

equal opportunities

All people using our service are treated with dignity and respect, and we will not discriminate on the grounds of gender, sexuality, age, race, religion, health status, ability or class.

In the same way our staff will expect to be treated with equal regard.

your suggestions

We hope that anyone receiving a service from the team will be completely satisfied; and we would like to hear if things go well.

Suggestions are also important to promote improvements within the service when things haven't gone so well. We know from experience that most issues can be resolved immediately.

However, where this isn't possible you can write to the Chief Executive at the address in this leaflet, or ask for a complaint form.

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Supported Tenancy And Resettlement Team

**82 Spring Bank
Hull
HU3 1AB**

**opening times: Monday to Friday
9.00 a.m. – 5.00 p.m.**

**telephone: 01482 320606
fax: 01482 218926
web: www.ads-helponline.co.uk**



The Alcohol & Drug Service

The Alcohol & Drug Service (ADS) is a registered charity,
Charity No. 1108595 Company Number 05375809

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Supported Tenancy And Resettlement Team

**The Supported Tenancy And
Resettlement Team provide a
service for people with
substance misuse problems
who require help in maintaining
a tenancy**

Call: 01482 320606



The Alcohol & Drug Service

Supporting people to make positive change

what is start?

The Supported Tenancy And Resettlement Team provide a service for people suffering from substance misuse problems who need help in maintaining a tenancy.

We provide:

- * **a specialist support worker who works on an outreach basis within a persons own home.**
- * **a programme that offers high level support to enable a person to manage their own tenancy and address their substance misuse problems.**

We do not provide:

- * **Accommodation. However we will work with people who are in a tenancy or who have been offered a tenancy.**

We are committed to working with other agencies to help with tenancy requirements.

who is the Service aimed at?

- * **Those over 18 substance misusers who have current or recent difficulty maintaining stable accommodation be that council or privately rented or owned.**
- * **Those presently in a tenancy or being considered for a tenancy and have substance misuse problems.**
- * **Those needing relapse prevention support to help maintain a tenancy.**

what happens?

Once we have been contacted an assessment appointment will be made. Assessments will be completed jointly by the START specialist support worker and the person requiring support, usually in their own home. Together any issues and concerns will be discussed and the most appropriate service will be agreed.

After assessment a support worker will be allocated who will visit and agree an individual support plan. The plan will be reviewed on a regular basis to monitor progress and meet any changing needs.

what happens when my programme ends?

- * **A withdrawal plan will be agreed in preparation.**
- * **A short aftercare plan will be agreed and drawn up .**
- * **A support pack will be issued containing useful information and contacts for the future.**

confidentiality?

We recognise that confidentiality is of the greatest importance.

To enable us to work effectively, it can be beneficial to share information with consent. We may need to share information without consent if it relates to harm. The specialist support worker will explain our confidentiality policy at the assessment.