

Dear Pharmacy colleague,

We are thrilled to have been successful in our bid for the North and South Cumbria Addictions service, commissioned by Cumbria County Council. The new contract starts on **1st October 2021** and will be run in partnership with The Well Communities, a local Lived Experience Recovery Organisation (LERO), where support is provided by staff and volunteers with lived experience of drug and alcohol use.

Humankind has many years of experience providing clinical drug and alcohol treatment services across the country and are looking forward to bringing this expertise to the area and working with you to support people across Cumbria. I am pleased that Cumbria County Council have protected investment in this contract meaning our new service will have the same level of funding as before.

We would like to introduce the new service model, Cumbria Recovery Steps, and give you the opportunity to ask any questions at an online event on [Wednesday 29th September 7:30-9pm](#) or repeated on [Tuesday 5th October 7:30-9pm](#).

In advance of the virtual event, there are a few key points that we wanted to make you aware of prior to the contract start:

- New Service Level Agreements (SLAs) for Supervised Consumption and Needle Syringe Provision will be sent imminently to existing providers. Please note, the introduction of Prescribed Treatment Agreements and Quality Assurance Visits will likely not be implemented until 2022.
- Please promptly send your Pharmacy bank details along with signed copies of these SLAs to contracts@humankindcharity.org.uk so we can ensure that you are paid appropriately.
- There are no planned changes to remuneration rates at this time and PharmOutcomes will still be used for recording associated activity.
- Unity, the current service provider has kindly agreed to provide bridging scripts for the first ~8 weeks of the new contract start to minimise disruption.
- New service contact details will be sent as soon as the service becomes operational. In the interim, info@cumbriarecoverysteps.co.uk may be used for any queries.

About Humankind

Humankind is committed to reducing deprivation and exclusion and to improving people's well-being. We have over 1,400 staff and around 100 volunteers providing services for over 76,000 people. Our specialist services include substance use, clinical, employment training and education, housing services, housing support and health, young people and families' services. We also offer affordable accommodation as a Registered Social Landlord via Humankind Housing and promote volunteering/employment opportunities through MoreTime UK, Humankind's social enterprise.

About The Well

The Well give support to people recovering from drug and alcohol addiction, including counselling, peer mentoring, employment training and social activities. They have the expertise to support people with a variety of problems such as a history of offending, mental health issues, homelessness, learning difficulties and childhood abuse. Services are free and people can use them for as long as they want. They're at the heart of the recovery community in north Lancashire and Cumbria.

The team and I are looking forward to working with communities across the county and supporting people to recover from drug and alcohol use.

Best wishes,

Roz Gittins, Director of Pharmacy, Humankind