



Early Intervention & Prevention Service

Welcome Pack

solace

for young people

Welcome to Solace Early Intervention & Prevention Service for Children and Young People

In this Pack:

1. Who we are
2. What we do
3. Our Services
4. Confidentiality
5. How we use your information
6. Complaints and Improvements
7. Other Support Services

Contact Details



Solace Helpline: 0808 802 5565



Solace Email: cypservice@solacewomensaid.org

We hope that our support will help you have the future you would like.

This pack is to help you understand how our service works and what we can help you with. Please ask your caseworker if anything is not clear. We are here to help you.

The service is free and available to you if you have been referred to one of these services:

General Advocacy



- Risks & Needs Assessment
- Safety Planning
- Liaising with Professionals
- Healthy Relationships
- Supportive Space

Multi-Disadvantage Advocacy



- Risks & Needs Assessment
- Safety Planning
- Liaising with Professionals
- Supportive Space
- Practical Support (housing, financial, etc.)

Specialised Counselling



- Therapeutic Support
- Specialised Service
- Strengths-based
- Client-centred
- Trauma-informed

1. Who we are

Solace is a charity, working all over London. We are voluntary organisation, so it is your choice to work with us. We will never force you to do so. We work alongside other organisations such as the police, schools, and social services. Our purpose is to end harm done to women and children. We work **with you** to understand what you want and need to feel safe. Our support is confidential unless we are really concerned that significant harm might come to you or someone else. Solace supports everyone regardless of your ethnicity, gender, religion, or sexuality.

2. Our Services

You can access several services through the **Early Intervention & Prevention** team:



CouRageUs Counselling: this specialised service provides therapeutic support for young people from Black and Minoritised backgrounds who have experienced VAWG and need a safe space to unpack experiences and move towards healing.



CouRageUs Multi-Disadvantage Advocacy: this specialised service provides advocacy, emotional, and practical support to young people from Black and Minoritised backgrounds who have experienced VAWG and are facing complex barriers.



Boroughs: Camden, Enfield, Greenwich, Haringey, Islington, Lambeth, Lewisham, Southwark.

- **Age: 14-24**
- **Background: Black and Minoritised**
- **Gender: Female**



General Advocacy: this service provides advocacy, emotional and practical support, and Healthy Relationship education to young people who have experienced VAWG.



Boroughs: Pan-London (Online/In person)

- **Age: 12-21 (24 if disability)**
- **Background: Any**
- **Gender: Any**



General Counselling: this service offers therapeutic support to young people who have experienced VAWG and need a safe space to unpack experiences and move towards healing.



Boroughs: Pan-London (Online/In person)

- **Age: 8-21 (24 if disability)**
- **Background: Any**
- **Gender: Any**

3. What we do

Meet Your Caseworker!



Hi, I'm your Caseworker. My role is to help you feel safe, supported, and empowered in your current situation.

I will work with you to reduce any harm you may have experienced. I will do this by listening to you about what is happening and what is worrying you the most. This will be a safe, non-judgemental space for us to work together where you will be believed and your needs will come first.

I can give you options that can make you feel safe and, together, we can work on creating a safety plan and a toolkit to manage difficult situations. I'll provide you with facts and information to make it easier for you to make informed choices about your future.

If you say it is okay, I can talk to other professionals on your behalf and let them know what you would like to happen.

We will usually work with you for up to 12 weeks, however this may change depending on how things are going for you. We can meet in person, online, or on the phone depending on your needs and how you feel most comfortable in the moment.

Support is available between 9am - 5pm, Monday to Friday. If you telephone us and I'm not available, you can leave a message, and I will contact you as soon as possible.



My Number is:



My Email is:



In an **emergency**, you should always contact emergency services by dialling 999.



24-hour National Domestic Violence Helpline on Freephone 0808 2000 247.



For emotional support, you can also contact the Samaritans for free on 116 123.

For more information on Solace and the work that we do, please go to our website:



www.solacewomensaid.org

4. Confidentiality

What is confidentiality?



Confidentiality is about keeping your information and what you say to us private.

It means that when you talk to your caseworker, they won't share what you've said with anyone. Your caseworker will always try to protect your confidential information.

Information that should be kept confidential is:

- Your name and contact details
- Details of any physical or mental health problems you might have
- Anything you've talked about in meetings



There are exceptions to confidentiality and your worker will only ever share information to other professionals if we have safeguarding concerns:

- We are very concerned for your or someone else's safety and well-being.
- We are required to do so by law.

Your case worker will only ever share information with other professionals in order to keep you and others safe and to ensure that the best support is in place. Usually, you have to say it is OK for your information to be shared with others. This is called, giving your consent.



If you're worried about what will be shared, you can always ask your caseworker. They'll share with you the rules they need to follow, and what will happen with the information you tell them.

We understand that confidentiality is important, and we will always work to protect your confidential information.

5. How we use your information



Data protection is all about how your personal information is used by organisations, businesses, or the government.

We will always adhere to our Confidentiality Policy and the requirements of the General Data Protection Regulation (GDPR).

If you would like to see a full copy of our policy, please ask your caseworker.

If you would like to see your Solace file, please speak to your caseworker.

6. Complaints and Improvements

We aim to always provide a high standard of casework. We believe that complaints help us make things better for the future.

If you wish to make a complaint, you can get in contact with a manager in the service or send the complaint directly to complaints@solacewomensaid.org

In handling your complaint, you can expect us to:

- Treat your concerns seriously and respectfully
- Work with you to resolve concerns informally in the first instance, where possible
- Investigate fully
- Make contact to discuss your concerns with you
- Provide reasons for our outcomes

While managing your complaint we would expect you to:

- Treat our staff with respect and behave in an acceptable manner
- Allow us the opportunity to investigate and respond within our procedures before escalating to 3rd party agencies
- Be open to meeting or discussing your complaint or concern in person
- Provide us with any additional information required in order to investigate your concerns, when requested.

You can find our full complaints policy on our website here:



<https://www.solacewomensaid.org/get-informed/professional-resources/complaints-and-improvement-policy-procedure-2019>

SOLACE COMPLAINTS FORM

Completed by:

STAFF

COMPLAINANT

Date:	
Name of complainant:	
Preferred contact details:	
Which service do you use?	

Details of your complaint. Please provide as much detail as possible. Who, what and when.

Please be specific as to what you would see as being a satisfactory outcome.

Complainant signature

STAFF USE ONLY:

Name of Staff recipient:		
Investigating officer (if different from above)		
Date received:		
Does this complaint involve Adult Safeguarding		
Does this complaint involve Child Safeguarding		
Does this complaint involve discrimination relating to one or more protected characteristic?		
AGE	RACE	SEX
DISABILITY	RELIGION	PREGNANCY/MATERNITY
GENDER REASSIGNMENT	SEXUAL ORIENTATION	

Agreed process being applied: Informal Resolution Formal Complaint Other (specify)



7. Other Support Services

Suzy Lamplugh Trust	Personal safety charity and leading stalking authority. The trust is widely regarded as a field expert in lone-working and personal safety training, stalking training, as well as consultancy, campaigning, and support services. Dealing particularly with stalking and harassment, given that it is believed,	https://www.suzylamplugh.org/
Survivors' UK	Support for boys and man who have been sexual abused	https://www.survivorsuk.org
Stonewall	General information and support for LGBTQ+ people	https://www.stonewall.org.uk
SignHealth	Support for people who are deaf and hearing impaired). SignHealth is working to improve the health and wellbeing of Deaf people. Our work is varied and aims to promote easier access to healthcare and information. We partner with the NHS and other services and take on projects, carry out research, and raise awareness. We also deliver our own services to reach Deaf people in our shared language in their moment of need, through crisis text lines, domestic abuse support, therapy, advocacy and residential services.	https://signhealth.org.uk/
Respond	Support for people with learning disabilities	0207 383 0700 http://respond.org.uk/
IMECE Women's Centre	Woman only organisation supporting BMER women, particularly Turkish, Kurdish and Turkish ,Cypriot women to improve the quality of their lives. Assists women victims of Violence against Women and Girls through provision of a wide range of services in a safe, secure and women only space.	https://imece.org.uk/
One in Four (Support & counselling for	They specialise in supporting childhood survivors and current survivors of sexual violence, domestic violence, abuse and	https://oneinfour.org.uk/

people who have experienced CSA)	trauma and raising awareness of this challenging issue.	
Iranian and Kurdish Women's Rights Organisation	IKWRO provides specialist services to support Iranian, Kurdish, Afghan, Arab and Turkish women and girls subjected to 'honour' based violence (HBV), forced marriages (FM), child marriages and female genital mutilation (FGM).	https://ikwro.org.uk/
FORWARD	FORWARD (Foundation of Women's Health Research and Development) is the African women-led women's rights organisation working to end violence against women and girls. From female genital mutilation and child marriage to domestic and sexual violence, they tackle abuse and discrimination – enabling African women and girls to have the dignity, health and equality they deserve.	https://www.forwarduk.org.uk/
GALOP	Support LGBT+ people who have experienced abuse and violence, are victims of domestic abuse, sexual violence, hate crime, so-called conversion therapies, honour-based abuse, forced marriage, and other forms of abuse.	https://galop.org.uk/