

CONFIDENTIALITY

We recognise that confidentiality is of the greatest importance.

To enable us to work effectively we have to share information. The specialist support worker will explain our confidentiality policy at the assessment.

EQUAL OPPORTUNITIES

You will be treated with dignity and respect, and we will not discriminate against you on the grounds of gender, sexuality, age, race, religion, health status, ability or class.

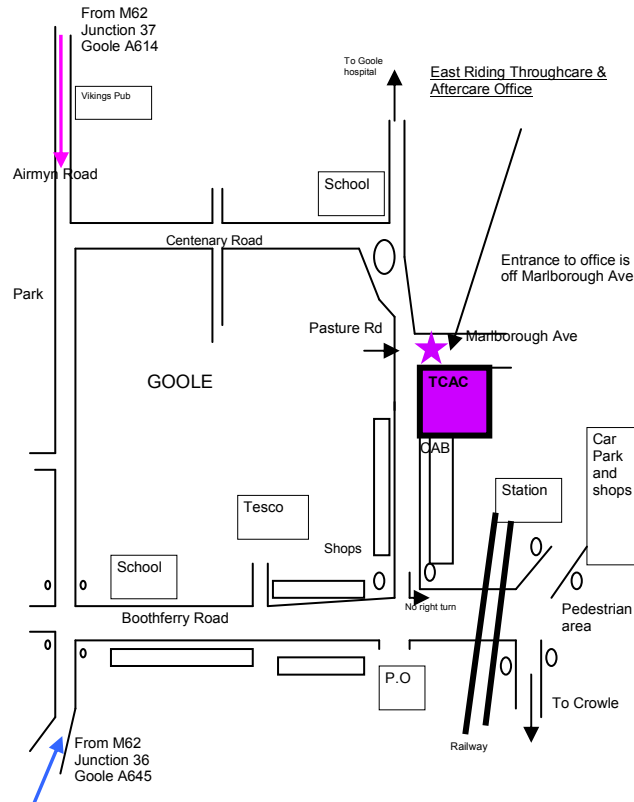
YOUR SUGGESTIONS / COMPLAINTS PROCEDURE

We hope that anyone receiving a service from our team will be completely satisfied; and we would like to hear from you if things go well. Negative feedback is also important to us. This helps us make improvements to the service that we offer in the future. We know from experience that most issues can be resolved immediately. Where this is not possible please request the ADS Complaint Policy & Procedure which explains what to do next. It is available from our Goole Office or from:-

The Alcohol & Drug Service
82 Spring Bank
Hull
HU3 1AB

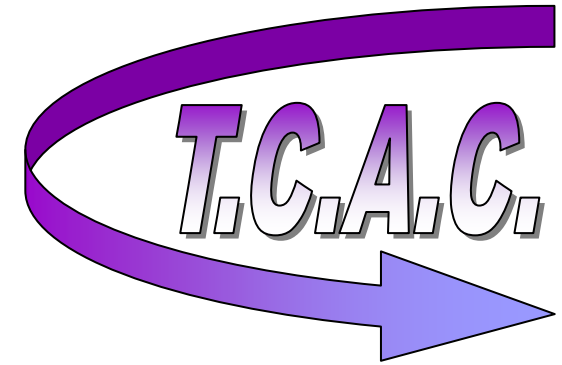


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**East Riding
Through Care & After Care**

“supporting people to make
positive change”



The Alcohol & Drug Service



East Riding Through Care & After Care

Based in Goole, this innovative service has a team of outreach workers who will offer a 'beginning-to-end' support service to drug-misusing offenders across the East Riding.

Through Care:

This means we will stay involved with your support by joining up all those who you are involved with from arrest, court, through to sentence and beyond.

After Care:

This means we help co-ordinate the all round support in areas such as housing, benefits, and training. The aim is to help you achieve your goals after you have moved out of any part of the criminal justice system or completed any planned treatment.

Who is T.C.A.C for?

Anyone who is involved within the criminal justice system who is or has been a drug misuser can access TCAC. The only requirement is that you are living in or returning to the East Riding.

How do I get referred?

All workers within in the criminal justice system are able to refer you and they can give you more information about the service. You can contact us yourself if you are interested and think you may be eligible.

What happens after I am referred?

Assessment:

A TCAC worker will talk to you on a one to one basis and listen to your individual wishes and needs and discuss the options that are open to you.

Care Planning:

We help you to draw up an individual plan of action agreeing realistic goals based on both your situation and future aspirations.

Review:

To make sure your care plan is up to date and relevant reviews will take place to look at your current situation. If things have changed we will update your care plan with your agreement and involvement.

Will I have to travel to get the service?

This Service can be offered to you at a local venue within the East Riding on an appointment basis. Home visits can be arranged as well.

What happens if I have problems not directly related to my substance use?

As well as specialist substance misuse services we will network with many other organisations on your behalf, and have contacts and information resources to help you. We are able to advocate for you in areas such as Housing, Benefits, Careers, Mental Health, Family Support and many others.

How will I be treated?

We will work with you in a friendly and flexible way to support you to achieve your goals.



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