



Lowdown lounge based activities

Youth Groups, Mindspace, YAB & Young Adult social Groups

This pack contains information on which entrance you need, what to expect in The Lounge and how to enter or access groups.

Bringing young people together to connect, have fun and be themselves. Our groups are inclusive and a safe space to meet new people and take part in fun activities.

What this information pack includes:

(You don't have to read everything, You can skip to the parts you need – click the link below.)

- **Service info:**

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What to look for in the Lounge/ main building

- **People** – there will be others in and around the building, staff and volunteers are there to help.
- **Toilets** – all our toilets are gender neutral. We have disabled toilet facilities in The Lounge and more accessible toilets, ambulatory toilets and baby changing facilities in the main building.
- **Automatic doors** – The main entrance into the building (via the blue door), counselling room doors (1 and 4), doors from waiting areas and corridor to garden have automatic doors. (open inwards) to allow easier access for all.
- **Handrails** – These can be found to the left of the ramp, on the way into The Lounge and on both sets of stairs from the ground to the first floor of the main building.
- **Emergency exits** – These are at the front and side of the building. There are signs to highlight all exits.
- **Signs** – These are throughout the main building, to help find your way to rooms and exits. The signs are blue with dark text. Some rooms such as toilets also have pictures. (see examples of signs)
- **Information** – details for who to speak to in the building, what you need to know about today and where and who else outside of The Lowdown can you get support.
- **Artwork & paintings** – these are found in the Lounge and various rooms in the main building (some have been created by young people.)
- **Comfort & sensory packs** – Fidget toys, ear defenders, blankets and cushions are available to use in the lounge and main building.
- **Accessible room layout** – The Lounge layout is planned to enable access to all areas at all times.

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Youth Groups, Mindspace, YAB & Young Adult Social - How to enter and what to do on arrival



1. For groups - Enter via the side entrance, up the ramp, (to the right of the building - through the Car Park).



2. Don't press the buzzer for Youth Groups - The door will be open.
For YAB/ Mindspace press the buzzer for entry.



3. On arrival - Try to keep noise levels down in the garden area, there are other sessions in the main building.

The Lounge – What our rooms may look like - **Mindspace**, **YAB**, **all youth groups** & **Young Adult Social**



1. Entrance to the Lounge via the garden/side entrance, slightly uphill.

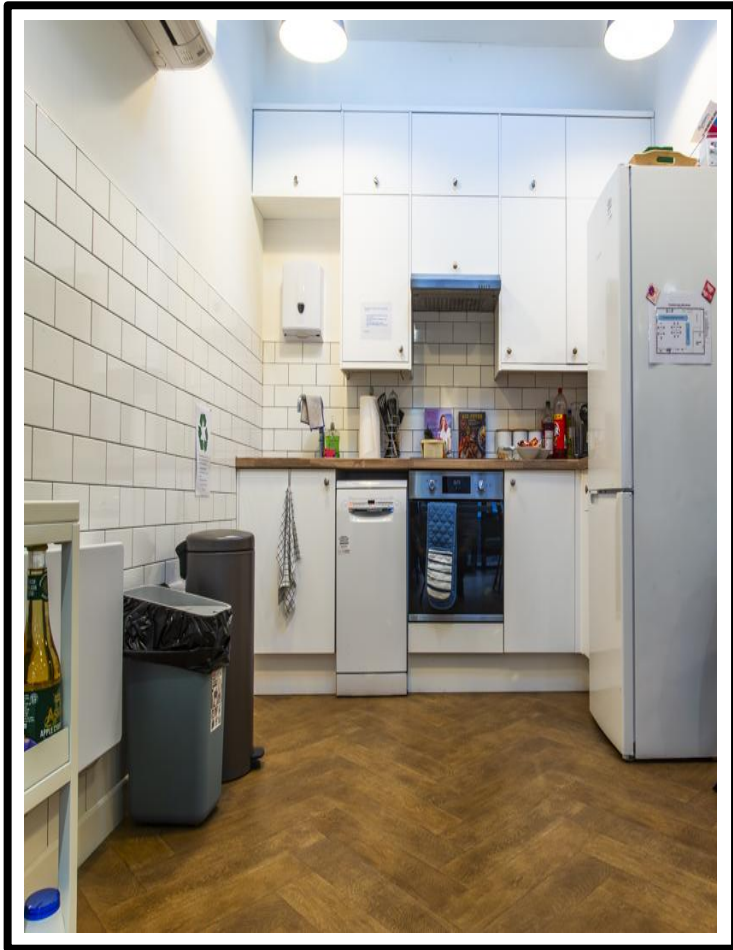


2. Lounge area may be set up like this, with access to the toilet and kitchen area. Seating plan may be adjusted for some sessions.



3. Seating available including small sofas.

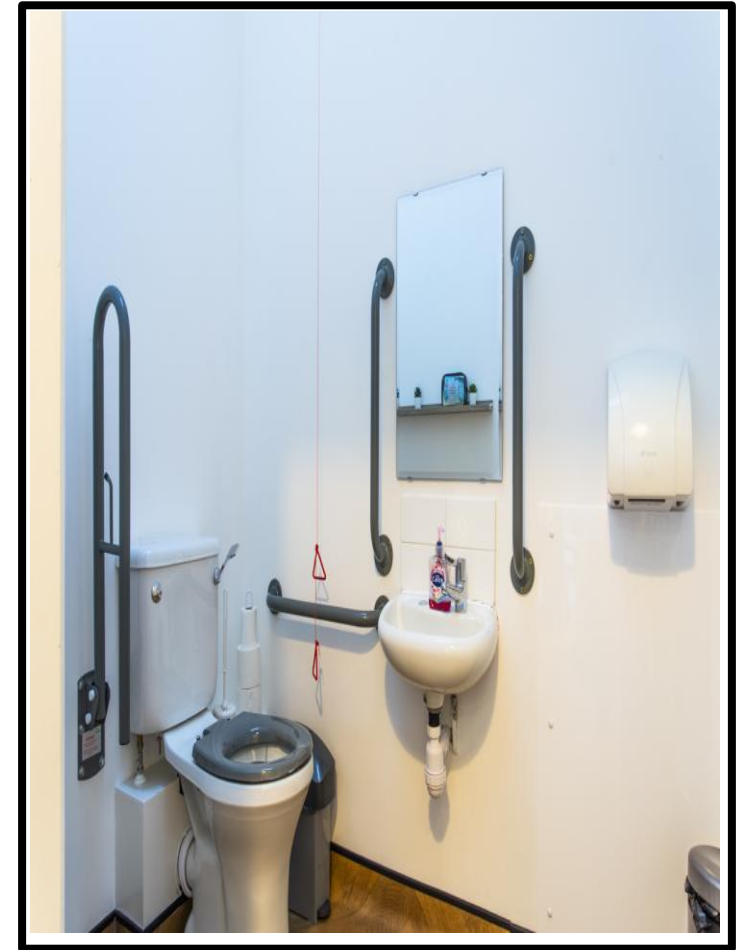
The Lounge – What our rooms may look like - **Mindspace**, **YAB**, **all youth groups** & **Young Adult Social**



4. Kitchen area. Fridge, freezer, cooker and all utensils/ kitchen accessories, for use of groups.



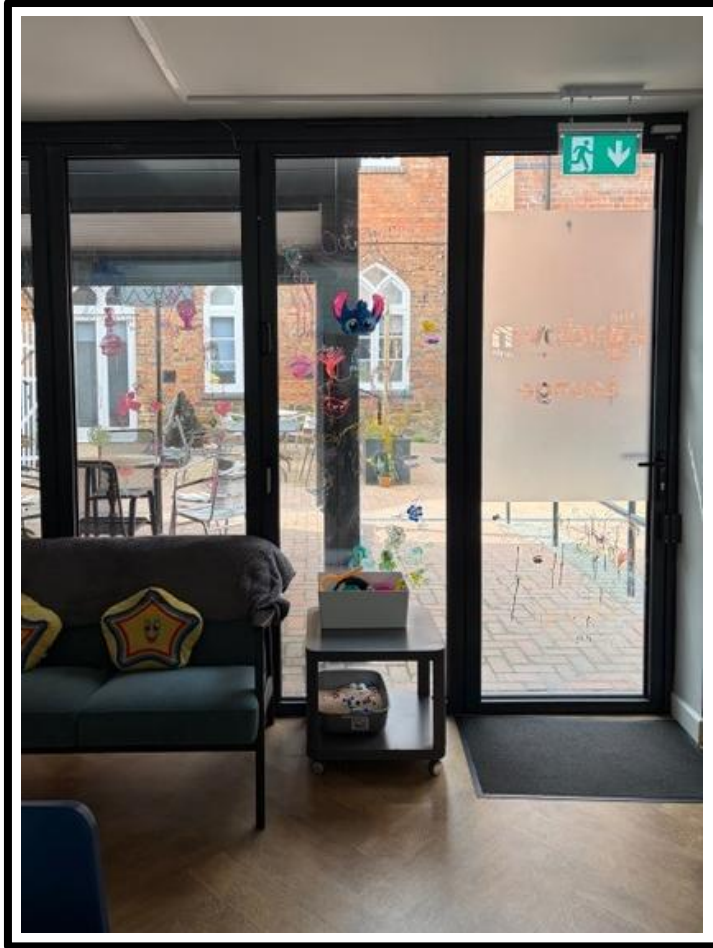
5. Access to gender neutral and accessible toilets. Giant bean bags for further comfort and seating.



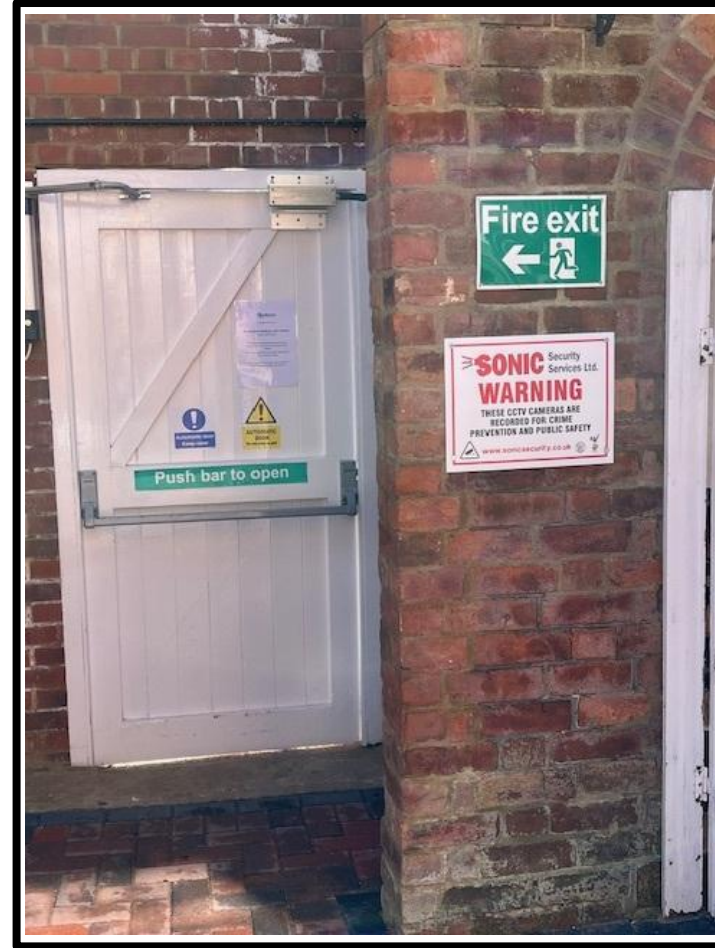
6. Gender neutral and accessible toilet in the Lounge.

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The Lounge: leaving/exiting – via garden/ white door & accessible ramp



1. Lounge exit – via the garden (slight down hill ramp and hand rail to right.)



2. Turn left at bottom of ramp to Garden exit (white door.) If shut press green button.



3. Automatic door opens outwards onto accessible ramp to car park.



What to expect in the building

What to look for, what you might see, hear, smell.
What to do if you feel a certain way during your visit.

People – Who you might see

- **Staff & Volunteers** – there will be various staff and volunteers to help or support you. Below is an example of some of the people you may come across during your visit:
 - **Group Leaders/ Volunteers** – are there to lead sessions, support you and keep you safe during all groups/ sessions. Go to our website to know who leads which groups.
 - **Shift Managers** – the role of a Shift Manager is to manage the Counselling appointments and ensure you are where you need to be to get to your session. They help staff, support clients and keep everything safe and organised. You can ask them questions while you are in the building, they are always happy to help.
 - **Drop-in Support Workers** – There are always two Drop-in support workers whilst the Drop-in's are open. They are there to see anyone who attends and offer mental health and wellbeing support, sexual health support, information and guidance and where necessary further signposting.
 - **Admin Staff** – They may be the first people you speak to, on the phone or in person. They answer phones, organise and communicate about all appointments and services at The Lowdown.
 - **Other staff** - including Counsellors and Support Workers across all services such as RE:Start support workers, service managers, management and others.

What you might hear in the building

Below are some of the things you may hear during your visit, sounds can be different depending on what day or time it is.



Sounds/ hearing:

- Buzzers- when pressed to enter.
- Voices/conversation and noise from other people in the building.
- Radio – often on in waiting area as background (if noise is overwhelming let us know).
- Doors – high pitched beep on some automatic doors, slamming doors.
- Banging and movement from other rooms – furniture moved, doors closing/opening and footsteps.
- Building work or repairs improvements, these are less frequent, but you may hear these occasionally.
- Street noise – vehicles, people and other noises from nearby shops or buildings.

A lot of this is out of our control but let us know if there is an issue and we will do our best to help

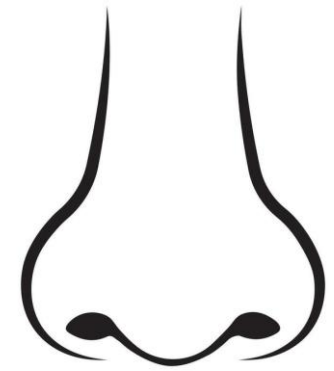
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What you might smell in the building

Below are some of the things you may smell during your visit. These can be different depending on what day or time it is.

Smells:

- Cleaning products.
- Essential oils (may be used in some rooms).
- If you are in garden areas, food smells from nearby.
- Food smells from kitchen areas in the main building and Lounge area.
- Other smells from the street or surrounding areas.
- Perfumes and body sprays worn by others in the building.



A lot of this is out of our control but let us know if there is an issue and we will do our best to help

What to do if you feel.....

Overwhelmed:

- Speak to a staff member, there are alternative quiet spaces and ear defenders available.
- Take a minute to remind yourself this is a safe space and breathe deeply, what 3 things can you see, hear and feel.

Anxious/ Stressed:

- Speak to a staff member – what helps you feel more calm or relaxed?
- Comfort items, fidgets, ear defenders are available to use in the building.

Unsure or unsafe:

- Speak to a staff member. Our aim is to provide a safe and welcoming space for you.
- Use the rule of 3 grounding techniques above – what can you see, hear and feel.



A safe space – lights & CCTV outside the building.

1.



1. CCTV outside of the building to keep everyone safe.

2.



2. Lighting at the front of the building for when its dark.

3.

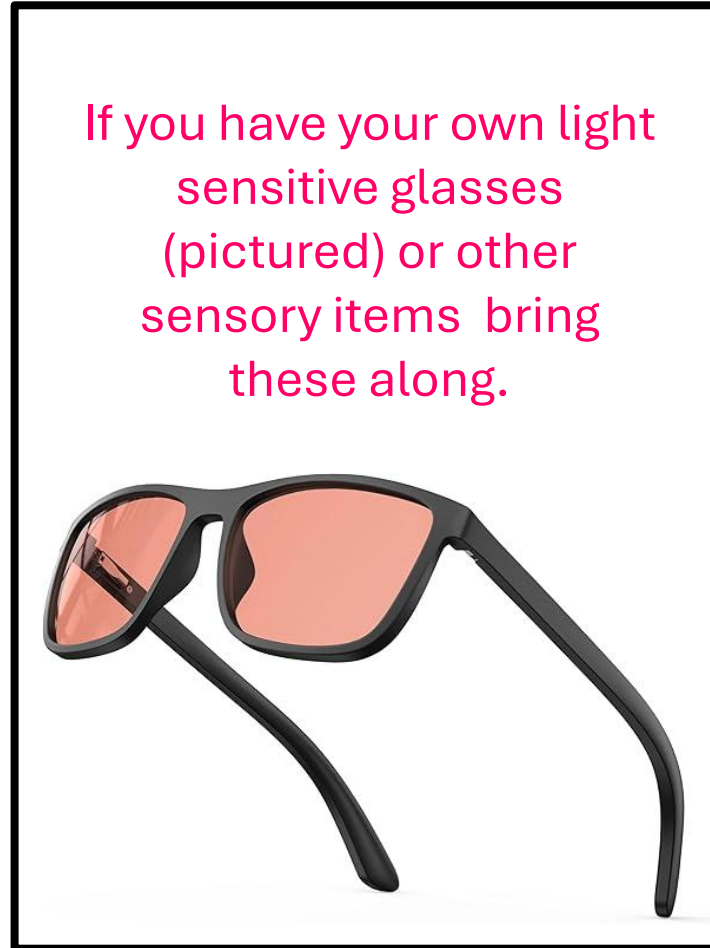


3. Lighting also at the side of the building (white door/ accessible entrance.)

Your sensory needs - Comfort and sensory items



1. Pictured: ear defenders – found in every counselling room, in the shift office and Lounge. For use in the building, please ask a staff member.



2. There are dimmable lights, blinds and lamps in every room, let staff know if light needs adjusting for you.



3. Blankets in every counselling room and waiting areas (storage baskets, pictured.) Floor cushions found in some rooms.

Thank you for reading. Is there anything missing from this information pack that you would like to see included/ need to know?

If you have any questions or need any further information, contact us:



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