



Safeguarding & Confidentiality Statement

We operate as a safe space in which we highly value confidentiality for you, your family and your friends.

All of our services aim to reflect and uphold this. This means any information you choose to share with us will be treated as confidential unless we have your permission to act otherwise.

Simply put: “What is said here stays here.”

However, there are some exceptions to this and these are:

- If you tell us you are thinking about hurting yourself or hurting other people
- If someone is hurting you, bullying you or not looking after you properly
- If you are involved with any court or legal proceedings

In the event that we need to share any of your information we will aim to let you know in advance and explain why. We will support you to understand this situation in a way that respects you, respects your feelings, respects your needs and keeps you safe.

In the rare event that we have to take action without your prior consent, we will try to talk with you as soon as possible about any action we have taken or are planning to take. Such a decision would only be made after very careful consideration and only with your safety and well-being at the centre of our decision.

If you would like some more information or have any questions about this statement please speak to one of our team or send us a message via the website

www.croydondropin.org.uk