



WILTSHIRE

# DIRECTORY OF DRUG AND ALCOHOL SERVICES

January 2010

**FRANK**

0800 77 66 00 [talktofrank.com](http://talktofrank.com)

8th Edition

**ALCOHOL**  
KNOW YOUR  
**LIMITS**

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## FOREWORD

*Safe. Sensible. Social.* The next steps in the National Alcohol Strategy clearly states that we all need to work together to shape an environment that actively promotes sensible drinking, through investment in better information and communications and by drawing on the skills and commitment of all those already working together to reduce the harm alcohol can cause. The Community Safety Partnership's Alcohol Strategy for Wiltshire aims to minimise the health harms, violence and anti-social behaviour associated with alcohol, while ensuring that people are able to enjoy alcohol safely and responsibly. One of the key priorities in implementing the Strategy is to ensure that everybody who needs it can identify, locate and access the most appropriate service for them, their clients or their families to address alcohol related harm.

By working in partnership, Wiltshire continues to strive to improve the provision of treatment and care for people who are affected by drugs and alcohol. The Partnership is also working to ensure that the education and prevention agenda receives the support it requires so that people are appropriately informed and empowered to make the right choices.

This directory provides professionals and the public with up to date details of the services available across the county. It is vital that in a large and primarily rural area people are aware of the services available. The directory is as comprehensive as possible. However, it is recognised that things change and to that end we are striving to update it on an annual basis.

We hope that this Directory is an invaluable support to both professionals and the public of Wiltshire.

The directory is funded by Wiltshire Community Safety Partnership

**Disclaimer – Please note that those organisations whose services are quality assured through a commissioning process by either Wiltshire County Council or NHS Wiltshire are marked with \* in the list of contents. Otherwise no such assurances can be made, or responsibility taken by Wiltshire Community Safety Partnership.**

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## NATIONAL AND LOCAL SOURCES OF INFORMATION AND SUPPORT

Adfam	0207 553 7640 www.adfam.org.uk	Provides a service for families and friends of drug users.
Al-Anon and Alateen	0207 403 0888 www.al-anonuk.org.uk	Self help groups offering support to families / friends of drinkers. Alateen is for those aged 12-17 who have been affected by another's drinking. Helpline: 10 am – 10 pm everyday.
Alcoholics Anonymous	0845 769 7555 www.alcoholics-anonymous.org.uk	Helpline open 24 hours a day for those concerned about their own or another's drinking.
Alcoholics Anonymous	WILTSHIRE 01380 729064	Wiltshire 24 hour helpline
Cannabis Help	www.cannabishelp.org.uk	Self-help website to assist cannabis users in cutting down or stopping use of cannabis. Also provides information on the effects, risks and legal status of cannabis.
Cocaine Anonymous	0800 6120225 www.cauk.org.uk	Station Hill Baptist Church (Access at rear of Church), Station Hill, Chippenham Tuesdays 7 – 8 pm
Down Your Drink	www.downyourdrink.org.uk	Online programme for people who are worried about their drinking.
Drinkaware	020 7307 7450 www.drinkaware.co.uk	Drinkaware aims to tackle alcohol misuse and alcohol related harm in the UK. We provide free publications and give small grants to community initiatives. We also maintain the consumer website for sensible drinking information: www.drinkaware.co.uk
Drinkline	0800 917 8282	Offers confidential information and advice on sensible drinking to anyone concerned about alcohol misuse, including people with alcohol problems, their families, friends, carers. 7 days a week, 24 hours a day.
Drug Interventions Programme – Single Point of Contact Criminal Justice System	Fax: 01225 794643 Tel: 0779 505 1146	A single point of contact <b>for professionals</b> to refer problematic drug users in contact with the Criminal Justice System to drug treatment and support services.
24 Hour Helpline	0845 6032763	A 24/7 support line <b>for problematic drug users</b> in contact with the criminal justice system. Offers advice, support and information on available services.
Drug Scope	020 7520 7550 www.drugscope.org.uk	National membership organisation for the drug sector providing balanced drug information to professionals and public.

## NATIONAL AND LOCAL SOURCES OF INFORMATION AND SUPPORT – continued

Families Anonymous	0845 1200660 www.famanon.org.uk office@famanon.org.uk 1 pm – 4 pm Weekdays 6 pm – 10 pm Weekdays 2 pm – 10 pm Weekends	Does someone you care about use drugs. Meetings are held for discussion, asking questions etc. Ring number or visit website for further details. Calls answered by volunteers.
FRANK	0800 776600 www.talktofrank.com	Offers advice and information to people concerned about drugs, including drug users, their families, friends and people who work with them. Available 24 hours a day, 365 days a year in 120 languages.
FRANK	0800 917 8765 www.talktofrank.com	As above, but for those people with hearing impairments.
the LINE	0800 51 11 11 text 07786 51 11 11 www.q2a.co.uk	Confidential information, advice and support for young people 365 days a year 10 am – 10 pm
Narcotics Anonymous South West	0117 924 0084	Helpline.
The National Association for Children of Alcoholics NACOA	0800 358 3456 Helpline@nacoa.org.uk www.nacoa.org.uk	Free national helpline to provide information, advice and support to children of alcoholics and those concerned with their welfare. Helpline: Mon & Fri 10 am – 7 pm Tue/Wed/Thur 10 am – 9 pm Sat 10 am – 3 pm
NHS Alcohol Know Your Limits	www.units.nhs.uk	Website providing alcohol information, advice and guidance
Progress2work (delivered by Shaw Trust)	Team Leader – Cheryl Milner 079 676 11351	Support for individuals who are in or have completed a treatment programme for drug misuse. You must be in receipt of job centre plus benefits and wish to access training, education and employment.
Release	0845 4500 215 www.release.org.uk ask@release.org.uk	Information & support on drugs & legal issues. Helpline: 11 am – 1 pm & 2 pm – 4 pm
Re-solv	Info Line: 01785 810762 www.sniffing.org.uk www.re-solv.org	This website contains information for anyone concerned about volatile substance abuse, sometimes referred to as inhalant abuse or glue sniffing.

## NATIONAL AND LOCAL SOURCES OF INFORMATION AND SUPPORT – continued

Roofie Foundation	0800 783 2980 www.roofie.com	A specialised agency dealing with issues around DFSA (drug facilitated sexual abuse) caused by drinks spiking. 9 am – 9 pm helpline.
Safer Schools Website	www.wiltshire.gov.uk/ safer-schools	The website provides easy access to information, advice and support on a wide range of issues, including worries about drugs and alcohol. Designed for students, parents, carers, teachers and the wider school community.
Sparksite	www.sparksite.co.uk	Click Go Urgent to get confidential help and advice on issues that concern you
WASP (Wiltshire Addiction Support Project)	12a Duke St, Trowbridge, Wilts BA14 8EA (near Wilts Times Office) 01225 775558 <b>CONTACTS:</b> Andrew Davidson 07525 730586 (Interim User and Carer Co-ordinator Email: andrew.davidson@homecall.co.uk <b>Chairman:</b> Steve Owen 07515 851225 stevejowen@hotmail.co.uk <b>V/Chair &amp; buddy system:</b> Dave Payne 07860 506702 <b>Carers Lead:</b> Tam Hercus 47591 175741 or 01225 775558	Support Groups for drug and alcohol problems. Peer support, Advocacy, Training courses, Sports, Quick Access Clinics, Drop In, Acupuncture (from 6.15 p.m.) <b>Groups</b> <b>Mondays:</b> 7 – 9 p.m. at 12a Duke Street, Trowbridge <b>Tuesdays:</b> 7 – 9 p.m. at Salvation Army Hall, Foghamshire Street, Chippenham <b>Wednesday Drop In:</b> 11.30 a.m. – 4 p.m. at 12a Duke Street, Trowbridge <b>Thursdays:</b> 7 – 9 p.m. at Alabare Community Centre, Friary Estate, Carmelite Rd, Salisbury
Why let drink decide?	www.itsnojoke.tv	The website provides facts, advice and information about relationships between teenagers and alcohol.
Wiltshire single point of entry	0845 603 6993 www.badaservices.org.uk	Wiltshire's single point of entry, referral route for drugs and alcohol treatment.

## ACTION ON ADDICTION (Previously Clouds)

Clouds House  
 East Knoyle, Salisbury  
 SP3 6BE  
 Tel: 01747 830733  
 Fax: 01747 830783  
[admin@actiononaddiction.org.uk](mailto:admin@actiononaddiction.org.uk)

Opening hours	Admin: Weekdays 9.00 am – 5.00pm Treatment Centre: 24 hours a day
Services offered (C) based at Clouds House (B) based at Bournemouth	Residential treatment (C) Aftercare (C) Cognitive analytic therapy (C) Families Plus (C - see page 10) Centre for Addiction Treatment Studies (C) Health promotion (C) Working recovery – community and work based training programme (B) Structured day treatment (B) Continuing care (B) Pre-treatment Group (B)
Catchment area	National and international
Who service is for	Residential service for people aged 18+ from all backgrounds and any area, with drug / alcohol problems Those in recovery from alcohol and / or drug dependence but requiring ongoing support. Families, partners or others affected by another's use of drugs and / or alcohol. Professionals / others wishing to work in this field
Policy / ethos	Our vision is to have a world of 'People free from addiction and its effects' (to encompass substance dependencies and other compulsive disorders) by providing interrelated services of the highest quality and effectiveness that have a clear and ethical basis and meet the real needs of our clients. We are founder members of EATA, Clouds House having been awarded EATA accreditation, and Action on Addiction has achieved the Investor in People standard
Referral procedure	Please telephone for details
Cost	On application

## ACTION ON ADDICTION FAMILIES PLUS

Jill Cunningham House  
 East Knoyle  
 Salisbury  
 SP3 6BE  
 Tel: 01747 832015  
 Fax: 01747 832030  
 admin@actiononaddiction.org.uk  
 www.actiononaddiction.org.uk

Opening hours	Monday to Friday 9.00 am – 5.00 pm
Services offered	Family support groups Family therapy Couples counselling One to one counselling Residential family programmes (One Week) M-PACT (moving parents and children together) offering support for families affected by addiction Training for professionals
Catchment area	Wiltshire and surrounding counties
Who service is for	Anyone affected by another's drug and alcohol dependence
Policy / ethos	To offer help, hope and freedom from alcohol and drug dependency by providing interrelated services of the highest quality and effectiveness, which have a clear and ethical basis and meet the real needs of our clients
Referral procedure	Self referral
Cost	Family support groups free. Funding possible for other services

## ALABARE (Trowbridge)

12a Duke Street  
Trowbridge  
BA14 8EA  
Tel: 01225 776606  
Fax: 01225 777856  
enquiries@alabare.co.uk

Opening hours	Monday, Tuesday & Thursday 10.00 am – 1.30 pm
Services offered	Day centre services, includes information and advice Use of lunch and beverage facilities Access to IT suite is available through the drop in service
Catchment area	West Wiltshire area
Who service is for	All people between the ages of 17 to 65 years of age
Policy / ethos	Our mission is to enable and empower disadvantaged people to maintain or regain their feeling of self worth by offering constructive care and unconditional acceptance within the boundaries of safe and legal practice. We aim to provide all people with options to build back their lives and independency.
Referral procedure	Self-referral, referral from statutory organisations or other voluntary organisations
Cost	Free

## AMBER FOUNDATION

Amber  
Bythesea Lodge  
Bythesea Road  
Trowbridge, Wiltshire  
BA14 8HR  
Tel: 01225 759900

Opening hours	Monday to Friday 8.30 am – 5.00 pm for recruitment
Services offered	Residential support for de-motivated, often homeless, 17-30 year old males and females. Must be clean from class A and B drugs. Cannabis users are expected to be able to give a clean test after 28 days Support for substance misusers, counselling and aftercare in a drug and alcohol free environment
Catchment area	Wiltshire and beyond
Who service is for	Unemployed 17 – 30 year old males and females
Policy / ethos	To provide residential support and activities to improve self-esteem and motivation. To help young people into sustainable rewarding employment and accomodation
Referral procedure	Via Recruitment Manager. Interview and research carried out prior to acceptance
Cost	Prices on application

## **BATH AREA DRUGS ADVISORY SERVICE (WILTSHIRE TEAM)**

29 – 33 Warminster Road  
 Westbury  
 BA13 3PD  
 Tel: 01373 824060  
 Fax: 01373 825177  
 admin@badaswiltshire.org

Opening hours	Monday – Thursday 9.00 am – 16.30 pm Friday 9.00 am – 16.00 pm
Services offered	DROP IN SERVICES THROUGHOUT WILTSHIRE – PLEASE RING FOR DETAILS ARPOV – Alcohol Referral Programme for Offenders and Victims Needle exchange Outreach Shared Care Structured Day Care Assessment for Drugs and Alcohol Treatment in Wiltshire One to one support Onward referral for further treatment
Catchment area	North and West Wiltshire, Kennet and Salisbury
Who service is for	Free confidential advice, information and support to anyone concerned about his their own or somebody else's drug use
Policy / ethos	Harm minimisation / safer drug use
Referral procedure	Self-referral or agency
Cost	Free

**BATH AREA DRUGS ADVISORY SERVICE**  
**(WILTSHIRE TEAM) Alcohol Brief Intervention Service (ABIS)**

29-33 Warminster Road  
 Westbury  
 Wiltshire  
 BA14 3PD  
 Tel 01373 824060  
 Fax 01373 825177

Opening hours	Mon – Thurs 9.00 am - 4.30 pm Fri - 9.00 am - 4.00 pm
Services offered	A 1½ hour alcohol awareness course where people will gain knowledge and understanding of their alcohol use and drinking patterns. They will also be helped to decide if they want to make changes and learn techniques to do so. After attending the course, if you need more individual support there is an opportunity to have three I-I sessions with an alcohol worker to set further goals and maintain any changes. The alcohol awareness course is run on Monday afternoons at either Chippenham, Westbury or Salisbury. The I-I sessions are also held at the same venues.
Catchment area	North and West Wiltshire, Kennet and Salisbury
Who service is for	For people who are concerned about their alcohol use and would benefit from knowledge and support to make changes.
Policy / ethos	Free confidential advice, information and support to anyone concerned about their alcohol use.
Referral procedure	Access to this service is through BADAS single point of entry tel 0845 6036993.
Cost	Free

## DRUGS AND HOMELESS INITIATIVE

15 – 16 Milsom Street  
Bath  
BA1 1DE  
Tel: 01225 329411  
Fax: 01225 334734  
info@drugsandhomeless.org

Opening hours	Monday to Friday 9.00 am – 5.00 pm
Services offered	Supported 'dry' house accommodation for ex-offenders or people at risk of offending due to substance misuse
Catchment area	Wiltshire and Somerset
Who service is for	Supported Housing; for men and women who have had contact with the Criminal Justice System or are at risk of offending due to substance misuse and have identified a need to be abstinent of all drugs and alcohol
Policy / ethos	Client centred approach
Referral procedure	Self-referral, referral from statutory and voluntary organisations Please contact DHI for further information
Cost	No charge

## HELP COUNSELLING SERVICE

Bridge House  
Stallard Street  
Trowbridge  
BA14 9AE  
Tel: 01225 767459  
Email: [helpcounselling@talktalkbusiness.net](mailto:helpcounselling@talktalkbusiness.net)  
[www.helpcounselling.co.uk](http://www.helpcounselling.co.uk)

Opening hours	Office hours 9.00 am – 1.30 pm Counselling Monday – Friday 9.00 am – 1.30 pm and Thursday evening as arranged
Services offered	Personal, one-to-one counselling
Catchment area	West Wiltshire
Who service is for	Anyone in West Wiltshire with personal or family problems, aged 16 +
Policy / ethos	Help Counselling Service is an independent local charity offering an open access service regardless of religion, race, culture or sexual orientation. It is a member organisation of B.A.C.P. with a 'Code of Ethics and Practice' based on their guidelines and subject to their complaints procedure
Referral procedure	No formal referral is required, although any professional can refer, or clients can self refer by making contact themselves either by telephoning or dropping in Referral from doctors
Cost	Free / low cost

## MEN'S SEXUAL HEALTH

31a The Brittox  
 Devizes  
 Wiltshire  
 SN10 1AJ  
 Tel: 01380 801951 or if no reply 07970 473962  
[www.menssexualhealth.org.uk](http://www.menssexualhealth.org.uk)

Opening hours	Vary Emergency contact on mobile number
Services offered	Advice, information and support on sexual health, drugs and alcohol Free condoms and lubricant Website: <a href="http://www.menssexualhealth.org.uk">www.menssexualhealth.org.uk</a> Advocacy Drop-ins Counselling (by appointment) Training and resources for external agencies Public events
Catchment area	Wiltshire and Swindon
Who service is for	All men who are sexually active within Wiltshire & Swindon including gay and bisexual men, and men who have sex with men (will also endeavour to help or refer lesbians, transgender people, and friends and families of gay people)
Policy/ethos	Men's Sexual Health exists to promote better health amongst all sexually active men including gay and bisexual men, and men who have sex with men, within Wiltshire & Swindon
Referral procedure	Self-referral or through other agencies
Cost	No charge to clients

## MOTIV8 YOUNG PEOPLE'S SUBSTANCE MISUSE, HARM REDUCTION AND TREATMENT SERVICE

<p>Targeted Youth Support Services 124 Wilton Road, Salisbury, Wiltshire SP2 7JX Tel: 01722 341644 Fax: 01722 341655</p>	<p>T.Y.S.S. The Martins 56A Spa Road, Melksham, Wiltshire SN12 7NY Tel: 01225 793616 Fax: 01225 793556</p>	<p>The Line Numbers: 0800 511111 Mobile: 07786 511111 Fax: 07786 511111 Web/e-mail: www.q2a.co.uk</p>
<p>Opening hours</p>	<p>Mon/Tue/Wed/Thurs: 8.45 a.m. – 5.20 p.m. Fri: 8.45 a.m. – 4.20 p.m. (Salisbury closed between 1 – 2 p.m.)</p>	
<p>Services offered</p>	<p>Consultation, support and advice to all 'generic' youth orientated services Range of treatment interventions to young people with complex substance misuse needs Substitute prescribing (contact service for further details) Access to and information on appropriate needle exchange facilities Harm Reduction Services available</p>	
<p>Catchment area</p>	<p>Wiltshire Council</p>	
<p>Who service is for</p>	<p>Young people up to their 19th birthday who are resident within Wiltshire Council area</p>	
<p>Policy/ethos</p>	<p>Non-judgmental services for those misusing/at risk of misusing substances. Harm reduction philosophy Actively encouraging partnership working</p>	
<p>Referral procedure</p>	<p>Direct referrals from young people, parents and carers Referrals accepted from partner agencies following the completion of a screening assessment (S.U.S.T.) Contact offices above for further information</p>	
<p>Cost</p>	<p>Free</p>	

## NHS Stop Smoking Service Wiltshire PCT

Southgate House  
Pans Lane  
Devizes  
SN10 5EQ  
Tel: 01380 733891  
Fax: 01380 733809  
Text: QUIT to 07800 001 146  
email: [NHSstopsmoking@wiltshire.nhs.uk](mailto:NHSstopsmoking@wiltshire.nhs.uk)

Opening hours	Office open Monday to Friday 8.30 am – 4.30 pm 24 hour answer phone for messages
Services offered	Advice and information for anyone who wishes to stop smoking. Range of services via GP practices, pharmacies, drop in clinics or one-one appointment
Catchment area	Wiltshire
Who service is for	Anyone who wants to stop smoking
Policy / ethos	Non judgmental, friendly, understanding and holistic approach, provided locally Please phone for further details
Referral procedure	Self, GP or other referral
Cost	Free

## SPECIALIST DRUG AND ALCOHOL SERVICE (KENNET, NORTH & WEST WILTSHIRE)

Court Mills House  
Court Street, Trowbridge, BA14 8BR  
Tel: 01225 759940  
Fax: 01225 759941

Opening hours	Mon, Tues, Wed, Fri 9.00 am – 5.00 pm but Thurs 9.00 am – 7.00 pm (Appointments outside these hours by prior arrangement only)
Services offered	Advice & Information Specialist Prescribing GP Shared Care Health Promotion Information Needle Exchange Signposting Residential Rehabilitation Funding and Advice Community and Inpatient Detoxification Low Threshold Prescribing Clinics HIV, Hepatitis B, Hepatitis C Testing, Vaccination and Treatment Structured Day Programme Family/Carer Support Treatment of co-existing mental health and substance misuse problems
Catchment area	Kennet, North & West Wiltshire
Who service is for	People with drug and alcohol problems who also have complex needs, eg mental health, physical health, legal or complex social problems. We provide a service for the drug and alcohol users themselves and also their carers or family members
Policy / ethos	To enable people to make changes in their lives to reduce to a minimum the harm and difficulties experienced as a result of their drug and / or alcohol use, by themselves, their families and the wider community
Referral procedure	People are offered initial assessment at BADAS (Wiltshire) and referred to us if treatment needs are complex. We also accept referrals from Community Mental Health Teams, probation and Social Services and self-referrals. Call 0845 603 6993 to refer yourself or another.
Cost	Any services that are funded through Community Care, e.g. residential rehabilitation, may require a contribution from the client, determined by a financial assessment

## SPECIALIST DRUG AND ALCOHOL SERVICE (SOUTH WILTSHIRE)

Foxley Green  
Fountain Way  
Salisbury SP2 7FD  
Tel: 01722 820390  
Fax: 01722 820389

Opening hours	Monday 9.00 am – 5.00 pm, Tuesday 9.00 am – 5.00 pm, Wednesday 9.00 am – 7.00 pm, Thursday 9.00 am – 5.00 pm, Friday 9.00 am – 4.00 pm (Appointments outside these hours by prior arrangement only)
Services offered	<p>Advice &amp; Information Specialist Prescribing GP Shared Care Health Promotion Information Needle Exchange Signposting Residential Rehabilitation Funding and Advice Community and Inpatient Detoxification Low Threshold Prescribing Clinics HIV, Hepatitis B, Hepatitis C Testing, Vaccination and Treatment Structured Day Programme Family/Carer Support Treatment of co-existing mental health and substance misuse problems</p>
Catchment area	South Wiltshire and Salisbury City
Who service is for	People with drug and alcohol problems who also have complex needs, eg mental health, physical health, legal or complex social problems. We provide a service for the drug and alcohol users themselves and also their carers or family members
Policy / ethos	To enable people to make changes in their lives to reduce to a minimum the harm and difficulties experienced as a result of their drug and/or alcohol use, by themselves, their families and the wider community
Referral procedure	Please phone 0845 603 6993 to refer yourself
Cost	Free NHS service. Any services that are funded through Community Care, eg residential rehabilitation, may require a contribution from the client, determined by a financial assessment

## SWINDON AND WILTSHIRE ALCOHOL AND DRUG SERVICE

Bradford House  
13 Milton Road  
Swindon  
SN1 5JE  
Tel: 01793 695405

Bridge House  
Stallard Street  
Trowbridge  
BA14 9AE  
Tel: 01225 776477

Opening hours	Monday to Friday 9.00 am – 5.00 pm Evenings by appointment
Services offered	Information, advice, support, counselling Family support and structured day programme (Swindon) for individuals concerned about their own or someone else's drinking or drug taking The service hosts an open access assessment clinic on Monday mornings 9.00 am – 10.30 am Tuesday and Thursday 1 pm – 3 pm except bank holidays
Catchment area	Swindon and Wiltshire
Who service is for	Anyone aged over 18 years concerned about his or her own or another person's drinking
Policy / ethos	Person centred approach offering a wide range of supportive interventions
Referral procedure	Self referrals by telephone on either of the above numbers or by calling into the Swindon centre on Monday mornings (except Bank Holidays) between 9.00 am and 10.30 am
Cost	Free

## THE STEP ASIDE CONSULTANCY LTD.

Number 5 and 5a, Brown Street  
Salisbury SP1 1HE  
E-mail: [thestepaside@yahoo.com](mailto:thestepaside@yahoo.com)  
[www.thestepasideconsultancy.co.uk](http://www.thestepasideconsultancy.co.uk)

Opening Hours	Admin 9.00 am – 5.00 pm Groups; 10.00 am – 12.30 or 2.00 – 4.30 pm please call admin to verify times and venues
Services offered	Home detox service Foundation/pre-treatment group Aftercare. Preventing relapse. (abstinent requirement) Family therapy Semi residential (retreat) Schools and colleges Health promotion Returning to employment/training Individual therapy Child care and parenting skills Alternative therapies and nutrition
Catchment area	Wiltshire and beyond
Who service is for	The Step Aside Consultancy LTD is an independent 'not for profit' organisation offering a community based service for anyone with alcohol/drug problems. Those in recovery from alcohol and or drug dependence but requiring continuing support in order to maintain sobriety. Family members & others affected by another's drug and or alcohol use.
Policy/ethos	Our mission is to motivate individuals to make and sustain change in their lives, regaining a sense of self worth, to reintegrate fully in their local community through education, training, learning new skills, preparation for and gaining employment whilst receiving ongoing encouragement and support. Achieving a happier, healthy and responsible way of life. The team offer constructive care and unconditional acceptance within the parameters of safe and ethical practice.
Referral procedure	Self referral, other agencies and health care professionals. There is no waiting list. All individuals are assessed prior to joining the programmes.
Cost	Prices on application

## WASP (Wiltshire Addiction Support Project)

12a Duke Street,  
Trowbridge,  
Wiltshire  
BA14 8EA  
Office: 01225 775558  
Contact: Andrew Davidson – 07525 730586  
Steve Owen – 07515 851225

Opening hours	Mon, Tues, Thurs – 10 a.m. – 2.00 p.m. and by appointment
Services offered	Support Groups (Trowbridge, Chippenham & Salisbury) Advocacy, Advice and Signposting Acupuncture and Training Naloxone Support and Training Sports Drop In Quick Access Clinic Support (Chippenham and Trowbridge) for Methadone Prescriptions Peer Support Help with Fares to Groups and Meetings
Catchment area	Wiltshire
Who service is for	People 18 and above, anybody thinking of or involved with drug and alcohol treatment services, or those not sure where to start.
Policy/ethos	Challenging ineffective treatment and improving the quality of lives for people in drug and alcohol treatment. Long term aftercare support and to help people into, and continue long term recovery.
Referral procedure	Self referral, referral from all specialist teams, GP's, Peer referrals.
Cost	Free, some help offered with fares

## WILTSHIRE AND SWINDON USERS' NETWORK

The Independent Living Centre  
St. George's Road  
Semington  
BA14 6JQ  
Tel: 01380 871800  
Fax: 01380 871507  
assistant.wsun@btconnect.com  
www.wsun.co.uk

Opening hours	Monday to Friday 9.00 am – 5.00 pm
Services offered	Supporting Service Users to have their voice in the planning of services
Catchment area	Wiltshire
Who service is for	Past, present and potential users of health and social services
Policy / ethos	To support the empowerment of users to act as agents of change to bring about services that are more responsive to all user needs
Referral Procedure	Self-referral
Cost	Free

## WILTSHIRE STRUCTURED DAY CARE SERVICE

Court Mills House  
 Court Street  
 Trowbridge, BA14 8BR  
 Tel: 01225 759940  
 Fax: 01225 759941

Opening hours	Various across the country
Services offered	Structured group work Key working for those on a DRR only Health education Specialist Groups eg Relapse Prevention Links to education, training and work
Catchment area	Wiltshire wide (excluding Swindon)
Who service is for	Individuals accessing treatment through Criminal Justice System, or those individuals already engaged with drug agency/service wanting structured day treatment
Policy / ethos	Individualised day care Holistic approach Offering support for harm minimisation and abstinence approaches
Referral procedure	Referrals accepted from Case Managers and Care Co-ordinators from relevant drug agencies/services
Cost	Free

## CARERS SUPPORT NORTH WILTS

41 New Road  
Chippenham  
SN15 1HL  
Tel: 01249 444110  
Fax: 01249 445104  
Email: [office@carersnw.co.uk](mailto:office@carersnw.co.uk)

Carers Support North Wilts offers support, advice and information to people who provide care for their family and friends.

Advice and information on services you may be able to receive

A home visit if required

Carers Information Pack

A free and confidential service

Open Monday – Friday 9.00 am – 5.00 pm

## CARERS SUPPORT WEST WILTS

Independent Living Centre  
St. Georges Road  
Semington  
Trowbridge  
BA14 6JQ  
Tel/Fax: 01380 871690  
Email: [admin@csww.co.uk](mailto:admin@csww.co.uk)

Carers Support West Wilts offers free and confidential information, advice and support to people looking after their relatives or friends who because of disability, illness, mental health diagnosis, dependency issues or the effects of old age, cannot manage at home without help.

## CARERS SUPPORT SALISBURY DISTRICT

60 Bedwin Street  
Salisbury  
SP1 3UW  
Tel: 01722 322746  
Email: [admin@salisburycarers.co.uk](mailto:admin@salisburycarers.co.uk)

Carers Support Salisbury District offers support, advice and information to anyone looking after a friend or family member

## CARERS SUPPORT KENNET

The Old School House  
23 The High Street  
Pewsey  
SN9 5AF  
Tel: 01672 564265  
Email: [office@kennetcarers.org.uk](mailto:office@kennetcarers.org.uk)

Office hours – 9.30 am – 3.00 pm  
24 hr answerphone  
A free, confidential and informal service offer support to anyone who provides care/support for a family member or a friend  
One to one support  
Advice  
Information  
Just someone to talk to who understands  
Specialist Mental Health/Drug & Alcohol, Carer Support Worker

[www.WiltshirePathways.org](http://www.WiltshirePathways.org)  
[www.slipperyfish.org.uk](http://www.slipperyfish.org.uk)  
[www.sparksite.co.uk/entries/go\\_urgent](http://www.sparksite.co.uk/entries/go_urgent)



[www.WiltshirePathways.org](http://www.WiltshirePathways.org) is the website of Wiltshire Children & Young People's Services Partnership and is run on behalf of the Wiltshire Children's & Young People's Trust. It contains the Partnership's extensive database of information about services that support children & young people (and families) who need additional help – what the services do and how to contact them. It describes services that respond to the whole range of difficulties that children & young people may encounter. It is not solely concerned with substance misuse but guides children, young people and their families with drugs and alcohol problems to services and support that can help them.

The information in this service directory can be searched by:

- type of problem (eg young people involved in alcohol misuse);
- type of help required (eg alcohol and drug support);
- type of service (eg counselling);
- geographical area (including by targeted services and a facility to select services to be printed off in your own local phone directory);
- age;
- level of need;
- who the help is for (eg parents or young people);

In addition, the website contains a section on “Troubled Children”, which details Wiltshire's arrangements for accessing child & adolescent mental health services. Included are referral and contact information and a link to the database “**What works for troubled children**”. This database was developed for the Partnership by Oxford University and consists of 1000 brief “articles” about what works in responding to the needs of children & young people with emotional, behavioural and other mental health problems, including in relation to substance misuse.

Training courses for service providers on various topics concerned with drugs and alcohol can also be found on the site along with an online applications facility.

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[www.WiltshirePathways.org](http://www.WiltshirePathways.org)  
[www.slipperyfish.org.uk](http://www.slipperyfish.org.uk)  
[www.sparksite.co.uk/entries/go\\_urgent](http://www.sparksite.co.uk/entries/go_urgent)



[www.slipperyfish.org.uk](http://www.slipperyfish.org.uk) is designed to make the information in the Pathways service directory available to children aged 7 to 12 in a child-friendly language and context. Note that given this target age group information on drugs and alcohol support is held in more detail on the site designed for teenagers at [www.sparksite.co.uk/entries/Go\\_Urgent](http://www.sparksite.co.uk/entries/Go_Urgent).

“Go Urgent” is the Pathways service directory provided to over 12’s via the young people’s website “Sparksite” which is run by young people themselves in conjunction with Wiltshire Council’s Development Service for Young People and Wiltshire College. The directory is searchable by whatever the young person is worried about (such as drugs, drinking, smoking, etc).

[www.sparksite.co.uk/entries/Go\\_Urgent](http://www.sparksite.co.uk/entries/Go_Urgent) – finding help facility for young people:



General enquiries concerning the Trust and its affiliated websites can be made by emailing [Pathways@wiltshire.gov.uk](mailto:Pathways@wiltshire.gov.uk).



## ADDITIONAL NOTES

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**Produced by Public Health NHS Wiltshire  
on behalf of Wiltshire Community Safety Partnership.**

**To express an interest in receiving further copies of the Directory,  
which are available free of charge, please contact  
Public Health on 01380 733890  
or email [resource.centre@wiltshire.nhs.uk](mailto:resource.centre@wiltshire.nhs.uk)**