



Zip is an independent think-tank of people with personal experience of mental health and drugs/alcohol issues. Zip gives expert advice, both to people working in the sector and to strategic decision-makers. Zip welcomes new members, with a range of experiences, background and abilities. Zip is not about therapy, but about valuing people. This can be a big part of people's recovery.

UPDATE

We have contributed to the development of the *Competency Framework* with Dr Liz Hughes from the University of York. These are the key things we expect from treatment/support.

VALUES <ul style="list-style-type: none">• Give me time, demonstrate through body language, listen and respond.• Collaborative agenda. Agree expectations and timings. Prioritise.• Build better relationships and trust through honesty, reliability, and keeping promises. Be realistic with goals / targets.• Treat client as an individual.• Each case has individual merit, everyone is different.	TREATMENT <ul style="list-style-type: none">• Better plan discharge. Leave file ready to be reopened if necessary so client doesn't have to go through admittance all over again.• Be consistent in treatment expectations.• See the person not the diagnosis.• See the whole person/holistic.• Work with the ebb and flow, remembering most mental illness is episodic.• Early intervention before crisis.• Reception staff could do with being more sensitive and /or better trained.
ATTITUDES <ul style="list-style-type: none">• Give the client a sense of hope, incite them to greatness within their capabilities.• Treatment must be as "tailor made" as possible everyone is different (Again judge each case on its individual merit)• Try not to see Dual Diagnosis as derogatory or create stigma.• There must be zero tolerance to bad attitudes and abuse towards clients. Similar to racism, sexism and homophobia.	SKILLS <ul style="list-style-type: none">• Understanding diversity.• Breaking down barriers of cultural distinction.

During our conference in June, we created a chapter for the network's *Evaluation of Future Need*. This includes recommendations about the following themes:

- Alternatives to traditional facilities, many of which are at full capacity
- Addiction support workers within crisis services
- Better awareness of support groups to signpost to
- Resourcing of peer-support/mutual-aid, including groups for people in contemplation and for people in work
- The need for joined-up information, that people can carry in case they are found in an incoherent state

We are meeting with Leeds Addiction Unit, to discuss how their Level 2 Dual Diagnosis Training can make ever better use of our expertise. We hope to co-deliver it from January 2015.

We are always looking to reach and represent more people. You can help us.