

What is the ADS Housing Support Service?

This service is approved by Dumfries and Galloway Health and Social Services, to provide outreach and specialist housing support for people who have difficulty in obtaining or maintaining their tenancies in circumstances related to their alcohol or drug use.

Support workers can help you to:

- ◆ *Settle in to your new temporary accommodation and/or permanent home.*
- ◆ *Develop independent living skills, such as managing finances, dealing with welfare benefit claims and general house maintenance.*
- ◆ *Develop an awareness of the impact your behaviour can have on those around you – neighbours, family and friends*
- ◆ *Reduce the harm your alcohol or drug use has on yourself or others*



What Can You Expect from Us

We will work with you to identify the issues you are having problems with. This will help us to determine what help you need from us. If you are eligible for housing support, we will work together to develop a support plan, setting out what you want to achieve. We will agree the amount of support required, and also identify the most suitable member of our team available to work with you

How Will This Happen?

Depending on your needs, one or more support workers might be involved in your support. You will meet with your support worker regularly at a time and place suitable to work on your support plan. Your support is then reviewed at regular intervals.

As your confidence and abilities increase you may require less assistance. We would then discuss what other services and options might be suitable to help you get on with your life.

What About Confidentiality

ADS support workers adhere to locally agreed confidentiality and information sharing processes, and will discuss this with you in detail.

Please Help Us To Keep Improving Our Service

We welcome comments, suggestions or complaints about our services. Special leaflets are available in each of our offices, and in the Service User Information pack. You also have the right to make complaints directly to the Care Inspectorate on **0845 6009527** or **www.scswis.com**



If you require any further help in understanding this leaflet, or any other aspect of our services, please contact our office staff in Castle Douglas on **01556 503550**.

Our Professional Standards

We work hard to offer a high quality of service to all of our clients. ADS is registered with the Care Inspectorate.

ADS Housing Support Workers

- Respect our service users as individuals
- Receive appropriate supervision, training and development
- Are qualified to SVQ III in Health and Social Care or equivalent
- Abide by the Scottish Code of Conduct for Social Service Workers
- Are required to join the Protection of Vulnerable Groups [PVG] Scheme
- Adhere to the Quality Principles for Alcohol and Drugs Services

How Can I Access the Service

To receive our Housing Support Service you must be referred to us by Dumfries and Galloway Homeless/Housing Options team.

If you are currently homeless or feel your tenancy is at risk then please go to your local council offices and ask for advice or alternatively contact: 030 33 33 3000 and ask to speak to a member of your local homeless team.



nationalcare
standards
housing support services

Care Inspectorate Registration

CS2003054200



Housing Support Service



**Alcohol and Drugs Support
South West Scotland**

**Delivering Services Across
Dumfries and Galloway**

Tel: 01556 503550

www.adssws.co.uk



Recognised Partner

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Alcohol and Drugs Support South West Scotland