent Road are:
1, 53, 63, 172, 188, 363, 453

Our building is  accessible

Faces in Focus

102 Harper Road, Elephant & Castle,
London, SE1 6AQ

Tel 020 7403 2444 Fax 020 7207 2982

information@facesinfocus.org.uk

Charity No: 1063967 Company Reg: 3303836

