



The Alcohol & Drug Service

## Annual Report 2002/03



The Alcohol & Drug Service

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The Alcohol and Drug Service (The ADS) offers advice, information and support to those whose life is being adversely affected by alcohol and drug use.

## Mission statement

*"We will strive to be a centre of excellence for the prevention and treatment of alcohol and drug misuse, and to achieve the highest standards in care management. And we will work in partnership to deliver modern, evidence based, effective interventions."*

So many momentous changes have taken place since I wrote my last report, it is hard to believe that only 12 months have elapsed.

We now operate under our new name – the Alcohol and Drugs Service – and the agency is well on the way to doubling in size and scope. This is principally due to our gaining a large scale contract to provide substance misuse services in North and North East Lincolnshire in partnership with the Doncaster and South Humberside NHS Healthcare Trust.

Thanks to the enthusiasm and seemingly superhuman efforts of our director Tim Young, ably and earnestly supported by his staff team, we have also expanded our services and initiated several new projects in Hull and the East Riding too. These objectives have been achieved with remarkable speed thanks to our highly professional and realistic bids, which in turn have relied greatly on the hard work of our financial team and the very soundly based accounting structure that has been created.

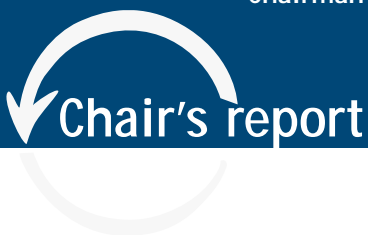
I have been truly amazed that our rapid expansion has been achieved so smoothly, because behind the scenes a huge amount of work has been done, not forgetting the many hours spent interviewing to appoint new members of staff. The answer lies in the enthusiasm and high level of motivation of our growing staff team, whose members communicate well and willingly accept the challenges they are set. Under Tim Young's inspiring leadership they have already managed the impossible in every area of operations, and this has served to greatly impress our current funders as well as other potential service contractors.

I am delighted to report that we were able to appoint David Stevenson, George Pye and Tracy Milnes to our Management Board during the year. However, since the year end, we have sadly had to say farewell to Margaret Dennison; George Pye has informed us that he is leaving the area shortly; and Chief Superintendent Paul Cheeseman has regretfully tendered his resignation due to a conflict of interests, as he is also a member of the Hull and East Riding Drug Action Team, one of our potential contractors. On behalf of the Board I should like to thank them all for their invaluable contributions.

We hope to be able to appoint a board member to represent our activities south of the Humber in the very near future, but would still like to hear from anyone throughout the region who would be keen to join our very committed existing members.

Finally can I once again pay an enormous tribute to Tim Young and all his growing team for their truly focused commitment and hard work. Suffice to say they have surpassed their targets time and again!

**John C Groome**  
Chairman



*"I have been truly amazed that our rapid expansion has been achieved so smoothly . . . "*

# Management board

## John Groome

Chairman and Member of the Business sub-group

- Personnel Manager
- Marketing and Product Management
- John held responsibility for Internal Communications
- John became Group Public Relations Manager at Northern Foods plc and held this position until his retirement in 1998

## Steve Henderson

Treasurer and Member of the Business sub-group

- Group Chief Accountant Northern Foods plc
- Governor at Winifred Holtby School Technology College
- Steve began his career with Ernst and Young working as a Senior Manager with responsibility for a wide variety of businesses

## Adele Wilkinson

Secretary and Member of the Business sub-group

- Associate at Andrew Jackson's Solicitors
- Family Law Specialist
- Adele is a trained mediator accredited by the Legal Services Commission and a member of the Solicitors Family Law Association

## Iain McInnes

- Chief Executive East Hull Primary Care Trust
- Iain initially began his career with the NHS as a nurse
- He has significant experience in establishing community based services and managing change

## Karen Knapton

Member of the Business sub-group

- The director of a business specialising in research, service development and training
- Non-Executive Director of North and East Yorkshire and Northern Lincolnshire Health Authority
- Governor of a primary school

## George Pye

Resigned June 2003

- Director of Marketing and Communications at the University of Hull
- He has a passion for communication and believes strongly about helping people achieve their full potential
- A newcomer to the City of Hull, George is active in helping the city raise aspirations and develop its profile

## Tracy Milnes

- A marketing and PR practitioner for over eight years, working in varying fields such as theatre and audience development at Hull Truck Theatre, arts marketing for Hull Time Based Arts,

production management in both radio and video

- She created Tom Tom Communications almost two years ago and worked on the launch and opening of The Deep and the Kingston Communications Stadium
- Tracy has an understanding of crisis management and successful corporate communications

## David Stevenson

- From 1989 until 2001, the Chief Executive of The Health Scheme, a Hull based 'not for profit' medical insurance company
- He took early retirement when the company was taken over by the Birmingham Hospital Saturday Fund
- He started his career with Owen Owen Ltd, a Liverpool based department store group, before joining Hornsea Pottery in 1977
- A former President of the Humberside Branch of the Chartered Institute of Marketing, he has recently qualified as a teacher of English as a foreign language

## Sue Clement

- Sue evaluated one of the early Community Alcohol Teams and has written extensively on the subject of community alcohol and drug teams
- In 1983 she served on the management committee of the Greater Manchester and Lancashire Council on Alcohol, and then on the management committee and services sub-committee of Alcohol Concern
- She was on the National Training Panel of the Scottish Council on Alcohol and the management committee of the Scottish Drugs Forum
- Sue has been a clinical Senior Lecturer in the Department of Clinical Psychology at the University of Hull and an Honorary Consultant Clinical Psychologist within HERCHT since 1997
- She is currently undertaking research relating to Assertive Outreach services and the development of carer involvement in service monitoring and planning

## Jonathan Parker

- A Senior Lecturer and Head of Social Work at the University of Hull
- Chair of the Yorkshire Universities Association Social Work Education Group
- Chair of the UK Association of Teachers in Social Work Education
- Registered psychotherapist

## Paul Cheeseman

Resigned July 2003

- Chief Superintendent Humberside Police

The past year has been an exciting and rewarding time for the Agency. It has been a year of internal reviews, swiftly followed by the implementation of change. There has been a significant amount of change and I would like to thank every one involved in our work for the manner in which they have dealt with this exciting but potentially difficult time. I believe that together we have laid the foundations for many years to come.

The Agency changed its name this year from The Alcohol Advisory Service to the Alcohol and Drug Service (The ADS). We were working with drug as well as alcohol-using clients and it seemed appropriate that this breadth of service was reflected in our name. The new title was finally formalised with the Charity Commission and authorised by the Board in December 2002.

Always looking to maximise the effectiveness of its services, the Agency has been keen to collect usable performance data. For example, the Christo Inventory for Substance Misuse Services (CISS) has been rolled out across all projects. At the same time, the care planning system has been reviewed and changes implemented. In order to make the best use of any data collected, it is necessary to have a system that is able to manage that information effectively and a new database was introduced in June 2002.

The Business and Service Development Plan 2002/2003 included Agency growth. The Agency has been restructured over the last 12 months to provide the frameworks needed to support and sustain our aims. A robust management structure is in place that is able to support existing projects and incorporate any new expansion. A key part of this has been to create a Projects Manager post responsible for operations in Hull and the East Riding and I would like to take this opportunity to welcome Kirsty Smith to the team.

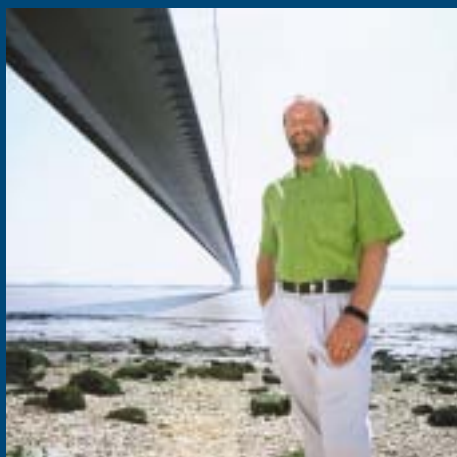
To ensure the continued improvement of the Agency's financial management, the financial structure has also been reviewed. This, together with the operations restructuring, has meant that the number of caseworkers attached to the Spring Bank Project has been increased by one WTE (Whole Time Equivalent) and in addition we have been able to employ a full-time receptionist at the same project.

The first half of 2003 has seen the expansion of services with a number of new projects being commissioned. In Hull and the East Riding, the number and range of services available have been increased through innovative projects such as STARS. In addition to this, the Agency, together with its partner Doncaster and South Humber NHS Healthcare Trust (DASH), was awarded the contract for the Adult Substance Misuse Services in North and North East Lincolnshire.

I believe that The ADS is in good shape and I look forward to the year ahead with as much excitement as I did the last.

**Tim Young**  
Director

## Director's report



*"Always looking to maximise the effectiveness of its services . . ."*

## The ADS projects 2002/2003

### Spring Bank Alcohol Project

82 Spring Bank, Hull, HU3 1AB

#### Drop-in

☎ 01482 320606

### Primary Care Project

c/o 82 Spring Bank, Hull, HU3 1AB

☎ 01482 320606

### Goole Substance Misuse Service

100 Boothferry Road, Goole, DN14 8AE

☎ 01405 767307

### Bridlington Substance Misuse Service

23 Prospect Street, Bridlington, YO15 2AE

☎ 01262 424726/27/28

### The Quays PMS (Personal Medical Service)

35-39 Myton Street, Hull, HU1 2PS

☎ 01482 335335

### Criminal Justice Project

c/o 82 Spring Bank, Hull, HU3 1AB

☎ 01482 320606

### STARS (Hull & East Riding)

c/o 82 Spring Bank, Hull, HU3 1AB

☎ 01482 320606

### STARS (North and North East Lincs)

c/o 17 Trafford Street, Scunthorpe, N Lincs,

DN15 6TN

☎ 01724 855591

### A & E Alcohol Project

c/o 82 Spring Bank, Hull, HU3 1AB

☎ 01482 320606

### The Junction (North East Lincs)

22 Dudley Street, Grimsby, NE Lincs, DN31 2AB

☎ 01472 267885

### The Junction (North Lincs)

17 Trafford Street, Scunthorpe, N Lincs,

DN15 6TN

☎ 01724 855591

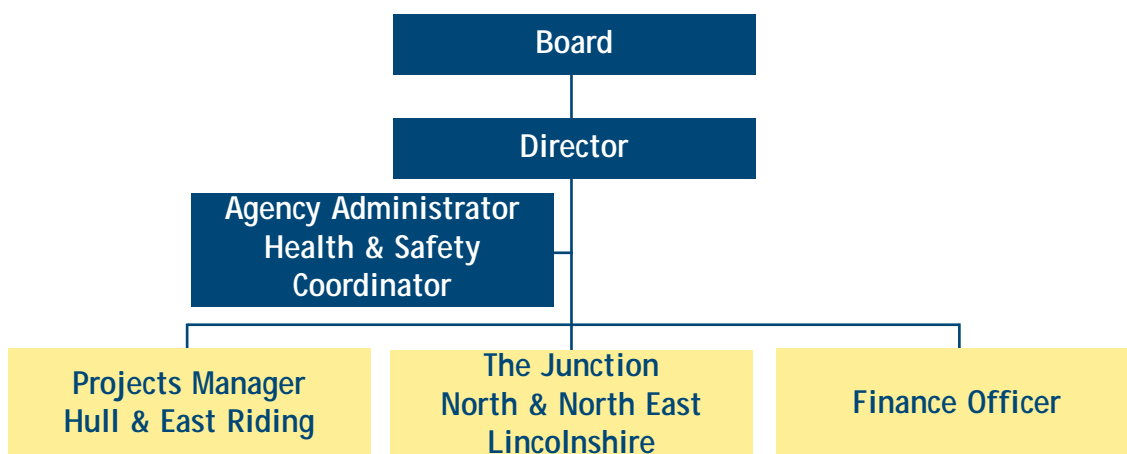
### Central Support Team

c/o 82 Spring Bank, Hull, HU3 1AB

☎ 01482 320606

## How we deliver

*"The Agency has been restructured over the last 12 months to provide the frameworks needed to support and sustain our aims"*





*"In Hull and the East Riding, the number and range of services available have been increased through innovative projects such as STARS"*

Many issues may underpin a person's problematic substance abuse. In order to be effective, intervention needs to engage with all of the contributing factors. The ADS believes that it needs to be proactive in its relationships with other providers. To these ends, working closely with other agencies and specialists is vital to the effective engagement of our clients with services.

There are at least two elements to the treatment of problematic substance users – the psycho-social and the medical. We believe that our speciality is the psycho-social. The second element is best dealt with by agencies that have a specialist background. We are proactive in our relationships with partner organisations and there have been a number of significant developments in our links in 2002/2003.

## Spring Bank Project (Hull)

The Alcohol and Drug Service drop-in centre at Spring Bank in Hull offers advice, assessment, information and counselling. One-to-one structured counselling and brief interventions are also provided. Professionals are able to access the service for advice and referral options.

The drop-in facility is open to members of the public from Monday to Friday, 9.30am to 4.30pm. Staff are also available to offer advice to those who prefer to make contact by telephone. A rapid response is made to individuals who wish to address their alcohol abuse.

In addition, the project offers support to family members and close friends who are affected by a person's drinking behaviour.

- 93% of those referred were seen within ten days
- CISS scores indicate that 79% of service users who engaged with the service improved

## Working in partnership



## Goole Substance Misuse Service and Bridlington Substance Misuse Service

These services are part of a multi-agency team and offer help to those with alcohol-related problems. The general public are able to access the Goole service directly. Both services take referrals from local GPs and other health professionals. Support is offered through appointment-based counselling and brief interventions, alongside advice and information. Detoxification is available, offered in conjunction with a medical team based at the project. In more complex cases, staff refer clients to the Specialist Substance Misuse Service. Where appropriate, the project liaises on behalf of clients with other appropriate agencies.

- 86% of service users left the service in a planned way
- 100% showed an improvement on the CISS score

## Primary Care Project

Working closely with GPs, this project offers a comprehensive health-based approach to providing help and support to clients with drug and alcohol-related problems. It is based predominantly within specific GP surgeries or locality clinics in the rural areas of the East Riding of Yorkshire and is designed to make the service more accessible to clients who, for geographical reasons, have previously found it difficult to locate this type of help.

The project offers clients effective screening and assessment. This may be followed by brief interventions and structured counselling or referral onto community alcohol services for dependant drinkers or drug users, where more intensive interventions are required. Appropriate support, advice and onward referral for families of identified problem-drinkers is another strand of the project.

Advice, guidance and information on treatment options and referral pathways are also provided for primary health care practitioners.

- 91.5% of those agreeing a primary care plan completed it
- 72% were offered a first appointment within ten days of the assessment
- 67% showed an improvement on the CISS score

*The ADS believes that it needs to be proactive  
in its relationships with other providers*

## Personal Medical Service

This multi-agency project, based at The Quays in Hull, delivers a one-stop shop for hard-to-reach groups. It offers alcohol, drug, personal, medical and housing services. Within this framework, The ADS worker offers an alcohol-specific service, giving counselling-based interventions, support, advice and information. Individuals can access this service directly or be referred by other professionals.

- 95% of those referred were offered an assessment appointment within ten days
- 100% of those agreeing a primary care plan completed it

## Accident & Emergency

The success of the initial six-month pilot project with the Accident & Emergency Department at Hull Royal Infirmary, which ran at the beginning of 2002, was reported in a research paper by Adrian King. This data and the support of the Safer Communities initiative have secured a further 12 months of funding for this successful collaboration.

The ADS worker takes referrals from medical staff who screen patients as they present at the hospital. The A&E Alcohol Worker can offer brief interventions and also refer on for relevant professional assistance.

The system provides appropriate and up-to-date information on all aspects of alcohol misuse. It also provides a screening and referral assessment, offers support to Accident & Emergency staff so that patients receive the most appropriate treatment and aims to engage clients in the treatment system.

- When the pilot ended in June 2002, referrals from this project accounted for 9% of the total referrals to the Spring Bank Project
- When patients attending the A&E Department were screened, the results indicated that 14% needed further intervention for alcohol-related issues

## Criminal Justice Project

The partnership project with the National Probation Service, Humberside, was chosen to pilot the new outcome measures in 2002. The pilot took a measure new to the agency – the Christo Inventory for Substance Misuse Services (CISS) – and used this alongside an existing one. The results from each tool were confirmed by the other. In fact, the pilot was so successful that the measure was rolled out across the agency and is now used in all projects.

The project offers structured help and support to people whose offending is related to their alcohol use. Referral is through a Probation Officer only and participants remain subject to the supervision of the Probation Service throughout the time they are part of the project.

The programme offers six to eight sessions of one-to-one work with a named alcohol worker. The intention is to stabilise alcohol use and motivate and enable the participant to make use of further rehabilitative interventions.

- 76.5% of service users improved according to the CISS
- 85.5% completed secondary care plans
- 86% left the project in a planned way

## Kenya Project

The project was commissioned by the National Lotteries Charities Board and addressed the huge problem of alcohol and drug abuse in Kenya. Managed by a UK based post, the project aimed to train Kenyan nationals. A counselling network co-ordinator was employed to offer support to the delegates and their associated agencies, leaving a sustainable skills base in the country.

An ADS training course was delivered to a group of 60 delegates who were trained in the skills required to deliver brief interventions with motivational interviewing and cognitive behavioural therapy. The project ended at the end of April 2003. However, the exit strategy devised aimed to enable the continuation of training of Kenyans to help those with substance use problems. The ADS has encouraged the Universities of Hull and Nairobi to continue with the course and further develop its delivery.



## S.T.A.R.S STARS (Supported Tenancy And Resettlement Service)

The ADS has been successful in attracting funding, through the Supporting People initiative, to develop an outreach service for problematic alcohol or drug users. The project is aimed at people who have a current or recent difficulty maintaining stable accommodation.

Working in partnership with the Supporting People teams, Humercare and the Housing Department of the East Riding of Yorkshire Council, STARS offers structured high-level support to clients to enable them to manage their accommodation successfully. Specialist workers visit people in their own homes to develop individual support plans. These are reviewed on a regular basis and can be adjusted to meet changing needs. When the intervention is to end, a withdrawal plan is agreed between the support worker and client.

STARS has been launched in four areas: Hull, the East Riding of Yorkshire, North and North East Lincolnshire. Many service users have been placed in more suitable accommodation and, in some cases, accommodation has been found for those who came to the service without any.

- 90% were given an appointment within ten days of their assessment
- 100% received a planned discharge



## The Junction

Working in partnership with Doncaster and South Humber NHS Trust, The ADS has been awarded a three-year contract for the delivery of adult substance misuse services across North and North East Lincolnshire. The two partners have designed a model of service delivery that incorporates both the medical and counselling elements of treatment and takes into account the urban and rural aspects of the locality.

Opening its doors for the first time on 1 April 2003, the Junction offers a full range of services, including a Structured Day Programme, arrest referral, Shared Care, specialist counselling and prescribing and direct access for advice and information.

### • Staffing

Initially employing a highly skilled senior management group, the Junction has already recruited four senior counsellor practitioners and 12 counsellor practitioners. It is a tribute to the good work and reputation of both partners that so many posts have been filled at a time when there is a shortage of workers in the field.

### • Premises

The Junction requires a minimum of four premises and has already identified four. All premises are central and easily accessible by service users. A new IT system has been installed with a database that is recommended by the National Treatment Agency (NTA).

### • Projected Uptake

In the first eight weeks of the service opening its doors, the team developed a combined caseload of 772 clients and 330 people have walked in off the street to seek help and advice. The service expects these numbers to increase as it establishes itself.

## 2002/2003

- The ADS took over 1,200 referrals this year in the Hull and East Riding region alone
- 65% of all clients of the agency showed an improvement according to the CISS score
- 90% of all clients receiving a primary care plan completed it
- 90% of clients receiving a secondary care plan completed it
- 60% of clients left the agency services in a planned way
- 82% of clients stabilised or reduced their drug or alcohol use
- 81% of clients were offered an assessment within ten days of their referral

## Client feedback

*"I gained an understanding of what made me tick, why I did what I did"*

*"Advertise yourself more"*

*"Thank you very much for your help"*

*"Being able to talk to somebody without being judged"*

*"I have become a better person, more in control of my life"*

*"I think that the services for me could not be improved"*

*"You have made a huge difference to my life and helped me make this huge step forward"*

*"Thank you"*

*"I have my life back"*

*"I have a closer relationship with my sister and family"*

*"I have improved self esteem and improved relationship with partner"*

## A measure of success

## Staff development

An appraisal system has been introduced this year, through which training needs are identified.

## Training

A three-level training system is being introduced. This identifies:

- 1 Core training** – what is necessary to deliver the service. It is planned to link this to the Drug and Alcohol National Occupational Standards (DANOS) in the coming year
- 2 Enhanced training** – training which will enhance the service delivery
- 3 Other training** – any other training requests

Each member of staff receives an identified training budget each year, the spending of which is agreed between the employee and their supervisor.



*90% of all clients receiving a primary care plan completed it*

*"You have made a huge difference to my life and helped me make this huge step forward"*



# Income and expenditure

## Review of 2003

The ADS increased its income in the year by 4% to £415,927 resulting primarily from additional services supplied and inflationary increases under the core contract with the East Riding Health Authority. The core contract at £272,510 (2002 – £254,152) incorporates projects in Hull, Goole and Bridlington and the various elements are reviewed elsewhere. The three-year core contract is due for renewal in April 2004 and The ADS looks forward to successfully maintaining and further developing service provision.

The other main increase in income arose from the completion of the Kenya Project at £49,569 (2002 – £nil). In addition, The ADS continued its contract with the National Probation Service with income of £39,235 (2002 – £95,025), the reduced income level reflecting cutbacks by Probation.

The majority of The ADS's funding is Restricted, in that the income from the above contracts is required to be expended on specific services that are contracted. Expenditure in 2003 amounted to £417,503 (2002 – £353,141), most of which is pay costs and directly related to the core contract. Pay costs relate primarily to the operational staff and The ADS continues to minimise management and administration costs with a target of 10% or less to be expended on such costs.

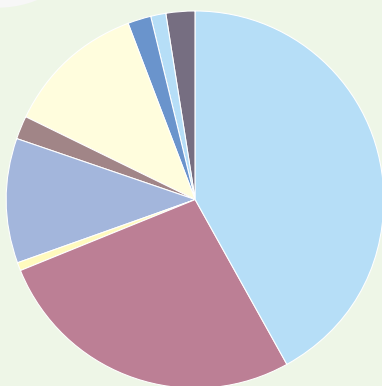
The above activities resulted in a small net deficit of expenditure for the year of £1,576, although unrestricted reserves increased by £14,572.

## Developments in 2004

The ADS's strategy includes objectives to broaden its funding base, develop partnerships and increase non-restricted funding and has been successful in setting up a number of new projects in 2003 including:

- STARS (Supported Tenancy And Resettlement Service), in Hull, East Riding and Lincolnshire;
- An A&E project in Hull; and
- The Junction – a partnership with Doncaster and South Humber NHS Trust.

## Treasurer's report



### Income sources 2002/2003

Primary Care Trusts and Local Authorities	42%
Drug Action Teams	27%
Hull & East Riding Community Health	1%
National Probation Service	11%
General Social Care Council	2%
Kenya Project (Community Fund)	12%
Bank interest	2%
Supporting People	1%
Sundry Earnings	2%
TOTAL	100%

These projects were started towards the end of the financial year and in 2003/2004 will contribute significantly to growth in The ADS's income streams with an almost doubling in size of the agency. The new projects will increase the need for timely and accurate management information and the finance and management team has been strengthened accordingly.

By securing a wider range of funds, The ADS is extending services and enabling the charity to build a prudent level of unrestricted reserves. The Board has set a minimum reserves target of 10% of income to be achieved over the next three years in order that The ADS would be able to deal with any issues arising from a short-term reduction in funding.

## Balance sheet

There has been no significant change in the fixed assets of The ADS in 2002/2003. Working capital has been maintained at around £75,000, although there has been a reduction in bank balances and creditors as a number of old purchase invoices have finally been received from the supplier and settled.

The bank balance in hand at the year-end was £138,915 and The ADS continues to actively manage its cash through bank deposits to maximise interest receivable. The ADS does not invest in assets other than bank deposits.

## Corporate governance and risk management

The charity trustees have given consideration to the major risks to which the charity is exposed and systems designed to mitigate those risks. The ADS has an experienced Management Board, drawing from commerce, health and local government to support its growth.

The Management Board oversees and approves the overall strategy and management of The ADS and will now meet six times a year. A Business sub-group, comprising members of the Management Board meets every two months to review business developments and agree policy with the Director.

The Director is responsible for day-to-day control of operations and performance of The ADS. The Director has also set in place operational controls over service provision to ensure that staff are working and trained with proper standards.

An annual Business and Service Strategy Review is carried out from which an Action Plan is completed and agreed by the Board. The plan sets out priorities for new service opportunities and funding. The ADS prepares detailed budgets and monthly management accounts are prepared and performance is monitored against budget by the Business sub-group and the Management Board.

With the support of the Drug Prevention Advisory Service (DPAS – a Government agency) an audit of The ADS's standards against QuADS was carried out in 2002/2003. The result was positive and a number of areas for action identified.

## Outlook

The service is in a sound financial position and structures are in place to control and manage development going forward.

The alcohol and drug problems in the region means there is increasing demand for our services and The ADS is working hard to build relationships with local commissioners and strategy makers. We believe that we are well placed to work in partnership in providing alcohol and drug services using the strengths of the agency.

**Steve Henderson**  
Treasurer

## New look for the website

The agency's website has been updated and expanded, making the projects easier to locate and access. A table of links to other sites has been included for the first time.

The site also contains an email facility, enabling direct contact with the agency. The ADS is able to offer support to clients who choose this method of getting in touch.

[www.ads-helponline.co.uk](http://www.ads-helponline.co.uk)

## Introducing Models of Care

The most comprehensive piece of guidance yet for the field of substance misuse treatment was published recently by the National Treatment Agency. Models of Care sets out a national framework for the commissioning of treatment for adult drug misusers. It aims to apply some fundamental principles to a whole systems approach in substance misuse treatment.

The framework accepts that substance misusers require access to a range of services and to more than one at a time. It also acknowledges that the planning and services delivered need to be evidence-based and monitored effectively. It then identifies the requirements to allow this to happen. This is a clear reference to collaboration between service providers which is underpinned by clear care pathways and on-going assessment.

The ADS is keen to take a full part in the implementation of these principles.

## Training for the future

Attracting well-qualified workers into the field of substance abuse is proving to be difficult nationally. The ADS continues to offer student placements and is committed to this aspect of training.

The ADS offered its first training course that was open to direct application from individuals and agencies, a five day programme entitled 'The recognition and early management of people suffering from the problems of substance misuse'. The course was delivered in Hull in April 2003. The training offered practice in the delivery of brief interventions with motivational interviewing and guidance on the appropriate referral of people with substance misuse problems. The course attracted participants from across the spectrum including GPs, students and workers attached to Drug Action Teams. The feedback and evaluation were very positive.

## Looking forward



*The agency's website has been updated and expanded . . .*

*[www.ads-helponline.co.uk](http://www.ads-helponline.co.uk)*





*"I believe that together we have laid the foundations  
for many years to come." Tim Young 2003*

## Thank you to

Hull and East Riding DAT (Drug Action Team)

National Probation Service – Humberside

West Hull Primary Care Trust

East Riding Social Services

Yorkshire Wolds and Coast Primary Care Trust

Hull City Council

Supporting People team Hull

Supporting People team East Riding

Supporting People team North Lincolnshire

Supporting People team North East Lincolnshire

North Lincolnshire DAT

North East Lincolnshire DAT

North East Lincolnshire Police Force

Community Fund

Safer Communities Initiative (Hull)

*“The ADS has been successful in attracting funding, through the Supporting People initiative, to develop an outreach service for problematic alcohol or drug users”*





The Alcohol & Drug Service

[www.ads-helponline.co.uk](http://www.ads-helponline.co.uk)