



Service Directory

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- Go Forth
- Careers Scotland
- Employment Connections
- Falkirk Council, Community Services, Employment and Training Unit
- Progress 2 Work

General Services

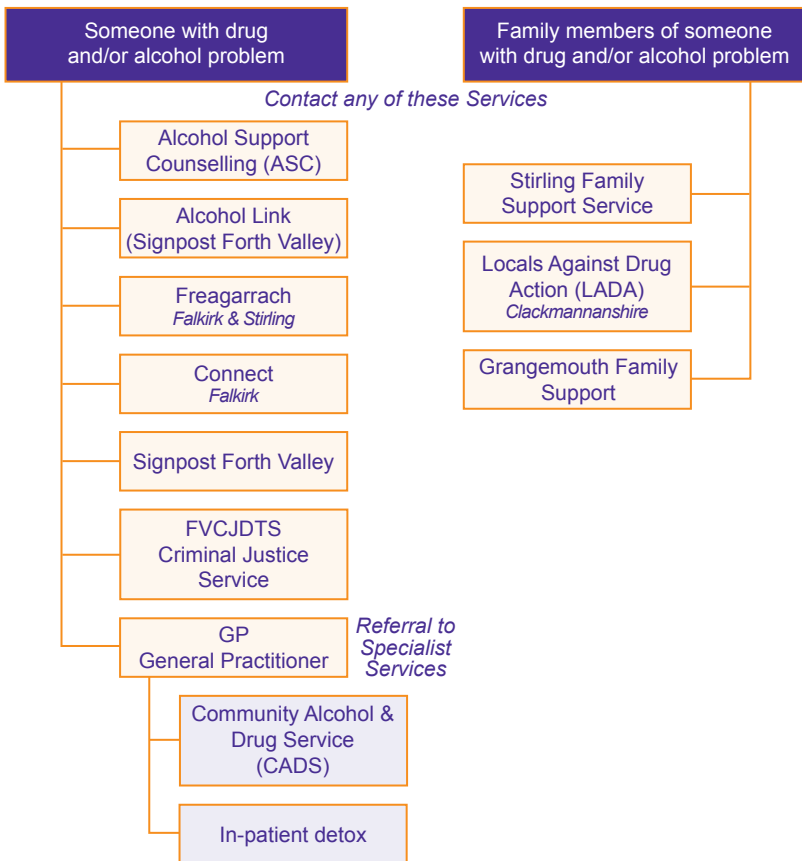
- Central Scotland Police Headquarters
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The contents of this publication are believed correct at the time of printing. Nevertheless, the publisher can accept no responsibility for errors or omissions, changes in the detail given, or for any expense or loss thereby caused. Printed June 2007

How to Find the Appropriate Service

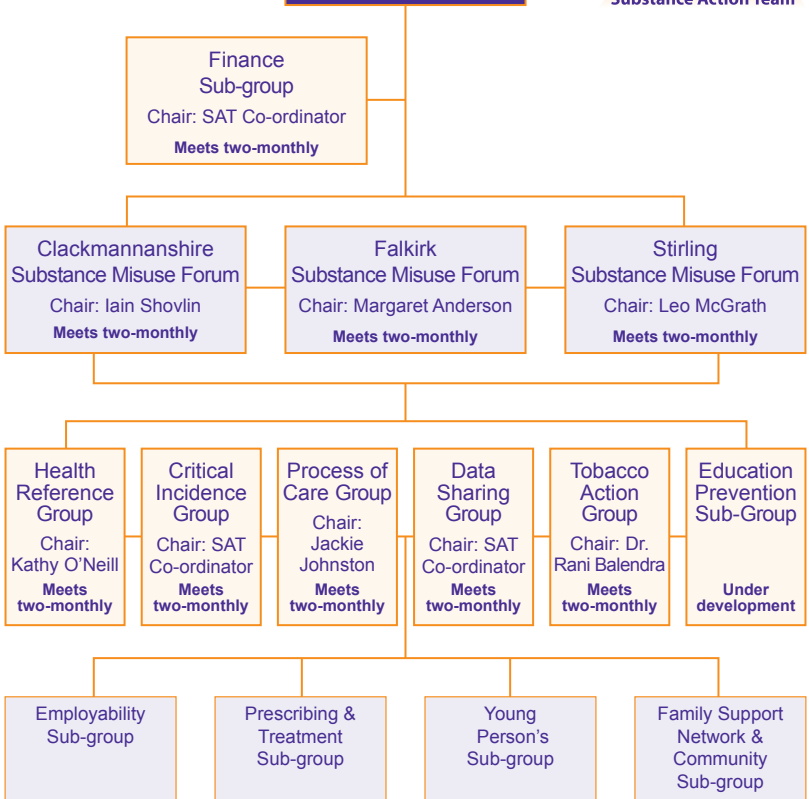
Do not worry if you contact the wrong service. Any service will help you find the service most suitable for you.

Forth Valley
Substance Action Team



Links are through shared membership, agenda items and work plans actions

Forth Valley
Substance Action Team
Chair: Fiona Mackenzie
CE NHS FV



There are occasional short-life working groups

Forth Valley Substance Action Team

9 Gladstone Place, Stirling, FK8 2AH, Tel: 01786 434763

Support Staff



Forth Valley
Substance Action Team

SAT Co-ordinator

Office: 01786 434761

SAT Administrator
Anita Dufton

Office: 01786 434763
Email: anita.dufton@fvhb.scot.nhs.uk

Substance Development Officers

Falkirk:

Gordon Coster/Caird Forsyth
Falkirk Council
Municipal Buildings, Falkirk

Office: 01324 506045
Email: gordon.coster@falkirk.gov.uk
Email: caird.forsyth@falkirk.gov.uk

Stirling:

Elaine McLaren
Room 34, Viewforth, Stirling Council,
FK8 2ET

Tel: 01786 443427
Mob: 0771 754 5434
Email: mclarene@stirling.gov.uk

Clackmannanshire:

Elaine McLaren
Room 43, Services to People
Clackmannanshire Council
Limetree House, Alloa , FK10 1EX

Mob: 0771 754 5434

GP Prescribing Co-ordinator
Leona Paget

Office: 01786 434764
Email: leona.paget@fvhb.scot.nhs.uk

Specialist Pharmacist in
Substance Misuse
Jean Logan

Office: 01786 434762
Email: jean.logan@fvpc.scot.nhs.uk

Public transport in the Clackmannanshire, Falkirk and Stirling areas

Train:

National Rail enquiries: 08457 48 49 50
www.nationalrail.co.uk

Bus:

First (Local Bus enquiries): 08708 72 72 71
Fax: 01324 611 287
www.firstgroup.com

Traveline: 0870 608 2608
www.traveline.org.uk

The Tiered Approach in Forth Valley



Background

Forth Valley SAT (Substance Action Team) has adopted a tiered approach to understanding and responding to the substance related problems in Forth Valley. By substances we include all illegal drugs; alcohol; tobacco; solvents & gases and those over-the-counter medicines that are commonly used inappropriately.

This approach enables **all** initiatives and services to be considered within a shared context, thereby assisting with identification of the possible gaps in provision, areas requiring development, and, consideration of the possible impact of any new development on existing provision. Our definition of services and initiatives includes education and prevention work, support services, treatment services and rehabilitation services.

The model requires each service / initiative to clarify its eligibility criteria and paths of referral. This in turn improves the writing of key outcomes for projects and aids monitoring and evaluation. It is further expected that greater consideration will be given to the training and experience required by staff, prior to appointment and during their time, with any particular service / initiative.

The emphasis of the model is on the dynamic interaction within & between the tiers and the need for movement in both directions within the model as a whole.

This document compliments the visual model depicting the Tiered Approach on page 12.

Rationale for Model

The tiered approach is designed to convey the following:

- Strategic development decisions need to be made within the context of the “whole picture”.
- Different services exist to meet the differing needs of different individuals. This is the complete opposite of the “one size fits all”.
- The Majority of individuals access / require services / initiatives / programmes at Tier One.
- Characteristics of individuals vary according to the nature of their problem/need.
- While all staff require similar skills they do not all require the same type of training.
- Interventions offered by services / initiatives vary according to the client group.
- Links between providers are as important within the Tiers as they are from one Tier to another.
- Smaller numbers of people require responses at Tiers Three and Four.
- As you move from Tier One upwards the provision becomes increasingly specialised in its use of interventions and the level of training received by staff.
- Movement within the model is in both directions.
- Any service development needs to take account of what already exists.
- Duplication of services and lack of clarity of eligibility for access is confusing and uneconomic.

This approach enables all stakeholders to

- Develop a shared understanding of the provision within Forth Valley.
- Clarify where individual services/initiatives “start” and “stop”.
- Identify detailed eligibility criteria for clients and referral agents.
- Ensure developments are additional to, but in keeping with, overall approach.
- Take account of all possible effects on existing provision in the development of new services or expansion / adaptation of existing services.
- Provide clear focused outcomes for activity in relation to the overall provision.

What does the Model cover?

Tiers

This model comprises four tiers with generic provision feeding the structure from the sides. Generic provision is not included as a specific tier because it is not accountable via the SAT for funding or development. If at any stage in the future the responsibilities of the SAT change, amendments will be made to the Tiered Approach.

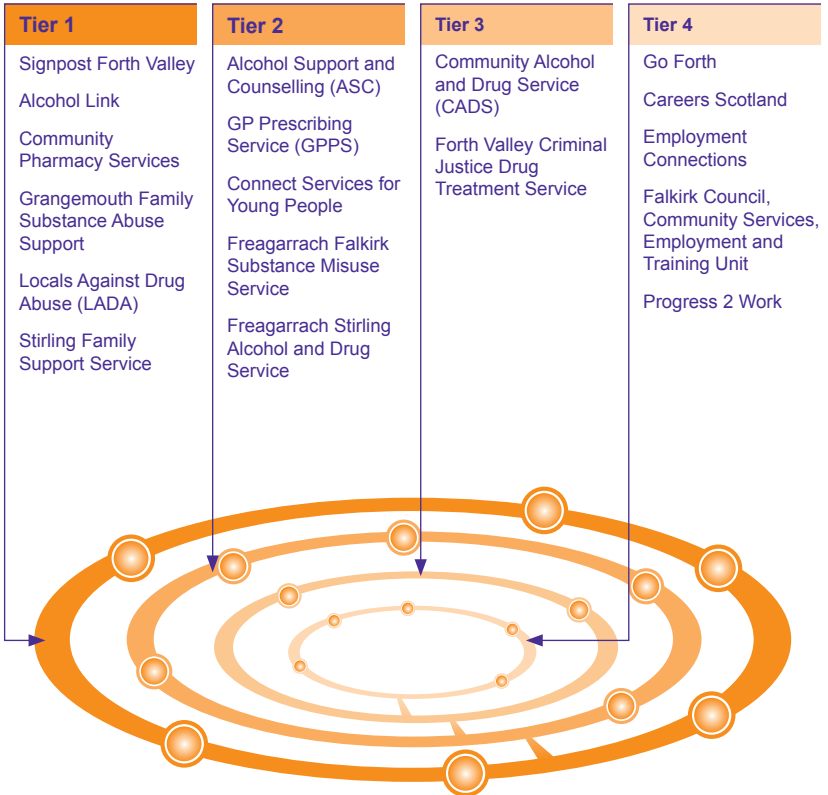
Generic provision is defined as those interventions, programmes or services directed at the whole population which are within the remit of the population to be served. Thus a G.P. appointment is generic but a specific clinic within the surgery is not. A further example would be when a school runs a substance education programme to cover all pupils and all subjects, but a specific programme targeting pupils who have been expelled, or deemed vulnerable, would not be seen as generic. The more specific the programme, and the further it is from being directly accessible, the higher the tier.

Provision will not always cleanly fit into only one Tier. There may be cases where the same provision/intervention/service would cover more than one tier. The division between the tiers is best viewed as “phased” rather than a clean break.

Ease of referral between and within the tiered model is essential to its success and as such, emphasis must be placed on clarification of eligibility criteria for access.

Figure One - Visual model of the Tiered Approach in Forth Valley

(Starting from the largest ring and working inwards)



Characteristics of each Tier:

Tier One - affects whole groups or organisations; direct access; range of access points; variable opening times; combination of drop-in and booked appointments; information & advice service; short-term focused counselling, assessment point for all other services; support services for friends, family and those who have recently completed a treatment programme; harm reduction information and needle exchange. Education and prevention work will be more targeted ie specific years rather than a leaflet / video to whole school however still likely to be large groups.

Tier Two - more likely to be professional rather than self referral; number of access points; booked appointments; medical services including community and home detoxification; mainly one to one counselling / problem solving work; when completed would refer to Tier One; unlikely that clients will have serious physical or mental health issues. Education work would be more programme based and combination of smaller groups and individual work.

Tier Three - professional referral; clients more likely to have longer history of problematic use and physical / mental health problems; less likely to be first experience of “treatment”. This Tier also includes those on the “Shared Care” Programme who are “recently stabilised and moving on to receive main support from supported G.P’s” as opposed to clinic medical staff. In-patient detoxification is also located within this tier. Education/ prevention work would more likely result from professional referral and be individual based.

Tier Four - professional and self referral; appropriate clients will in the vast majority of cases already have experience of services in other tiers; for Residential Rehab funding needs to be agreed between L.A. (Local Authority) and CADS (Community Alcohol Drug Service). This tier includes Community Rehabilitation Programmes and Residential Rehabilitation. Education and prevention work would be individualised programmes as part of an overall package of care.

Type of Provision

All forms of provision have been allocated within the tiered model. It is to be expected that some services/initiatives will further clarify their target population over time therefore the placement within a specific tier should not be viewed as permanent.

The aim is to include both specific services/programmes and short-term initiatives.

Degree of Specialisation

Services and initiatives in each Tier differ according to the characteristics of the client group served.

Therefore the interventions used at Tier Three will be more specialised than at Tier One. This has a knock on effect on the type of training required for staff and to some extent their breadth of experience.

This is also reflected in the severity of the problem and resulting complications. Individuals who remain at Tier One will have less complex drug problems than those at Tier Two or Three. Where the complexity of the problem is similar the factors indicating what service will be most appropriate will be determined by the readiness to change behaviour and previous experience of “treatment”.

Financial Information

Part of developing a comprehensive understanding of the “whole picture“ as it relates to responses to substance–related matters, is understanding the role funding plays. The source of funding, its length, how it is distributed, monitored, applied for and the number of different funding sources any one project attracts.

The support of the Substance Action Team (SAT) and preferably also of the three local forums would normally be required to enable development of Substance-related services / initiatives in Forth Valley.

Agreement to contribute details of funding to the Corporate Action Plan and the Finance Sub Group would form part of any endorsement of funding application from the SAT.

Eligibility criteria

Critical to the understanding of this approach is knowledge of which service is most appropriate for which individual. Clear eligibility criteria not only make it easier for generic staff and potential clients, it also aids those staff employed within any service to understand where their contribution “fits”. By detailing the eligibility criteria for all services, an analysis of barriers to access and gaps in provision can be identified.

Interventions Used

There are a limited number of interventions deemed effective within the substance field. The guiding principles in deciding what interventions should be made available to which clients and by what services should be based on a combination of:

- Recognised good practice
- Client need
- Service capacity
- Training & experience of staff

Referral Process

The referral process to be used by all providers is the Common Screening Assessment & Referral Form. The information on this form should be collected by the service / individual who first makes contact and then transferred in advance of the individual presenting, to the most appropriate service. Where confusion exists as to which service this might be, the form should be sent to SignPost Forth Valley.

It is to be understood that once an individual enters the Forth Valley “network of services” and an initial assessment is completed there should be no additional barriers to the individuals speedy referral to the most appropriate provider.

Training & Qualifications of Staff

The ability of staff to deliver interventions and monitor outcomes is critical to the success of any service. Linked to this is the provision of appropriate and frequent clinical and managerial supervision.

Forth Valley SAT recognise the need for on-going training and development of staff working in this field. To this end, the SAT is committed to developing and implementing a comprehensive Training Strategy. This will enable services in Forth Valley to deliver to the highest standards and develop a body of suitably trained workers. A strategy has been devised and was first implemented in September 2002. It is reviewed each year.

Monitoring & Evaluation processes

All services and initiatives covered by the Tiered Approach provide monthly updates on activity. These are published on the SAT website. For those services commissioned by the SAT or funded by one or more SAT partners quarterly reports form part of the Service Contract.

Development plans, even in their early stages, need to be included within the Work Plans of the relevant local Forum. Information from the Work Plans is combined to form the Corporate Action Plan for Forth Valley SAT. This is submitted to the Scottish Executive on an annual basis.

The success of this approach relies on all services and initiatives being able at their outset, to define their purpose, intended client group/audience and outcomes.

Each service / initiative has a distinct role to play and must be able to develop according to identified gaps. The identification of gaps relies on the provision of accurate information on current activity, hence the requirement for regular exchange of information as advocated in the Data Sharing Protocol.

How does it operate?

This approach and the physical model depicted serve to aid strategic decision-making and act as a reference point for discussions about current provision, its effectiveness and potential gaps.

On an operational level it enables those involved in delivering services to understand where and how their service inter-relates with others in Forth Valley. This will be progressed through the work of the Process of Care Group. A number of workshops have taken place to inform relevant parties as to the rationale of the Tiered Approach. These workshops will continue as part of the Training Strategy and within the SAT Annual Priorities each year.

Reviews of the Tiered Approach (both the physical model and this document) will occur at six monthly intervals to ensure it continues to take account of local development.

Forth Valley
Substance Action Team

Tier 1

Alcohol Link

Community Pharmacist Service

Grangemouth Family Substance Abuse Support

Locals Against Drug Abuse (LADA)

Signpost Forth Valley

Stirling Family Support Service

Stop Smoking Services (SSS)



Forth Valley SAT Service Directory - Tier 1

Service: Alcohol Link
Address: Unit 2, Block 1, Cooperage Business Village,
Cooperage Way, Alloa
Postcode: FK10 3LP
Tel: 01259 726632
Fax: 01259 726605

Overall Aim of Service:

To provide practical support to anyone wishing to address problematic alcohol consumption. One to one, group work, CBT and motivational work.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:	9am - 1pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: 24 hr Answerphone on 01259 726632

Alcohol Link

Age Range: 16+

Charge: Free

Gender: All

Can clients self refer? Yes

Client Groups: All those affected by alcohol misuse.

Services Provided:

- Practical support
- Problem solving support to address general / mental health issues
- Access to housing benefits advice
- Referral on to specialist services as appropriate
- Relapse prevention
- Arrest referral

Types of Substance Use Provided for: Alcohol misuse

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access
All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Yes

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 1

Service: Community Pharmacy Services

Contact: Jean B. Logan, Specialist Pharmacist in Substance Misuse (SPiSM)

Address: 9 Gladstone Place, Stirling

Postcode: FK8 2AH

Tel: 01786 434762

Fax: 01786 434798

Mobile: 07920 711033

E-mail: jean.logan@fvpc.scot.nhs.uk

Overall Aim of Service:

To provide supervised consumption and dispensing of methadone and buprenorphine.

To provide needle exchange services and harm reduction information.

To provide advice on secure handling and safe storage of medicines, promoting healthy lifestyles and support with smoking cessation.

To provide advice and prescribe for minor ailments for those registered with the Minor Ailment Services (MAS) within their community pharmacy.

The SPiSM provides advice and information on the evidence-based use of medicines to both users and providers of pharmaceutical care.

Catchment Area

- | | |
|--|--|
| <input checked="" type="checkbox"/> Forth Valley Wide | <input type="checkbox"/> Stirling Local Authority Area |
| <input type="checkbox"/> Falkirk Local Authority Area | <input type="checkbox"/> Clackmannanshire Local Authority Area |
| <input type="checkbox"/> Specific area within one Local Authority Area | <input type="checkbox"/> National |

Community Pharmacy Services

Opening Times: Refer to individual community pharmacies.

In general Monday - Friday
9am - 5pm or 6pm
and Saturday 9am - 1pm Some open
Saturday afternoon and Sunday

Age Range: All

Charge: Free advice, Standard prescription charge for those not exempt

Gender: All

Can clients self refer? Yes

Client Groups:

Services Provided:

- Most provide dispensing services
- Some provide needle exchange
- All provide advice on medicines and healthy lifestyles
- All provide Minor Ailment Service (MAS)

Types of Substance Use Provided for: All

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access
All buildings have wheelchair access.

Does the venue the service is provided from have an accessible toilet/s? No

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Yes

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 1

Service:	Grangemouth Family Substance Abuse Support Group
Address:	Kersiebank Community Projects, Old Dundas School, Oxfang Road, Grangemouth
Postcode:	FK3 9EF
Tel:	01324 504589
Fax:	01324 474444
E-mail:	grangemouthfamilysupport@btconnect.com
Web:	grangemouthsasg.co.uk

Overall Aim of Service:

To support families, carers & friends who have been affected by someone else's substance misuse.

To raise awareness within our local Community including schools and various groups.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	10am - 2pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	10am - 2pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	10am - 2pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	10am - 2pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	10am - 2pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: Telephone answer machine, 2 mobile telephone numbers which are available 24 hours. 07814 739912 or 07816 951187.

Grangemouth Family Substance Abuse Support Group

Age Range: 16 years old and over, under 16 year olds can be referred to the appropriate services.

Charge: Free

Gender: All

Can clients self refer? Yes, along with professional agencies.

Client Groups: Families, carers & friends affected by a family members substance misuse.

Services Provided:

- Family support group sessions
- One to one support
- Home visits
- Referrals to other agencies
- 24 hours telephone support service (2 mobiles)
- Information service to local community, groups & individuals

Types of Substance Use Provided for: All

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Yes, available within the grounds

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 1

Service: Locals Against Drug Abuse (LADA)
Address: 30 Main Street, Sauchie
Postcode: FK10 3JY
Tel: 01259 727800
Fax: 01259 729754
E-mail: ladalink@btconnect.com

Overall Aim of Service:

To support those who misuse drugs, their families & friends, to lobby for increased and improved public services available.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sun:		<input type="checkbox"/>	<input checked="" type="checkbox"/>

Signpost Drop-ins Wednesday 6.00pm - 8.00pm, Saturday: 10.00am - 12 noon

Outwith the above hours: 24 hr Answerphone with mobile contact number

Locals Against Drug Abuse (LADA)

Age Range: Any

Charge: Free

Gender: All

Can clients self refer? Yes, along with professional agencies.

Client Groups: Families, friends, users.

Services Provided:

- Support (Group or 1 to 1)
- 24hr helpline/answermachine
- Home visits
- Signposting of clients to training or employment opportunities
- Information service
- Referrals to other agencies/services.

Any other relevant information:

Alternative therapies

- Munch Club every Monday, 12pm - 2pm
- Acu-Detox, Primrose Street, Alloa, Monday to Thursday 10am - 11.30am
- Indian Head massage by appointment.

Types of Substance Use Provided for:

All illegal drugs

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Yes, also available at 26 Scott Crescent, Alloa

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 1

Service:	Signpost Forth Valley
Address:	Primary Administrative Base, Unit 2, Block 1, Cooperage Business Village, Cooperage Way, Alloa
Postcode:	FK10 3LP
Tel:	01259 726602
Fax:	01259 726605
E-mail:	general.signpost@btconnect.com
Web:	www.signpost-forthvalley.org.uk

Overall Aim of Service:

Signpost Forth Valley

To provide a direct access point for drug users and those affected by another's drug use. As a Tier 1 service we will support the specialised services offering more intensive interventions.

Core Service

A comprehensive assessment, referral on, and follow through service. Drop-in provision and relapse prevention, intensive key working for GPPS service.

Harm reduction

Provides an outreach based equipment exchange service giving advice and information via dedicated workers on reducing drug related harm. Direct access to BBV vaccination and referral routes to specialist services. Drop in provision.

FV Tox

Structured de-tox programme with specific criteria using dedicated prescribing GP and key workers.

All services offer out of hours service and helpline linked to the above telephone numbers.

Signpost Forth Valley

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thu:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:	9am - 1pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: 24 hr Answerphone on 01259 726602

Signpost Forth Valley

Age Range: 16+

Charge: Free

Gender: All

Can clients self refer? Yes

Client Groups: All those affected by drug misuse.

Services Provided:

- Initial assessment
- Referral service
- Time limited support (group work Problem solving, counselling)
- Support for self detox
- Access to housing and welfare advice
- Advice and support to access primary healthcare
- Sexual health advice
- Comprehensive IV equipment exchange
- F.V.TOX detoxification service and GP prescribing
- Arrest referral service
- Referral on to specialist alcohol services.

Any other relevant information:

Alcohol issues referred on to sister organisation Alcohol Link.

Types of Substance Use Provided for:

All drugs

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Signpost Forth Valley

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

Translation services provided by prior arrangement

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Yes, provision variable, Restrictive in town centre venues.

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 1

Service: Stirling Family Support Service
Address: 36 St. John Street, Stirling
Postcode: FK8 1EA
Tel: Office 01786 470797
FREEPHONE Helpline 0800 027 0898
Fax: 01786 469473
E-mail: admin@stirlingfamilysupport.org.uk
Web: www.stirlingfamilysupport.org.uk

Overall Aim of Service:

Stirling Family Support

A dedicated, confidential support service for Parents, Family members and others affected by or concerned about someone else's alcohol or drug use.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9.30am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:	*	<input type="checkbox"/>	<input type="checkbox"/>
Sun:	*	<input type="checkbox"/>	<input type="checkbox"/>

* Appointments available on a Saturday or Sunday by arrangement.

Outwith the above hours: Answerphone with Scottish Network for Families Affected by Drugs 24hr phone number 08080 101011.

Stirling Family Support Service

Age Range: All

Charge: Free. However, there may be charges for training.

Gender: All

Can clients self refer? Yes

Client Groups: Family/Relative/Friends concerned about other's substance use.

Services Provided:

- **Free Confidential Helpline:**
Available to anyone seeking help or support in coping with the effects of a family member or friend's substance misuse.
- **Face to Face support:**
Using person centred counselling skills to explore concerns and issues and ways of managing these in a beneficial manner.
- **Support Group:**
Available for those who wish to share their own and hear about other peoples experiences.
- **Respite Services:**
A range of respite services are offered both directly and through third parties.
- **Information Service:**
We provide a comprehensive information service by email, phone and letter, a range of publications sourced from respected providers, who base their information on their many years of experience of working, with and for, the families of drug and alcohol users.

- **Awareness Raising & Publicity Events:**

We work in partnership with other agencies to raise awareness within communities about health and well-being, and substance awareness and to highlight the need for providing support to families affected by substances.

- **Mobile Text Service:**

Available to families who do not have access to a landline, just text and ask us to phone you back. 0774 759 183.

- **Website:**

Provides information about the service as well as an A-Z of drugs.
www.stirlingfamilysupport.org.uk

- **Training / Workshops for Parents, Community Groups, Voluntary organisations.**

Any other relevant information:

SFSS is a **registered charity** with a strong and dedicated team of staff and trained volunteers.

SFSS service supports user involvement. Service users have the opportunity to influence the direction of the project through discussions, participation in various meetings or forums.

SFSS is a full member of the **Telephone Helpline Association** which assures Quality & Confidence for callers to helplines.

SFSS have strict policies and procedures in place to protect clients and staff these include Complaints, Confidentiality, Child protection, and Equal opportunities.

Stirling Family Support Service

Types of Substance Use Provided for:

All that cause concern.

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

Arrangements can be made to meet outwith our premises or in the lower part of the building which has disabled access.

Does the venue the service is provided from have an accessible toilet/s? Yes in the lower part of the building.

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations / events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

Translation services provided by prior arrangement

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? On street parking in operation. Access to alternative parking by arrangement.

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 1

Service: Stop Smoking Services (SSS)
Address: Health Promotion Department, Euro House,
Wellgreen Place, Stirling
Postcode: FK8 2DJ
Tel: 01786 431123 / 125
Fax: 01786 431218
E-mail: kate.johnstone@nhs.net
denise.roberts2@nhs.net

Overall Aim of Service:

To provide effective evidence based smoking cessation support to smokers motivated to quit. Including pregnant women and young people.

Catchment Area

Forth Valley Wide, Mon - Fri

Clackmannanshire
Local Authority Area

Falkirk Local
Authority Area

Stirling Local
Authority Area

Opening Times

8.30am - 5.00pm

Tuesday
5.30am - 7.30pm

Wednesday
5.30am - 7.30pm

Wednesday
5.30am - 7.30pm

In person By phone

Outwith the above hours: 24 hr Answerphone on 01786 431123

SMOKELINE: 24 hr on 0800 84 84 84

Stop Smoking Services (SSS)

Age Range: Age 12 upwards

Charge: Free

Gender: All

Can clients self refer? Yes

Client Groups: All dependent smokers motivated to quit.

Services Provided: Drop-in Clinics

No appointment needed, specialist support with free NRT where appropriate.

Clacks - Alloa Health Centre

Marshall, Alloa, FK10 1AB

Every Tues, 5.30pm - 7.30pm

Falkirk - Camelon Health Centre

3 Baird Street, Camelon, Falkirk, FK1 4PP

Every Wed, 5.30pm - 7.30pm

Stirling - St Ninians Health Centre

Mayfield Street, St Ninians, Stirling,

FK7 0BS

Every Wed, 5.30pm - 7.30pm

Pharmacology: Smokers are encouraged to use pharmacotherapy. i.e. Nicotine Replacement Therapy, Zyban or Champix to reduce withdrawal symptoms

Any other relevant information:

Use Smokeline 0800 84 84 84 or

Website www.canstopsmoking.com

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Yes

How to get here

For details of public transport see page 6

Forth Valley
Substance Action Team

Tier 2

Alcohol Support and Counselling (ASC)

Connect Services for Young People

Freagarrach Falkirk Substance Misuse Service

Freagarrach Stirling Alcohol and Drug Service

GP Prescribing Service (GPPS)



Forth Valley SAT Service Directory - Tier 2

Service:	Alcohol Support and Counselling (ASC)	
Address:	13 Pitt Terrace, Stirling	32 Vicar Street, Falkirk
Postcode:	FK8 2EZ	FK1 1JB
Tel:	01786 450721	
Fax:	01786 449671	
E-mail:	patricia@asc.me.uk	

Overall Aim of Service:

To provide a range of services to people affected by their own or another's drinking or other substance use. Services provided:

Counselling Services - offer structured counselling with accredited counsellors (Alcohol Focus) using CBT/motivational interviewing techniques with an aim to reduce substance misuse and improve mental well being.

Advice & Information - this service receives over 30 telephone calls a week with many callers looking for advice on alcohol/drug issues.

Children & Families Service Clackmannanshire - work with children and families where substance misuse is an issue.

Prevention & Education - sessions with schools, youth groups, employers etc to raise awareness and address substance misuse issues.

Alcohol Support and Counselling (ASC)

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am -5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm 6.30pm - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm 6.30pm - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thu:	9am - 5pm 6.30pm - 9pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: 24 hr Answerphone on 01786 450 721.

Alcohol Support and Counselling (ASC)

Age Range: All

Charge: Free. However, charges may be made to third parties for reporting services.

Gender: All

Can clients self refer? Yes

Client Groups: No restrictions
Substance users.

Services Provided:

We offer a range of services including:

- structured counselling with qualified counsellors
- prevention and education
- advice and information
- therapeutic group work
- service user groups
- advocacy, employment referrals
- training and community rehabilitation/employability.

Types of Substance Use Provided

for: Primarily Alcohol, but also other substances.

Is your building/service an accessible venue? We operate from 25 sites, most have disabled access.

Provisions are in place to ensure those with a physical disability have access

Many sites have wheelchair access.

Does the venue the service is provided from have an accessible toilet/s? Many sites have wheelchair access.

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Alcohol Support and Counselling (ASC)

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Variable

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 2

Service: Connect Services for Young People
Address: Unit 1, St John's Sawmills, Etna Road, Falkirk
Postcode: FK2 9EG
Tel: 01324 501060
Fax: 01324 501061
E-mail: connect@falkirk.gov.uk

Overall Aim of Service:

To offer a service to young people aged 12-18 years within the Falkirk Council area who are experiencing difficulties relating to substance misuse and/or offending behaviour.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: Answering machine. Appointments can be arranged outwith office hours. Emergency Duty Team outwith office hours, including weekends - 01786 470500.

Connect Services for Young People

Age Range: 12-18 years

Charge: Free

Gender: All

Can clients self refer? Yes, referrals are through an open referral system to the Youth Justice Referral Group.

Client Groups: Young people aged 12-18 years with substance use issues and their parents/carers, community groups, schools, colleges and young people who are at risk of re-offending.

Services Provided:

- One to one with named worker
- Group work looking at issues that affect young people
- Outdoor activities
- Achievement awards
- Harm reduction and relapse prevention
- Medical treatment for addiction
- Detoxification from substances
- Volunteers/befrienders
- Support to access other services including education, health and youth services
- Smoking cessation.

Any other relevant information:

Connect is a multi-disciplinary team consisting of social work, health and community education. This allows the service to offer a range of services to meet the needs of each individual young person.

A consultancy service is available to other agencies and professionals.

Types of Substance Use Provided for: Drugs, Alcohol and Tobacco.

Is your building/service an accessible venue? Yes, the building has disabled access and appointments can be arranged at venues to suit each individual.

Provisions are in place to ensure those with a physical disability have access
The building has disabled access and appointments can be arranged at venues to suit each individual.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Connect Services for Young People

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Connect run a parenting skills and support group, also families are involved in the work undertaken with each young person.

Does the venue have accessible car parking spaces? Yes, free

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 2

Service: Freagarrach Falkirk Substance Misuse Service
Address: 4 Orchard Street, Falkirk
Postcode: FK1 1RF
Tel: 01324 718277 / 07999 401309
Fax: 01324 503859
E-mail: saira.walker@barnardos.org.uk
freagarrach.project@barnardos.org.uk
Web: www.barnardos.org.uk

Overall Aim of Service:

To provide substance screening, comprehensive assessments, care planning, group-work, individual sessions, intensive intervention, and family support to substance using / misusing persistent young offenders aged 12-18 years within the Falkirk area.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 4.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: Contact outwith working hours as agreed by the Young Person and the worker.

Freagarrach Falkirk Substance Misuse Service

Age Range: 12-18 years

Charge: Free

Gender: All

Can clients self refer? Yes

Client Groups: 12-18 year olds persistent young offenders.

Services Provided:

Comprehensive assessment leads to a holistic care plan. This may include

- group work
- 1-1 sessions
- intensive intervention
- drug and alcohol education or a mixture of all available input dependant on identified need

The care plan is reviewed on a regular basis to ensure it continues to meet the clients needs.

Any other relevant information:

All our service users are collected by the worker and brought to the project, they are then given a lift back following the session. Young people are seen a minimum of once a week for 1½ - 2 hours, however the average weekly contact is two sessions a week, there is the provision for being seen daily if required.

Types of Substance Use Provided for:

Alcohol, Drugs and Volatile Substances

Is your building/service an accessible venue? Whilst the building is not, we would arrange to meet the Young Person in a place where there was access and they were happy to go.

Provisions are in place to ensure those with a physical disability have access Whilst the building has not, we would arrange to meet the Young Person in a place where there was access and they were happy to go.

Does the venue the service is provided from have an accessible toilet/s? Whilst the building has not, we would arrange to meet the Young Person in a place where there was access and they were happy to go.

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials

Freagarrach Falkirk Substance Misuse Service

- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English?

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Yes

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 2

Service: Freagarrach Stirling Alcohol and Drug Service

Address: Braehead House, 14 Calton Crescent,
Braehead, Stirling

Postcode: FK7 0BB

Tel: 01786 450963

Fax: 01786 430451

E-mail: julie.ross@barnardos.org.uk
freagarrachstirling@barnardos.org.uk

Web: www.barnardos.org.uk

Overall Aim of Service:

To provide support to young people with their substance misuse issues to help minimise risks and maximise opportunities for well-being, education and/or employment and social inclusion.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: Answering machine on 01786 450 963.

Pre-arranged appointments can be given out with these times to suit work and educational commitments.

Freagarrach Stirling Alcohol and Drug Service

Age Range: 12-18 year olds (18-24 year olds who are working with COMPASS)

Charge: Free

Gender: All

Can clients self refer? Yes

Referrals come through; GP, Adolescent and Child Psychiatric Services, A&E, Children and Families Social work, Youth Justice, Adult Criminal Justice, COMPASS and Youth Support, Freagarrach Offenders Service, Education, Police, Princes Trust, Quarriers.

Self Referral will be considered by service, but generally assessment requested that identifies suitability for the service.

Self referral within school service settings encouraged.

Client Groups: Young people who are experiencing difficulties within a community setting, with education and/or employment due to drug and/or alcohol issues.

Services Provided:

- The service provides one-to-one assessment, support and counselling programmes for young people
- Groupwork for young people is provided on a needs led basis.

- Parent support group and sibling support group available on a fortnightly basis.
- Individual family support available.
- Drop-ins at Stirling High and Wallace High Schools.

Any other relevant information:

Arrangements can be made to either meet young people at a venue of their choice or, offer transport or, provide refund for travel expenses to service base.

Types of Substance Use Provided for:

All illegal substances and alcohol. Under 16 heroine users would be worked with in partnership with other agencies.

Is your building/service an accessible venue? Yes, service access and service provision is on the ground floor.

provision is on the ground floor.

Provisions are in place to ensure those with a physical disability have access

Arrangements can be made to meet outwith our premises or in the lower part of the building which has disabled access.

Does the venue the service is provided from have an accessible toilet/s? Yes

Freagarrach Stirling Alcohol and Drug Service

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Parking available at front and rear of building.

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - Tier 2

Service: GP Prescribing Service (GPPS)
Address: 9 Gladstone Place, Stirling
Postcode: FK8 2AH
Tel: 01786 434764
Fax: 01786 434798
Mobile: 07920 089 348
E-mail: Leona.paget@fvhb.scot.nhs.uk

Overall Aim of Service:

To promote & encourage General Practitioner (GP) involvement in the support and treatment of illicit opiate dependents in Primary Care and provide support and training to GPs and Community Pharmacists. To provide movement towards a reduction of use.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: Mobile and voicemail.

GP Prescribing Service (GPPS)

Age Range: 16+

Charge: Free

Gender: All

Can clients self refer? Yes, by direct access to Signpost Forth Valley.

Client Groups: Opiate misusers.

Services Provided:

- Keyworking for clients
- Ongoing support and face-to-face support
- Local training and support for GP's
- Training and support for Community pharmacists and keyworkers
- Co-ordinate provision of keyworking to ensure national quality standards are met.

Types of Substance Use Provided for:
Opiates

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

Arrangements can be made to meet outwith our premises or in the lower part of the building which has disabled access.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

This service will give advice and guidance with consent from the client.

Does the venue have accessible car parking spaces? Yes

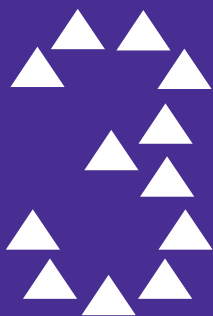
How to get here

For details of public transport see page 6

Forth Valley
Substance Action Team

Tier 3

Community Alcohol and Drug Service (CADS)
Forth Valley Criminal Justice Drug Treatment Service



Forth Valley SAT Service Directory - Tier 3

Service: Community Alcohol and Drug Service (CADS)
Address: Bannockburn Hospital, Bannockburn, Stirling
Postcode: FK7 8AH
Tel: Alcohol Service: 01786 483131
Drug Service: 01786 483121
Fax: 01786 483101

Overall Aim of Service:

To provide specialist assessment and treatment services for people in Forth Valley experiencing drug and alcohol problems. Staffed by nursing, medical and administration staff the service is delivered through a network of clinics and on a domiciliary basis.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	8.30am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	8.30am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	8.30am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	8.30am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	8.30am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:	Alcohol service only	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sun:	Alcohol service only	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Outwith the above hours: Voicemail for messages only. No emergency out of hours service is currently provided.

Community Alcohol and Drug Service (CADS)

Age Range: 16 - 65 (flexibility regarding upper age)

Charge: Free

Gender: All

Can clients self refer? Referral by General Practitioner, Adult Mental Health Services and ASC to the Alcohol Service. Referral by Signpost to Drug Service.

Client Groups: Families, friends, users.

Services Provided:

- Assessment
- Care Planning
- Cognitive Behavioural Therapeutic interventions
- Detoxification
- Relapse Prevention
- Prescribing
- Outpatient follow-up
- Case Review
- BBV pre and post test counselling and testing.

Types of Substance Use Provided for:
Mainly opiate use and alcohol.

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access
All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English?

Translation, interpreter available if required.

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service?
With client consent will give advice & guidance.

Does the venue have accessible car parking spaces? Yes

How to get here

For details of public transport see page 6.

Forth Valley SAT Service Directory - Tier 3

Service: Forth Valley Criminal Justice Drug Treatment Service

Address: 2nd Floor, Drummond House, Wellgreen Place, Stirling

Postcode: FK8 2EG

Tel: 01786 443900

Fax: 01786 443901

Overall Aim of Service:

To provide an exclusive specialist assessment and treatment service for the Courts in the Forth Valley area either through a Drug Treatment and Testing Order, or through the Fast Track Programme, which is provided as a condition of a Probation Order.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: No emergency service. Out of hours voicemail currently not available.

Forth Valley Criminal Justice Drug Treatment Service

Age Range: 16+

Charge: Free

Gender: All

Can clients self refer? No

Client Groups: Clients attend through the Criminal Justice System (Courts, Criminal Justice Social Work Services), and undertake treatment as a condition of a Probation Order or a Drug Treatment and Testing Order.

Services Provided:

Assessment:

- Prescribed Medication
- Cognitive Behavioural Therapy
- One-to-one Counselling and Support
- Joint working with Criminal Justice Social Workers
- Reports for Court.

Types of Substance Use Provided for:

All drugs are dealt with.

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties?

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

Translation, interpreter available if required

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service
With client's consent.

Does the venue have accessible car parking spaces? None

How to get here

For details of public transport see page 6.

Forth Valley
Substance Action Team

Tier 4



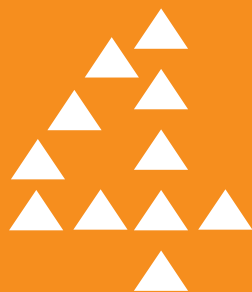
Go Forth

Careers Scotland

Employment Connections

Falkirk Council, Community Services, Employment
and Training Unit

Progress 2 Work



Forth Valley SAT Service Directory - Tier 4

Service: Go Forth
Address: 32 Vicar Street, Falkirk
Postcode: FK1 1JB
Tel: 01324 874969
Fax: 01324 579648
E-mail: nbido@go-forth.org.uk

Overall Aim of Service:

To assist people in recovery from alcohol/drug dependency to gain personal/professional skills and support them in moving towards education, training, volunteering and/or employment. To bridge the gap between alcohol/drug treatment services and employment services.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: 24 hr Answerphone on 01324 874969

Go Forth

Age Range: 16+

Charge: Free

Gender: All

Can clients self refer? Yes. Also by GP's, Treatment and Rehabilitation Services, employment, criminal justice, social work and housing services.

Client Groups: Recovering Substance Users (Alcohol & Drugs)

Services Provided:

- Structured groupwork
- Employability skills
- Work experience in the community
- Counselling
- Activities
- Relapse prevention
- Job search
- Key working
- Advocacy

Types of Substance Use Provided for: Alcohol and Drugs.

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Interpreter can be arranged.
- Ethnic Minority interpreter
 - Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Metered parking available close to premises, also at Grahamston Retail Park.

How to get here

For details of public transport see page 6.

Forth Valley SAT Service Directory - Tier 4

- Service:** Careers Scotland
- Address:** Laurel House, Laurelhill Business Park, Stirling
- Postcode:** FK7 9JQ
- Tel:** 01786 446150 clients: 0845 8 502 502
- Fax:** 01786 542140
- E-mail:** **PREFIX** careers-scotland.org.uk with
Alloa@, Falkirk@, Stirling@ or
Grangemouth@careers-scotland.org.uk
- Web:** www.careers-scotland.org.uk

Overall Aim of Service:

To provide careers information, advice, support and career planning for clients of all ages.

Key workers provide holistic support to assist young people to enter and sustain employment, training or Further Education.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:	Closed	<input type="checkbox"/>	<input type="checkbox"/>
Sun:	Closed	<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: By arrangement.

Careers Scotland

Age Range: All age groups. Key worker service 16/19 years.

Charge: Free

Gender: All

Can clients self refer? Yes. Referral required for key worker support, can be completed by Careers Adviser or directly from other agencies/organisations.

Client Groups: Any member of the community, living, visiting or working within the area.

Services Provided:

- Access to a wide range of careers information resources
- Assistance with employability skills e.g. C.V.'s, application forms, interview skills. Guidance, career choice, career planning, job search etc.
- Key workers carry out individual assessment of client needs and identification of appropriate support.

Any other relevant information:

Careers Centres are located in Alloa, Falkirk and Stirling town centres. Staff also work in the Community.

Types of Substance Use Provided for:

All

Is your building/service an accessible venue? Yes, at most of our centre locations.

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Interpreter can be arranged.
- Ethnic Minority interpreter
 - Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Available in public car parks nearby.

How to get here

For details of public transport see page 6.

Forth Valley SAT Service Directory - Tier 4

Service: Employment Connections
Address: 4 Woodside Road, Raploch, Stirling
Postcode: FK8 1RF
Tel: 0800 027 5577
Fax: 01786 449510
E-mail: boydn@stirling.gov.uk
wright@stirling.gov.uk

Overall Aim of Service:

To provide support and guidance to local people who wish to access information, training and employment. Employers or businesses can access business funding advice/support, information, a comprehensive recruitment service and bespoke training for newly created vacancies.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: 24 hr Answerphone on 0800 027 5577

Employment Connections

Age Range: 18 to 64

Charge: Free (to both local people and businesses/employers)

Gender: All

Can clients self refer? Yes

Client Groups: Stirling residents

Services Provided:

- Information, Advice and Guidance relating to the local labour market
- Personal development and career opportunities.

Any other relevant information:

Employment Connections works in partnership with a wide range of local and national organisations and agencies. This allows us to provide a wide range of resources on site and through partners. We are able to attend partners premises with our clients or have meetings arranged at Employment Connections where appropriate.

For more information, please contact Marnie McLuckie, Client Adviser, Employment Connections on 01786 449271 or 0800 027 5577.

Types of Substance Use Provided for:

All

Is your building/service an accessible venue? Yes, through our Outreach Provision.

Provisions are in place to ensure those with a physical disability have access
Through our Outreach Provision.

Does the venue the service is provided from have an accessible toilet/s? Yes, through our Outreach Provision.

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Easy access

How to get here

For details of public transport see page 6.

Forth Valley SAT Service Directory - Tier 4

Service: Falkirk Council, Community Services,
Employment and Training Unit

Address: Municipal Chambers, Bo'ness Road,
Grangemouth

Postcode: FK3 8AH

Tel: 01324 504400

Fax: 01324 504401

E-mail: Alexis.davies@falkirk.gov.uk

Web: www.falkirk.gov.uk

Overall Aim of Service:

"The Employment and Training Unit aims to help local people of working age to gain the skills and work experience they need to compete in the labour market and get jobs. As an inclusive organisation we believe that everyone has the right to be treated with respect and we are committed to the highest possible standards in everything we do."

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: None

Falkirk Council, Community Services Employment and Training Unit

Age Range: 15 to 65

Charge: Free

Gender: All

Can clients self refer? Yes

Client Groups: Unemployed residents of Falkirk Council area.

Priority given to young people who fall within the NEET group and people who live in Regeneration areas.

Services Provided:

- **Positive Transition from School:** alternative curriculum for pupils in their final year at school who are at risk of becoming NEET.
- **Pre-Employment Support:** 4 week, P/T programme including confidence building, employability planning, needs assessment.
- **Work Based Training including Modern Apprenticeships:** waged opportunities for individuals who want to develop work based skills and employability through work experience, vocational training, core skill development and personal skill development.

Types of Substance Use Provided

for: Where it is identified that a client is misusing substances, a referral will be made to the appropriate agency.

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Falkirk Council, Community Services Employment and Training Unit

**Services are available for people
whose first language is not English?**

- Ethnic Minority interpreter
- Other

**Support is available to families
of people who are current or
prospective clients with the service**

**Does the venue have accessible car
parking spaces? Yes**

How to get here

For details of public transport see page 6.

Forth Valley SAT Service Directory - Tier 4

Service: Progress 2 Work
Address: 5/7 Crawford Arcade, King Street, Stirling
Postcode: FK8 1AX
Tel: 01786 445970
Fax: 01786 430494
E-mail: forthval@apexscotland.org.uk
Fax: apexscotland.org.uk

Overall Aim of Service:

To assist people with drug misuse issues back into training or employment. People can be referred by another agency or as a self-referral. Telephone referrals will be taken then appointments will be made on a one to one basis.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: N/A

Progress 2 Work

Age Range: 18 to 65

Charge: Free

Gender: All

Can clients self refer? Yes

Client Groups: Any client with substance misuse issues either historical or present provided they are now stable and looking for work or training and see their past as a barrier to these goals.

Services Provided:

Assistance with work or training prospects including CV writing, mock interviews, disclosure funding etc

Any other relevant information:

Clients will be seen on an outreach basis at premises within their own area rather than travelling into Stirling.

Types of Substance Use Provided for:

All drug misuse

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? No

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service Yes

Does the venue have accessible car parking spaces? Available in public car parks nearby.

How to get here

For details of public transport see page 6.

Forth Valley
Substance Action Team

General ▶▶▶▶▶ Services

Central Scotland Police Headquarters

Child Protection Contact Numbers

Clackmannanshire Council Services to People

Emergency Doctor / Dentist

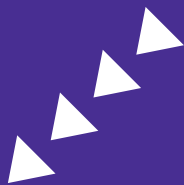
Health Promotion NHS Forth Valley

Homelessness Contact Numbers

Polmont Young Offenders Institution

Sorted on Sex, Young People's Sexual Health Clinic

Stirling Council Youth Services



Forth Valley SAT Service Directory - General Services

Service: Central Scotland Police Headquarters
Address: Randolphfield, Stirling
Postcode: FK8 2HD
Tel: 01786 456000
Fax: 01786 451177
Web: www.centralscotland.police.uk

Overall Aim of Service:

To preserve law and order, protect and reassure communities across Central Scotland.

Drug Education Officer based at Dunblane Police Office, 01786 826016.

Tackles drug misuse through education and enforcement of legislation in relation to Misuse of drugs Act 1971 concerning possession, manufacture and dealing of illegal drugs.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Service is at all times In person By phone

Access at all times - If reception is closed there is a buzzer system.

Central Scotland Police Headquarters

Age Range: All

Charge: Free

Gender: All

Can clients self refer? N/A

Client Groups: N/A

Services Provided: N/A

Types of Substance Use Provided for:
N/A

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties?

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

A translator will be provided if required.

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service Yes

Does the venue have accessible car parking spaces? Yes

How to get here

For details of public transport see page 6.

Forth Valley SAT Service Directory - General Services

Service: Child Protection Contact Numbers

All agencies have a responsibility to consider the needs of children. Where these needs are not being met, agencies have a duty to share their concerns in order to protect them. Below is a list of contact numbers that can be used to share your concerns.

Emergency Duty Team (out of hours): 01786 470500

Social Work Services:

CLACKMANNANSHIRE COUNCIL

Alloa Limetree House	01259 452379
ALLOA Centre	01259 225000

FALKIRK COUNCIL

Bo'ness	01506 778668
Camelon	01324 501200
Denny	01324 504160
Falkirk	01324 506400
Grahamston	01324 506595
Grangemouth	01324 504343
Laurieston	01324 590300
Stenhousemuir	01324 503503

STIRLING COUNCIL

Drummond House	01786 471177
St Ninians, Bannockburn & Eastern Villages	01786 816515
Stirling, Highland, Endrick & Blane Valley	01786 821821
Child Protection Support Co-ordinators	01786 471177

Child Protection Contact Numbers

Social Work Services:

EMERGENCY DUTY TEAM (OUT OF HOURS) 01786 470500

POLICE FAMILY UNIT 01324 678884

AUTHORITY REPORTERS

Falkirk 01324 626996

Stirling/Clackmannanshire 01786 476400

NHS SERVICES

Clinical Co-ordinator (Paediatrics) 01786 434000

Falkirk & District Royal Infirmary 01324 624000

Nurse Advisor (Child Protection) 01786 434770

Mobile 07787 152107

Stirling Royal Infirmary (Consultant paediatrician) 01786 434000

Other Support Services:

Support for Adult Survivors of Child Sexual Abuse (Male and Female)

“OPEN SECRET”

Alloa 01259 729981

Falkirk 01324 630100

Stirling 01786 448504

WOMEN'S AID

Central Scotland Police Domestic Abuse Unit 01786 456283

..... OR 01786 456284

Clackmannanshire Women's Aid 01259 721407

Falkirk & District Women's Aid 01324 635661

National Helpline 08000 271234

Rape Crisis Centre 01786 471771

Stirling Women's Aid 01786 470897

Forth Valley SAT Service Directory - General Services

- Service:** Clackmannanshire Council Services to People Social Services Adult Care
- Address:** Hillfoot villages and Tullibody contact the Duty Officer at Lime Tree House, Alloa, FK10 1EX
- Tel:** 01259 452498
- Address:** Alloa, Sauchie and Clackmannan contact the Duty Officer at The Whins Social Services Office, 7/8 Miller Court, Alloa, FK10 3SA
- Tel:** 01259 727010

The Emergency Duty Team is available during out-of-office hours on 01786 470500

Overall Aim of Service:

To provide community care information, advice and social work support for adults in need. The Clackmannanshire Community Care Teams are based in two offices (Listed above depending on the area you stay in):

Adult Care Services aim to support adults in need and to promote well-being and independence through the provision of a range of services; these include advice and support at home, day provisions, residential care and supported accommodation.

Adult Care services are for people who are vulnerable due to their age, mental or physical illness, addiction or disability. Support and respite is also provided for carers. Adult Care works closely with health and housing services to ensure that people get appropriate help when needed.

Anyone can request an assessment by contacting the Community Care Teams.

Forth Valley SAT Services Directory - General Services

Service: Clackmannanshire Council Services to People Social Services Criminal Justice Services

Address: Criminal Justice Service, Unit 6A, Alloa Trading Centre, Bruce Street, Alloa

Postcode: FK10 1RX

Tel: 01259 721069

Overall Aim of Service:

Clients of 16 years + who are either subject to a statutory order (e.g. Probation, Community Service, Parole), or are the subject of a request for a social work report by the court are referred to this service. This service provides their clients with information & advice, risk assessment, counselling, groupwork, reports to the court, probation & aftercare supervision and home background reports.

Forth Valley SAT Service Directory - General Services

Service: **General Practitioner (Doctor)**

Address: In an emergency situation you can receive health care at the accident and emergency department at: **Stirling Royal Infirmary, Livilands, Stirling**

Or at the minor injuries department at:
Falkirk Royal Infirmary, Westburn Avenue, Falkirk

Tel: For advice about your health call:
NHS 24 FREEPHONE: 0800 224488

How to see a doctor/nurse:

Everyone is entitled to be registered with a GP even if you don't have a permanent address.

If you are are trying to register with a GP you can use a care of address, such as a friend or relative's, or the GP Practice itself.

If you have any problems getting registered call the registration helpline: 0845 300 1661

Opening Times

Day	Hours	In person	By phone
Mon:	8.30am - 5.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	8.30am - 5.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	8.30am - 5.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	8.30am - 4.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	8.30am - 4.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:	Closed	<input type="checkbox"/>	<input type="checkbox"/>
Sun:	Closed	<input type="checkbox"/>	<input type="checkbox"/>

Forth Valley SAT Services Directory - General Services

Service: Emergency Dentist

Tel: 0844 800 6886

How to see a dentist:

For information on finding a dentist or accessing emergency treatment phone

Forth Valley 24 Hr Dental Helpline: 0844 800 6886

If you need to see a dentist urgently please phone one of the numbers below between the hours of 9.00am - 5.00pm for assistance.

STIRLING, Salvation Army: 01786 448923

FALKIRK, Salvation Army: 01324 627425

ALLOA, North Church: 01259 210403

Forth Valley SAT Service Directory - General Services

Service: Health Promotion NHS Forth Valley
Address: Euro House, Wellgreen Place, Stirling
Postcode: FK8 2DJ
Tel: 01786 431100
E-mail: **Resources:** scott.findlay@fvhb.scot.nhs.uk
Health programmes: aileen.schofield@nhs.net
Web: www.nhsforthvalley.com

Overall Aim of Service:

Our goal is to improve health in Forth Valley and to reduce inequalities in health by concentrating on specific issues such as smoking, alcohol and drugs that have a direct effect on health.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	8.30am - 5pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	8.30am - 5pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	8.30am - 5pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	8.30am - 5pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	8.30am - 4pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:	Closed	<input type="checkbox"/>	<input type="checkbox"/>
Sun:	Closed	<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: N/A

Health Promotion NHS Forth Valley

Age Range: No age restrictions

Charge: Free

Gender: All

Can clients self refer? Yes

Client Groups: General public and professionals.

Services Provided:

1. Staff training - to understand the impact of substance use on health in Forth Valley and what can be done to improve it.
2. Workplace policy development - Contribute to health policies that have a substance use component.
3. Health Information and Resource Service (HIRS)
4. Programmes designed to prevent and reduce the substance related harms to health.
5. Disseminate information, evidence and skills.

Any other relevant information?

Health Promotion works across 4 main settings (education, workplace, NHS and community) and key topics: substance use, sexual health, oral health, physical activity and nutrition.

Substance use includes: socially acceptable drugs such as tobacco and alcohol, over the counter products including solvents, prescribed medications and illegal drugs.

The following are examples of the types of services offered across the settings:

Workplace: Supporting workplaces to develop substance use policies and associated training.

Education: Providing in-service training for teachers and resource support to assist in delivery education initiatives.

NHS: Working with primary care staff to promote good practice in relation to substance use, including smoking cessation.

Community - providing a resource service covering all aspects of substance use information (including harm reduction).

Types of Substance Use Provided for:

Information and training on prevention, education and harm reduction issues, including awareness and first aid.

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Health Promotion NHS Forth Valley

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

Central translation service available.

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service N/A

Does the venue have accessible car parking spaces? Available at the premises

How to get here

For details of public transport see page 6.

Forth Valley SAT Service Directory - General Services

Service: Homelessness Contact Numbers

- Where to get accommodation
- Where to get a meal
- How to see a doctor
- How to see a dentist
- Drug and Alcohol Services
- Social Work Services
- Mental Health Services
- Young People
- Sexual Health
- Welfare Benefits
- Advice and Support
- Advocacy Services

Overall Aim of Service

To help homeless people, people at risk of becoming homeless and people without a permanent address.

Where to get Accommodation

If you are homeless or at risk of becoming homeless you should contact the Council's Homelessness Team in your area.

CLACKMANNANSHIRE

9am-5pm: 01259 452397

Out of Hours: 01259 452000

FALKIRK

9am-5pm: 01324 503600

Out of Hours: 0800 587 4440

STIRLING

9am-5pm: 01786 432400

Out of Hours: 01786 470500

Homelessness Contact Numbers

Where to get a meal

CLACKMANNANSHIRE

April - September, Tuesday, 12.00 noon - 1.00pm
October - March, Tuesday & Thursday, 12.00 noon - 1.00pm
Alloa Soup Pot - Alloa North Church Hall, Tullibody Road, Alloa.
Serves soup and a roll, free.

FALKIRK

Monday - Friday, 4.00pm - 5.15pm
Salvation Army Hall, 1 Woodside Court, High Station Road, Falkirk
Serves 2 course meal, free.

STIRLING

Monday - Friday, 3.00pm - 4.45pm
Salvation Army Hall, 19, Drip Road, Stirling
Serves 3 course meal, free.

The Salvation Army in Falkirk & Stirling can also provide:

- *Sleeping Bags & Toiletries (when available), Clothing, Washing Facilities, Support, Chiropody Service, Advice & Help.*
- *Drop in Services - Falkirk & Stirling provide access to Sign Post*
Stirling also offers access to a Dentist, GP, In Touch & Open Secret
Speak to the staff and they will give you details of when they are on.

How to see a Doctor

Everyone is entitled to be registered with a GP even if you don't have a permanent address. If you are trying to register with a GP you can use a care of address, such as a friend or relative's, the council homeless team's address or the address of the GP Practice itself.

If you have any problems getting registered call: 0845 300 1661, 9am - 5pm

For advice about your health call: **NHS 24 FREEPHONE 0800 224488**

How to see a Dentist

For information on finding a dentist or accessing emergency treatment phone
Forth Valley 24 Hr Dental Helpline: 0844 800 6886

Homelessness Contact Numbers

Drug and Alcohol Services

If you are concerned about your drug use please call: **Signpost Forth Valley**
- 01259 726602

If you concerned about your alcohol use please call: **Alcohol Link** - 01259 726632

Social Work Services

Monday - Friday, 9.00am - 5.00pm, Out of Hours: 01786 470500 for all areas

CLACKMANNANSHIRE: Hillfoots & Tullibody: 01259 452498
All Other Areas: 01259 727010

STIRLING: 01786 471177

FALKIRK: 01324 506400

Mental Health Services

Many people experience mental health or related problems during their lives. These can be caused by stressful life events such as being homeless, loss of job, break up of families or bereavement. This can leave you feeling very distressed, sad or isolated.

Your doctor will refer you to a specialist psychiatric service if they feel this is necessary. If you want to talk to someone, help is available at the numbers below.

- **Stirling & District Association for Mental Health** - 01786 451203
- **Falkirk & District Association for Mental Health** - 01324 629955
- **Scottish Association for Mental Health** - 01259 217382
- **Saneline, South & East Alloa, Clackmannanshire** - 0845 767 8000
12 midday - 2.00am every day of the year.
- **Samaritans** - 01324 622066 24 hour confidential helplines to talk over personal and emotional problems.
- **Moodjuice** - www.moodjuice.scot.nhs.uk
- **Breathing Space** - 0800 838 587, www.breathingspacescotland.co.uk

Forth Valley/National Support Services for Young People

Young People

WELL SORTED - 27 Murray Place, Stirling - 01786 450518
or **FREEPHONE 0800 027 6001**

Health information, advice & support for 12 - 19 year olds in Stirling area.

CHILDLINE - 0800 1111, Childline Scotland - 0870 336 2910

Childline Scotland is a 24 hour helpline for children and young people. You can phone free for confidential help.

THE BRIDGE: 53-57 Lower Bridge St, Stirling - 01786 448633

A drop in facility where young people in the Stirling area can meet, access the internet, get information, advice and practical support on a range of issues.

INFOTEXT - details to be confirmed.

SEXUAL HEALTH ADVICE

ALLOA: Young Person's Clinic - 01259 215333

FALKIRK: Caledonia Youth - 01324 617161

STIRLING: Sorted on Sex (SOS) - 0800 027 6001

Lesbian, Gay, Bisexual, Transexual Youthline - 0845 113 0005

Tuesday 7.30pm - 9.00pm, www.lgbtyouth.org.uk

YOUNG CARERS

CLACKMANNANSHIRE / FALKIRK: 01324 611510

STIRLING: 01786 447003

Forth Valley/National Support Services for Young People

Sexual Health

FAMILY PLANNING SERVICES - Free advice on contraception and pregnancy.

Alloa Health Centre - 01259 215333

Falkirk Royal Infirmary - 01324 611711

Grangemouth Health Centre - 01324 482354

Orchard House, Stirling - 01786 463448

Stirling Royal Infirmary - 01786 434000

SEXUAL HEALTH INFORMATION LINE - 0800 567123

FALKIRK LESBIAN & GAY SUPPORT - 01324 617717

Drop in sessions, Monday & Wednesday 7.00pm - 9.00pm

RAPE CRISIS CENTRE - 01786 471771

Provides free, confidential support and practical information on legal and medical issues, to Survivors of rape, sexual assault and child sexual abuse throughout Forth Valley.

SEXUALLY TRANSMITTED INFECTIONS (STI'S)

For testing and treatment of STI's or if you are worried about any sexually-related problems phone:

Falkirk Royal Infirmary - 01324 616159 (direct line)

Orchard House, Stirling - 01786 463448 (direct line)

Welfare Benefits

Alloa: 01786 432600

Falkirk: 01324 505000

Stirling: 01786 432600

Forth Valley/National Support Services for Young People

Advice and Support

CITIZENS ADVICE BUREAUX

ALLOA, 47 Drysdale Street - 01259 723880

DENNY, 24 Duke Street - 01324 823118

FALKIRK, Old Sheriff Court, Hope Street - 01324 611244

GRANGEMOUTH, 3 Kerse Road - 01324 486343

STIRLING, Cameronian Street - 01786 470239

TULLIBODY, 5 Tron Court - 01259 725690

FALKIRK ACCOMMODATION RESOURCE CENTRE

Provides advice on homelessness and housing, health, welfare, benefits and debt advice.

Monday - Friday, 9.00am - 5.00pm, 01324 503600

WOMEN'S AID

Offers refuge accommodation, information, practical and emotional support for women and their children (if any) who are fleeing mental, physical or sexual abuse.

Stirling - 01786 470897

Falkirk - 01324 635661

Clackmannanshire - 01259 721407

Advocacy Services

Forth Valley Advocacy is an independent organisation that works across the Forth Valley area. Workers providing a service to older people and to mental health services are peripatetic and visit hospitals and other facilities, including home visits, as appropriate. Tel: 01324 557070.

Forth Valley SAT Service Directory - General Services

Service: Polmont Young Offenders Institution
Address: Brightons, Falkirk
Postcode: FK2 0AB
Tel: 01324 722263
Fax: 01324 714919
E-mail: kevin.lawrie@sps.gov.uk
Web: www.sps.gov.uk

Overall Aim of Service:

To help put Young Adults back into society better equipped and more able to be part of the community than when they entered prison.

The Interventions Unit within Polmont help young people address issues such as substance use problems as well as other offending behaviour issues.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	8.30am - 4.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	8.30am - 4.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	8.30am - 4.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	8.30am - 4.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	8.30am - 4.30pm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:	Closed	<input type="checkbox"/>	<input type="checkbox"/>
Sun:	Closed	<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: Contact the prison at anytime and leave a message for a member of the Interventions Team 01324 722263.

Polmont Young Offenders Institution

Age Range: 16 to 21

Charge: Free

Gender: Male

Can clients self refer? No

Client Groups: 16 to 21 year old male prisoners.

Services Provided:

- Substance use harm reduction awareness sessions on admission
- Specialist assessments
- Care planning and one to one support
- Group work interventions include smoke cessation, anger management, cognitive skills, drugs, alcohol, parenting and pre-release.

Types of Substance Use Provided for:
All substance use.

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Yes, strongly encouraged

Does the venue have accessible car parking spaces? Yes

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - General Services

Service: Sorted on Sex Young People's Sexual Health Clinic

Address: The Basement, Back Walk, Stirling

Postcode: FK8 1DT

Tel: 01786 450518

Overall Aim of Service:

To provide confidential friendly non-judgemental sexual health service for young people in a youth-friendly setting.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	4pm - 6pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:		<input type="checkbox"/>	<input type="checkbox"/>
Wed:	6pm - 9.30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	4pm - 6pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:		<input type="checkbox"/>	<input type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: Answering machine between clinics on 01786 450518

Sorted on Sex Young People's Sexual Health Clinic

Age Range: 13 to 20 years

Charge: Free

Gender: All

Can clients self refer? Yes, no appointment required

Client Groups: All in this age group

Services Provided:

- Contraception of all types
- Referral for specialist contraception e.g. implants, Emergency contraception, Free condoms, Pregnancy testing and referral for termination
- Chlamydia testing and treatment
- Advice on sexually transmitted infections.

Types of Substance Use Provided for: N/A

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

Nurse will give careful explanation

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

Interpreter can be arranged by appointment.

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Available in public car parks nearby.

How to get here

For details of public transport see page 6

Forth Valley SAT Service Directory - General Services

Service: Stirling Council Youth Services
Address: The Steeple, 65 King Street, Stirling
Postcode: FK9 1DT
Tel: 01786 432211
Fax: 01786 432241
E-mail: YouthServices@stirling.gov.uk
Web: www.stirling.gov.uk/youth

Overall Aim of Service:

Youth Services aims to work in partnership with a range of other agencies to address the needs of vulnerable young people and provide the highest level of co-ordinated services and support to enable young people to achieve their potential.

Catchment Area

- Forth Valley Wide
- Falkirk Local Authority Area
- Specific area within one Local Authority Area
- Stirling Local Authority Area
- Clackmannanshire Local Authority Area
- National

Opening Times

Day	Hours	In person	By phone
Mon:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri:	9am - 5pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat:		<input type="checkbox"/>	<input type="checkbox"/>
Sun:		<input type="checkbox"/>	<input type="checkbox"/>

Outwith the above hours: None

Stirling Council Youth Services

Age Range: 15 to 25

Charge: Free to young people

Gender: All

Can clients self refer? Yes

Client Groups: Young people aged 15 to 25.

Services Provided:

- Information
- Support and advice to access other support services
- Housing support
- Individual lifeskills support
- Community based or central group support programmes
- Employability support.

Types of Substance Use Provided for: N/A

Is your building/service an accessible venue? Yes

Provisions are in place to ensure those with a physical disability have access

All buildings have wheelchair access. In certain circumstances outreach services can be provided.

Does the venue the service is provided from have an accessible toilet/s? Yes

Support is provided for people with learning difficulties

- Materials in easy read format
- Carer/ PA provision

Services are available for people with a visual impairment

- building/room accessibility
- room layout
- large print materials/colour tone contrast materials
- audio provision

Services are available for people with a hearing impairment

- loop system available in the room consultations/events take place
- personal communicators
- BSL interpreter
- Lipspeaker
- Palantypist
- Deafblind Guide Communicator

Services are available for people whose first language is not English

- Ethnic Minority interpreter
- Other

Support is available to families of people who are current or prospective clients with the service

Does the venue have accessible car parking spaces? Yes

How to get here

For details of public transport see page 6