



# Our new drug and alcohol support service

What we are planning to do



Easy  
Read

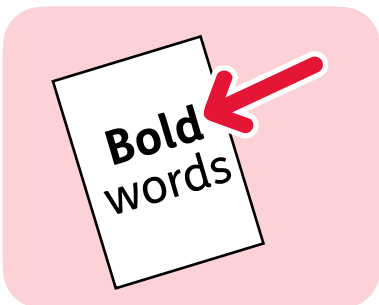
# Easy Read



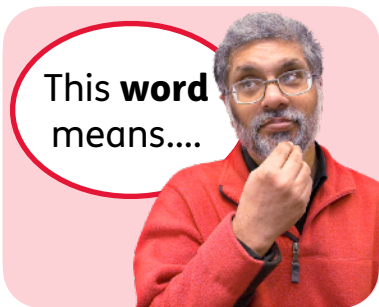
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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# About this booklet



Bristol City Council is thinking about our service for people who have drug and alcohol problems.



We are going to work with a new organisation, called a **provider**, who will provide this service for us.



We have thought about how the service should work.



This booklet explains what we think the drugs and alcohol service should be like.



You can tell us what you think of our plan here:

[bristol.gov.uk/substance-plan](https://bristol.gov.uk/substance-plan)

# Money

**Government**



We get money from the Government to pay for our service for people who have drug and alcohol problems.

**£7.2 million**



At the moment, we get about £7.2 million each year to pay for this.

**Change**



But this might change in the future.

**March  
2025**



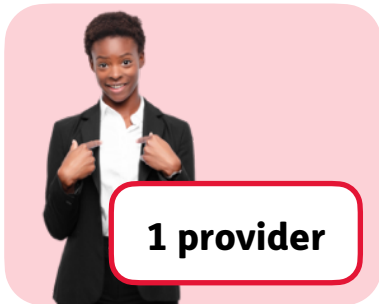
We have some extra money now, but it might only last until March 2025.

**5  
years**



We want the new drugs and alcohol service to last for at least 5 years, and maybe longer.

# How we will organise the new drugs and alcohol service



We will work with 1 provider to organise the drugs and alcohol service.



The provider could organise a group of different organisations to work together.



We will also work with smaller local groups.



We want the provider to understand Bristol and make sure everyone is treated fairly and well.

# Listening to people



We talked to many people about our plans for the drugs and alcohol service.



Most people liked our ideas.



They said we should think about how we can make it easier for people to use our drugs and alcohol service.

# Who our drugs and alcohol service is for

Our drugs and alcohol service is for people who:



- Have problems with alcohol, or feel like they need it.



When someone feels like they need alcohol or drugs to live their daily life, this is called a **dependency**.



- Have problems with drugs, or have a dependency.



- Sometimes use other drugs that might hurt them.



Our drugs and alcohol service is also for people who:



- Are homeless and have problems with alcohol and drugs.



- Are in trouble with the law and feel like they need drugs or alcohol.



- Need help for their mental health, as well as alcohol and drugs.



- Are affected by someone in their family using drugs or alcohol.



We also help children and young people who may have problems with drugs or alcohol, before their problem gets worse.

# What we want to achieve



We want:

- To stop problems with drugs and alcohol from getting worse.



- Fewer people to die because of alcohol and drugs.



- Fewer people to break the law because of alcohol and drugs.



- People to feel happy and healthy, even if they use drugs or alcohol.



- People to stop or use less drugs and alcohol.

We also want:



- More people to get better from their problems with drugs and alcohol - this is called **recovery**.



- People to get on well with their family and friends.



- More people to get into school, a job, or training.



- To stop people from being used by others for bad things.



- To help people to support themselves.

# Working together



When we help people with drug and alcohol problems, we work with many other services.

These include services that:



- Help people who might become homeless.



- Help people who are in trouble with the law.



- Care for adults, children and young people.



- Look after people's health, like local doctors.

The services we work with also:



- Support people to take the right medicine.



- Take people to hospital to help them stop using drugs or alcohol.



- Help people to be safe when they have sex.



- Help people to get and keep a job.

We also work with:



- Local community support groups.



- Courts and the police.



- Hospitals and local doctors.



- People who have used our drugs and alcohol service in the past.

# What we believe



## Our vision

Our **vision** is how we want to work in the future.

We want to:



- Make a new service for helping people with alcohol and drug problems.



- Think about what is best for each person.



- Stop people from hurting themselves and others.

As part of our **vision**, we also want to:



- Include everyone.



- Think of new ways of working.



- Try to achieve a lot.

## Our values



Our **values** are what we think about in everything we do. We believe that we should:



- Put the people who use our drugs and alcohol services at the centre of what we do.



Our values are also to:



- Think about what people are able to do, and not just their problems.



- Help people of all ages.



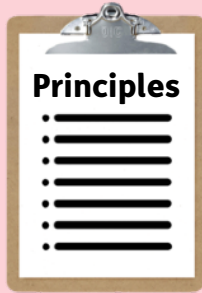
- Keep trying to make changes and work in better ways.



- Listen to people.



- Help people to become stronger and more able to look after themselves.



# Our principles

Our **principles** are how we believe we should work. They are:



- Drugs and alcohol services should be for everyone, including children, young people and families.



- We will protect people who might not be safe from harm.



- We will make sure people get the right help as soon as possible.



- We will help people to get better from their drug and alcohol problems.

Our **principles** are also to:



- We will help people who use our drugs and alcohol services to stop hurting themselves and others.



- We will think about how people think and feel when we help them.



- We will work with others to help people feel less bad about needing our help.



- We will work in different places, like schools and health services.



- We will support people who have been in the armed forces - this includes the army, navy and air force.

Our **principles** are also to:



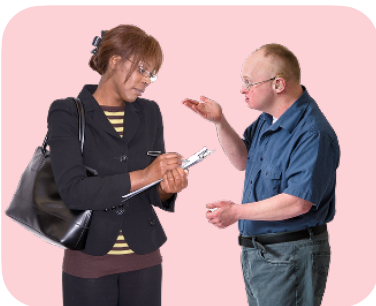
- We will respect that each person is different and needs different things.



- We will give people choices to help them get better in ways that are right for them.



- We will use technology, like computers and phones, to help support people.



- We will find people who need help but haven't asked for it yet.

# What we want the new drugs and alcohol service to be like



We talked to people to find out what the new drugs and alcohol service should be like. They told us it should:

## Work well

The drugs and alcohol service should:



- Help people to start to need drugs and alcohol less.

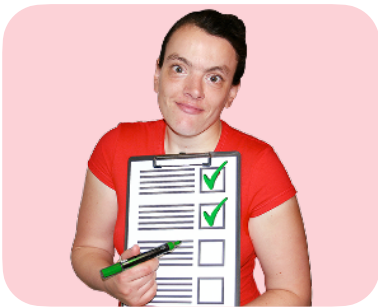


- Help people to get better quickly - this is called **recovery**.

The drugs and alcohol service should also:



- Try new ideas that are right for different people.



- Give people lots of different ways to get help.



- Make people want to get help from our drugs and alcohol service.



- Help people to see good changes in their lives.

# Think about people

The drugs and alcohol service should:



- Write plans that are right for each person.



- Support people who have lived through bad things - this is called **trauma**.



- Listen to what local people think.



- Use what people say to make changes.



- Have workers who come from different backgrounds.



The drugs and alcohol service should also help people to find love and hope.

## Be easy to use

The drugs and alcohol service should:



- Be easy to find and understand.



- Be a place where anyone can get help.



- Help people to understand the choices they can make.



- Help people to find their way around.



**Drug and  
alcohol  
service**



We should just use 1 name for the new drugs and alcohol service.

## **Work together**

The drugs and alcohol service should:



- Work together with everyone in the city, including local people.



- Share information.



- Get help from everyone when choices need to be made.



- Always be able to provide help.

# Welcome people

The drugs and alcohol service should:



- Provide help in different ways, like in person, over the phone or online.



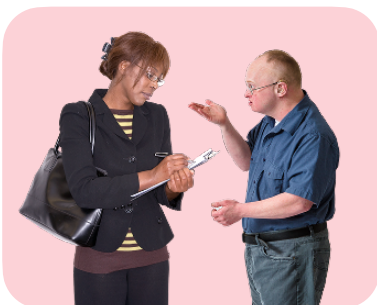
- Make sure that people know about us.



- Not judge people.



- Help people who want to make a change in their lives.



- Find people and help them.

# Include everyone

The drugs and alcohol service should:



- Help people with problems with all kinds of drugs.



- Support people before and after getting better.



- Work with people of all ages, backgrounds and **genders**.

**Gender** is whether you are a man, woman or something else.



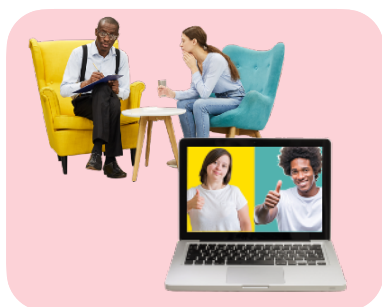
- Understand the needs of different groups and give help that is right for them.

# What we want each part of the drugs and alcohol service to do

## Getting started



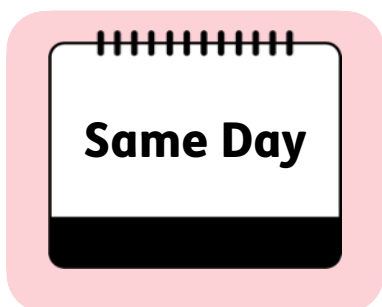
We want to change how people get started with our drugs and alcohol service, so it is easier and quicker.



We will help you in person and online.



You should not have to wait to get help.



We want to talk to you on the same day you ask for help.



**Assessment**

When we first talk to you, this is called an **assessment**.



**I need...**

At an assessment, we will find out what help you need.



**Key worker**

After we have decided what help you need, you will meet a member of staff called a **key worker**.



They will be the person who helps you use our service.



**I need...**

We will not make you keep explaining what you need to different people.



You will get a choice of different ways we can help you.



We will work with you to write a plan that is about what you want and how we can help.



We will help you to keep getting better.



We will help you if you also need mental health support.

# Complicated needs



In Bristol, there are lots of people using alcohol and drugs who have **complicated needs**.

They might:



- Have serious health issues.



- Have lived through bad things - this is called **trauma**.



- Not have a home.



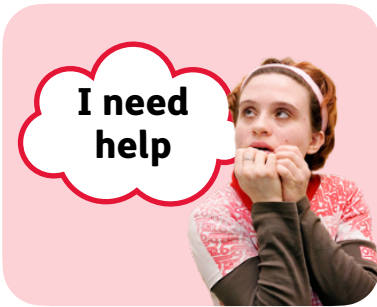
- Be in trouble with the law.



People with complicated needs might also not be safe at home.



It is really important that people are safe and have a place to live before they can start getting better.



We want to make sure that we can support the people who need the most help.

## Talking therapy



**Talking therapy** is where you talk to someone about your problems, and how you feel.



It can help change how you think, act and deal with life.





Talking therapy is a big part of helping people with drug and alcohol problems.



You can get talking therapy by itself, or as part of a bigger plan to help you get better.



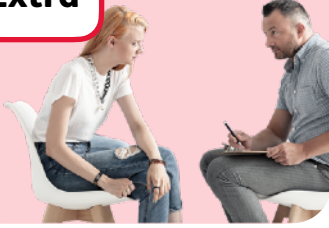
There will be 3 different types of talking therapy:

1. Basic talking therapy.
2. Talking therapy from workers who have had extra training.
3. Talking therapy from doctors.



Everyone should be able to get basic talking therapy.

Extra



We will give you talking therapy from someone who has had extra training if you need it.



We will try to help people close to their homes, at times that are good for them.



This way, it might be easier for people to get help, and make them feel less bad about going for help.

## Hospital



Some people need to go into hospital to get help for drug or alcohol problems. This is called **detox**.

120



We can help about 120 people detox each year.



We already spend a lot of money on detox, and it is getting more expensive.



We can help more people by having doctors check on them whilst they are in hospital, but not in charge of caring for them.



If those people need more care, then we can get doctors to look after them.



After people have been in hospital, we want to help them keep getting better.



We will do things like help them get a job, or go to school.



We know that this is hard for some people.



We will work with other organisations to make sure that everyone can get this care if they need it.

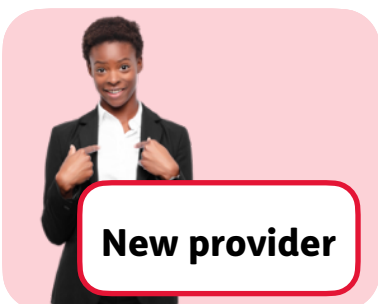
## Rehab



**Rehab** is where some people stay to get better from their drug or alcohol problems.



We want to help people to go to rehab if they need it.



We will work with a new provider to do this.

The new provider of the rehab service will:



- Check if rehab is right for each person.



- Decide how to pay for it.



- Find a place for them to go.



- Check how they are doing.



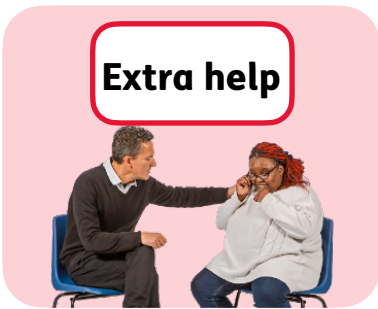
We will also help people who cannot stay away from home for a long time.



We will offer more help for people in their local area.

## Support to use our service

Extra help



Some people need extra help to use our drugs and alcohol service.



We will help people to take part. This is called **recovery support**.

This will include:



- Help for parents whose children need a lot of support to stay safe.



- Making it easy to join groups that help people to keep getting better.



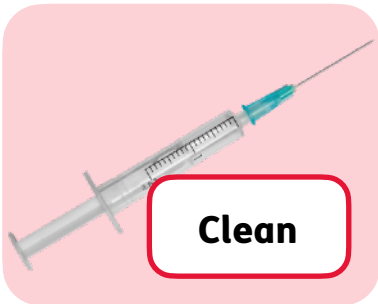
We will also offer support from other people who have used the drugs and alcohol service before.

## Being safe



It is important to make things safer for people even if they are using drugs or alcohol.

This includes:



- Giving out clean needles to drug users.



- Teaching people how to stay safe from taking too many drugs all at once - this is called an **overdose**.



- Making sure that people with health problems get the right care.

We will also make things safer for people by:



- Testing for illnesses.



- Telling people about dangerous drugs.



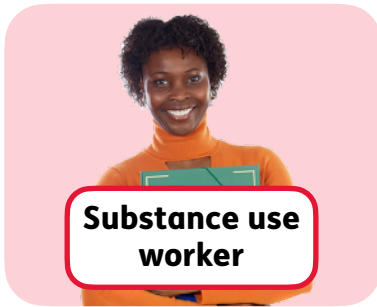
- Checking how safe drugs are.



- Helping people to drink alcohol more safely if they are not ready to stop.



# Staying healthy



Most people get medicine to help with drugs and alcohol from a person called a **substance use worker**.



They work with local doctors.



We want them to also provide talking therapy.



We also want a special service to help people who have a lot of health needs.

The special service will:



- Help people who might have an overdose.



- Help people who have just left prison.



- Help **sex workers** - these are people whose work involves having sex with others.



- Check the health of people who take medicines.



We might put the main drugs and alcohol service in the same place as our special service.

# Helping people early



We want to help people who use alcohol and drugs to get support early.



This includes a service that people can use 24 hours a day, so they do not need to call 999.



We will also go out to find and help people using drugs and alcohol who might not come to us for help.

# Children and young people



We also help children and young people who may have problems with drugs or alcohol, before their problems get worse.



Workers will go into schools and other places to meet with and help young people.



We will also help children and young people whose parents have problems with drugs or alcohol.

## Families and carers



We want to support adults who are affected by another person's problems with drugs or alcohol.



This might be a family member or carer.



We need to check that this support is not already part of another service.

## Training our staff



We want to make sure all our staff know how to help people with drug and alcohol problems.



We will train our staff to make sure they can do this.

## Working with other care services



Drug and alcohol services should work with other care services.



We will check if our drugs and alcohol service is working well.



We want to create services for people who drink a lot of alcohol.

# Checking the service is working well



We will check if the drugs and alcohol service is working well by checking that it meets our standards.



**Standards** are ways of checking if something is good enough.

# What will happen next



We want to know what local people think of our plans for the new drugs and alcohol service.



Please tell us what you think of these plans by filling in this survey:

[bristol.gov.uk/substance-plan](https://bristol.gov.uk/substance-plan)



Please send us your answers before **24 December 2023**.

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