

DROP IN

This means you can visit during opening hours without an appointment.

OUTREACH

This means someone will come and visit you, at home, school or somewhere different.

ASSESSMENT

This is usually when someone fills in a form with information about someone's situation. It might be to do with getting help for you or the person you care for. Have a look at the sheet on assessments in this pack.

ADVOCACY

This is when someone listens to you and then helps you to get your views across to other people, or they may do it for you, e.g. you are being bullied at school but are afraid to tell your teacher. Your advocate might help you to work out what you want to say and helps you to write this down. You feel more confident to go to your teacher and can read exactly what you want to say.

RESPIRE CARE

This means that someone else looks after the person you care for, for a short time. This could be in your home, hospital or residential home.

SUPPORT

This is when someone helps you, e.g. a friend who listens to your worries, or someone who works at your local youth club who might talk over with you how to organise your time to fit everything in.

REFERRAL

This means an agency passing details about you onto another agency because, they think they will be able to help, e.g. your doctor refers you to a social worker who can help you with things that the doctor could not.

STATUTORY

These are official agencies e.g. health (doctor), education (teachers), and social services (social worker).

VOLUNTARY

These agencies are not so 'official' and are often charities, e.g. Gloucestershire Young Carers Project, Grapevine, Share Counselling Service.

I wonder what that means

