



**Revive Salford Drop-In  
Spiritian Centre  
Northallerton Rd  
Salford. M7 3TP**

Buses from Shudehill, Manchester: 92, 93, 95

Tel: 0750 066 2595

## **Welcome to the Revive SALFORD Drop-in!!!**

The Drop-in is open from 11am until 4pm. *Last entry is 2.30pm, but for the queue for the services, and depending on how busy it is, the drop-in may close earlier.*



When you arrive at the Revive Drop-in you will need to sign in.

The advisors see clients in the order that they have arrived. Once you have signed in, you will need to wait for your turn to be seen. All appointments to see advisors are free.



At the drop-in you will be able to have a hot drink of tea or coffee, whilst you wait for your appointment.



Please notify a member of staff if you are in need of clothes and food we can provide food parcels referrals to services.

Whilst you are waiting for your appointment, you can access computers with free internet access or play pool.



We offer free English language lessons every Wednesday 1.30- 3 pm

### **What happens when you see the Advisor?**



your query.

The advisor will ask you some questions, for example, What is your name? What is your nationality? What is your telephone number? Where do you live? These questions are so that we know how to contact you about any queries that you have. The advisor will then talk to you about

The session that you have with the advisor is confidential. We will only talk to other agencies about your query if you agree for us to do so. We will only speak to other agencies without your permission if we think that you may hurt or harm yourself or others.

### **During the advice session**



The advisor will make notes about your query on a form. This is a record so that the advisor knows how you have been helped.

The advisor may need to follow up part of your query after the advice session. If this is the case, they will contact you about this.

After the session you are welcome to stay at the drop-in and have a hot drink and chat with other people there.

You are welcome to come to the Drop-in every Wednesday and all advice is free.



## **Confidentiality at Revive**

When you access services at Revive, workers may take your details and write notes about the issues that they are working on with you.

This information is kept in a file and put in a lockable cabinet in the Revive office. The cabinet can only be accessed by Revive staff and is locked at the end of each day. Information is also kept on a computer database with a secure password that only Revive staff can access.

If you would like to see your file, please speak to your case worker or contact the Revive office



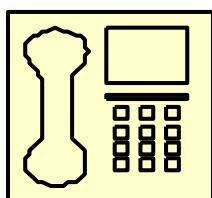
## **What to do if you are unhappy with your support from Revive.**



Members of staff at Revive aim to treat everyone with dignity and respect. However there may be occasions when you are not happy with the support you receive from Revive.

If you are unhappy, please speak to your case worker about the issues.

If it cannot be resolved with your case worker you can contact Revive Manager, Uchenna Odenigbo on the number below or write to him at Revive's address.



You can call your case worker or the manager at Revive on: 0161 223 5668