

APPENDIX 1

Service Model Principles

Within the proposed service model, there will be a strong emphasis on the following:

- Primary drug and / or alcohol treatment services delivered in an integrated treatment system model
- Treatment system model configuration to offer interventions defined by complexity of need as and when required as opposed to specific teams aligned with levels of complexity.
- Service model underpinned by measurement of outcomes at individual, key worker, service and borough-wide levels.
- Greater emphasis placed on clinical treatment interventions delivered in a community setting through Primary Care routes.
- Increased focus on engagement of individuals in both clinical and psychosocial treatment interventions to improve outcomes.
- Improved transitions between treatment modalities with a focus on the progression of “stuck” service users

The following principles will apply:

- Offer a personalised approach based upon individual assessment of need and the offer of an individually designed care package.
- Focus on identifying recovery capital at the earliest opportunity and supporting individuals to develop their personal skills and achieve the best possible outcomes.
- Articulate an ambition of recovery for all individuals in contact with services regardless of complexity.
- Be flexible and dynamic to develop and evolve in accordance with the changing needs of the borough.
- Be accessible to all drug and / or alcohol users regardless of substance of use.
- Evidence appropriate layering, phasing and sequencing of interventions in accordance with individual need.
- Enhanced focus on supporting people in the community through improved integration with primary care services.
- Shaped by the views and voices of service users within the borough.
- Commitment to equality and diversity including reducing health inequalities and promoting opportunities for service users and those in recovery.