

[FAMILY AND FRIENDS YOUTH SERVICE]

SUPPORTING YOU WITH A YOUNG PERSON'S ALCOHOL OR DRUG MISUSE

NORCAS

alcohol • drugs • gambling
change happens together

[UNDERSTANDING THE ISSUES]

POSSIBLE SIGNS OF ALCOHOL OR DRUG MISUSE

- Sudden changes in mood or behaviour
- Loss of interest in school, work or hobbies
- Furtive behaviour or lying
- Loss of appetite, restlessness or sleeplessness
- Change in friends
- Excessive spending or possessions disappearing
- Absences from school, college or work
- Unusual items like tinfoil, tablets, plastic bags
- Unfamiliar smells or stains on skin or clothing.

WHAT CAN YOU DO?

- Check the facts about drugs or alcohol – being well informed helps you talk about the problem. You'll find more information at www.norcas.org.uk
- Be supportive and positive – remember it's the behaviour not the person you're unhappy about
- Talk to someone such as a partner or close friend
- Talk calmly to the family member or friend concerned about what and how often they are using
- Agree rules on parties and drinking and make sure they have a safe way to get home
- Talk to us at **NORCAS** – we offer a range of services that can help to reduce dependency and keep people safe.

WHAT NOT TO DO

- Don't lecture or preach at the person concerned
- Don't criticise or bully them
- Don't be overprotective towards them
- Don't ignore them or the problem.

[HOW NORCAS CAN HELP]

NORCAS is the largest independent provider of services for people with drug, alcohol and gambling problems in East Anglia. We work to reduce dependency and the harm it causes to individuals, families and communities, enabling people to recover their lives positively.

Our family and friends service is designed to help people who are concerned about or affected by someone else's use of alcohol or drugs, whether you're a parent, friend or carer. We're here to help you better understand substance misuse and offer confidential advice and face-to-face or phone support while positive changes are made.

In some cases young people find it difficult to talk to parents or carers about their use of alcohol or drugs. Many parents just need to know their child is talking to someone, and that's where **NORCAS** can help.

Our Youth Service team provides a specialist drug and alcohol service across Suffolk for young people aged 19 years and under. We work using a harm reduction model to help clients reduce the risks associated with drugs, alcohol or volatile substance misuse.

OUR YOUTH SERVICES

- One-to-one sessions
- Group support
- Medical services
- Transition to adult services
- Outreach across Suffolk
- Youth offending service

REFERRAL BY A PROFESSIONAL

We recommend that professionals who work with young people undertake 'DUST' training with Suffolk DAAT. DUST is a screening tool used to help professionals assess whether a young person needs specialist intervention from **NORCAS** Youth Service. We also have our own Youth Service referral forms, which we can send to you by fax for completion, or alternatively we can take referrals over the telephone.

After a referral, a Care Coordinator will assess the client's needs and allocate them to a worker in our team. This worker will then make contact with the client and the referrer and arrange an initial appointment.

REFERRING YOURSELF

You don't have to be referred by a professional person to access our services. If you live anywhere in Suffolk and you're concerned about your or someone else's use of alcohol or drugs, you can call our Youth Service team. If you'd like to meet with one of our workers, you just need to answer a few basic questions over the phone such as your name, address, date of birth and why you'd like to meet with someone. We'll always let you know what the next step is and the availability of our services.

HOW TO SUPPORT US

As an independent charity, we rely on donations to help us deliver our greatly needed services. All donations are gratefully received and help us make a big difference to people's lives. It's easy to donate online at www.norcass.org.uk and you'll find details of various other ways of donating, such as setting up a direct debit, corporate fundraising, special day gifts and legacies. For more information, visit our website or call us on 01603 766993.

[CONTACT US]

If you're concerned about your or someone else's use of alcohol or drugs and you'd like more information about our Youth Service, help or advice, please get in touch with us.

FOR PROFESSIONAL REFERRALS

Referrals to the Youth Service should be made in writing to **NORCAS**, 10-12 Regent Road, Lowestoft, Suffolk, NR32 1PA or by calling us on 01502 513444.

FOR GENERAL ENQUIRIES

You can contact the Youth Service at:

NORCAS Lowestoft 01502 513444

Email youth@norcass.org.uk

www.norcass.org.uk

Registered charity no: 1017814 • Company registered no: 2789828

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