

Partner Bulletin

Issue: 01 Date: July 2020

Introducing the First Step Service from 8th July 2020.

From 8th July 2020 to support the work of West Sussex Drug & Alcohol Wellbeing Network (WSDAWN), including our services for adults, families, Under 25s and our Children & YP Therapeutic service, we are introducing a new way that our partners and service users can contact us via our new team First Step.

The First Step team provides a single point of contact across the WSDAWN teams managing all incoming communications to the service. Our new team will direct you to the right person and get the information you need quickly and easily.

We want to listen, and work with you to ensure the way you contact us and refer clients to us is as seamless as possible.

The First step service is available on the following days:

Monday	9am – 8pm
Tuesday	9am – 8pm
Wednesday	9am – 8pm
Thursday	9am – 8pm
Friday	9am – 8pm
Saturday	10am – 2pm

You can contact us to discuss an existing service user or new service user by phone on:

0330 128 1113

or you can email us on: WestSussex.FirstStep@cgl.org.uk

Referrals:

Our online referral form offers the opportunity to self-refer or to refer someone to the WSDAWN service on our [West Sussex web page](#) or on the [Change Grow Live website](#).

You can continue to refer via WestSussex.FirstStep@cgl.org.uk if you are unable to use the online form.

For referrals to any YP services (Under 25s and CYPT) please use the usual email address wsypsms@cgl.org.uk (First Step can help with this too).