

goal or outcome to this.
Early in the sessions you will identify, with your worker, key problems or issues identified at assessment and attach a

Care Plans and Reviews

After the assessment we will contact you with the first of an initial six to eight appointments. We do ask that if you can not make your appointment please contact us and rearrange so we can offer that slot to other service users.

We would also take this time to ask specific questions pertaining to your alcohol consumption, and how you would like it to be.

On attending your assessment you will meet with a worker who will discuss the working practices and those of the agency such as confidentiality, data protection and what support you can expect from us.

Assessment Procedure

We work with people affected by others alcohol consumption—partners/relatives/friends who can refer in the same ways.

We also work in partnership with a number of agencies in and around York who might be able to refer you. Alternatively, your GP is able to refer you, with your consent.

A referral can be made, in person, by dropping into, telephoning or emailing our office where a member of staff will be happy to arrange for an assessment at a time, within our opening hours, to suit you.

Referral Procedure

- Free, confidential, one-to-one counselling and support
- Alcohol education and awareness raising
- Advice and information by telephone
- Group support
- Hypnotherapy
- Service User Group—Phoenix

Services Offered

Ways in which a service user can be discharged include; agreed discharge or referral on. Clients will also be discharged from service 21 days after their last contact with the agency. Where service users request discharge due to moving away from York, we can provide information about, or referral to, the closest relevant agency.

Discharge Process

You will then be assisted in identifying a set of actions to achieve these goals. These goals will be set against a timescale, and following sessions will look at progress, difficulties and challenges.

Referral to other Agencies & Shared Care

Where applicable, YAAS can refer service users on to more appropriate specialist agencies. This would only be done with your consent and at your request.

How to Cancel/Rearrange Appointments

In the event that you are unable to make any of your appointments, do please call/drop-in/email our office at the earliest opportunity. We can then offer your appointment to someone else needing our support.

DNA (Did Not Attend)

Please do not fail to attend an appointment without letting us know. It costs YAAS £40 per hour to provide our service. As a charity, every £ matters. Simply contact us to let us know you won't be coming. Ideally give us at least 24 hours notice. That way, we can offer support at short notice to someone who needs it.

What happens at YAAS?

Information for Service users



York Alcohol Advice Service is a charity no. 700394

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The Lodge
63 Bootham
York YO30 7BT

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f: 01904 652104
e: office@yaas.info
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