

Service Level Agreement

Between: Ana Liffey Drug Project (ALDP) and **[INSERT SERVICE NAME]**

Service: Inreach service from **[INSERT SERVICE NAME]**
staff to ALDP Drop in.

Introduction

ALDP provide a low-threshold open access drop-in and ancillary services for drug users. To increase engagement with mainstream / other services among this client group, it is valuable to make these services as accessible as possible. ALDP feels this is best achieved by bringing services into the drop-in environment, where clients have the opportunity to engage informally with them. As trust is developed, people can be supported to engage with these services in a more formal manner.

[INSERT PARAGRAPH ON SPECIFIC SERVICE TO BE DELIVERED]

Aims and Objectives

The goal is to provide a means of assisting ALDP clients to **[INSERT AIM]**. This will be achieved by the following actions:

1. A worker from **[INSERT SERVICE NAME]** will be based in ALDP for 1 drop-in session each week. They will engage with clients in the drop-in and be available to provide information on services available from **[INSERT SERVICE NAME]**.
2. Clients of ALDP will be encouraged to learn about the services provided by **[INSERT SERVICE NAME]**, and what the options are regarding linking in with them.

3. Quarterly meetings at management level to discuss ways to enhance joint working to benefit people who use both services

Outcomes and Measurements

The following information will be recorded:

1. Contact hours in ALDP for [INSERT SERVICE NAME] staff
2. Informal interventions (e.g. drop-in work) performed in ALDP by [INSERT SERVICE NAME] staff
3. Formal interventions (e.g. formal referrals) held at ALDP by [INSERT SERVICE NAME] staff

Please see the attached '[INSERT SERVICE NAME] Inreach Record Sheet' for further details.

Service design

The following structure is proposed:

[INSERT SERVICE NAME] Staff Member:

- The staff member from [INSERT SERVICE NAME] will work from ALDP on [INSERT DAY/SESSION]. He/she will report to the manager on duty in ALDP at the start of each session to inform the manager of duty of any pre-arranged meetings. ALDP will ensure that a private space to hold meetings is available to the [INSERT SERVICE NAME] staff member, and that computer access is also available.
- During times that the [INSERT SERVICE NAME] staff member does not have formal meetings organized, he/she will engage with clients in the drop in at ALDP, or as otherwise directed by the ALDP manager on duty.

- This will be a pilot service that will run for an initial [INSERT TIME PERIOD], from [INSERT PILOT DATES].

Service Management

- All [INSERT SERVICE NAME] staff will be inducted into working in the drop in by ALDP management prior to their first working visit to ALDP
- While onsite at ALDP, [INSERT SERVICE NAME] staff will be supported by ALDP management. Similarly, unless they are in formally arranged meetings with clients, [INSERT SERVICE NAME] staff will work to ALDP's policy documents. Of particular importance are:
 - OP1 Service User Complaints Procedure
 - OP2 Service User Confidentiality Policy
 - HR1 Code of Practice
- Please see additional information below on confidentiality and information sharing
- Management level staff will meet quarterly, or as otherwise arranged, to:
 - Discuss progress to date
 - Discuss other possibilities of joint working

Confidentiality and Information Sharing

- No information regarding any individual will be shared between ALDP and [INSERT SERVICE NAME] without the prior written consent of the individual concerned, or where it is deemed appropriate under the terms of either organisation's confidentiality policy.
- Where staff members of [INSERT SERVICE NAME] are meeting with clients at ALDP in a formal capacity (e.g. for referral meetings), they will work to [INSERT SERVICE NAME]'s confidentiality policy. ALDP does not expect any information arising from these meetings to be shared with ALDP, except by written consent of the service user.

- Where staff members of [INSERT SERVICE NAME] meet with clients at ALDP in an informal capacity (e.g. in the drop-in / as part of ALDP's open access services), they will work to ALDP's policy documents. ALDP does not expect any information relating to service users arising from interactions in ALDP's open access services to be shared with [INSERT SERVICE NAME], except by prior written consent of the service user, or by decision of ALDP management under the terms of the ALDP Service User Confidentiality Policy.
- In the event of a complaint being made to ALDP in relation to an [INSERT SERVICE NAME] staff member, [INSERT SERVICE NAME] management will be informed of the nature and substance of this complaint by ALDP management.

Date: [INSERT DATE]

Signed:

On behalf of [INSERT SERVICE NAME]

On behalf of ALDP