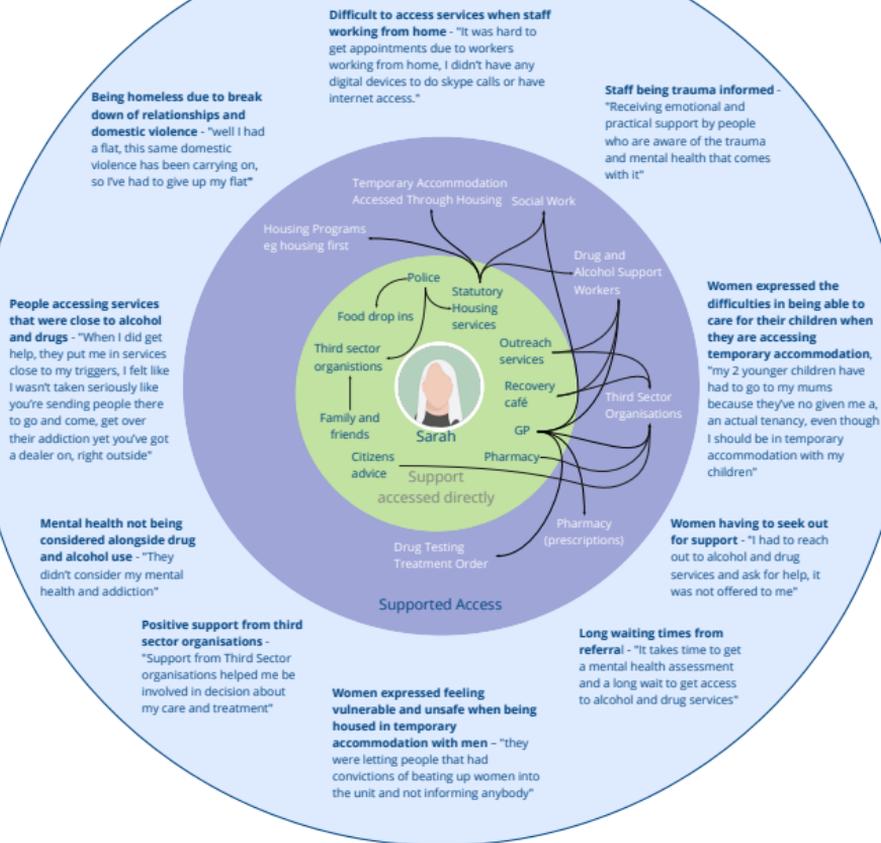


ADP and Homeless Programme: Reducing Harm Improving Care

Experience Map: illustrating example experience for a woman (Sarah age 35) accessing alcohol, drug and homeless services, based on our engagement

For guidance: the inner green circle highlights services Sarah can access on her own, the purple circle shows where Sarah requires support to access services and the arrows show where services link and refer into one another. The wider blue circle is feedback we heard from women who access services.

What we heard



Interesting findings from this user experience map are

- referral needed from GP to access services
- police being involved in people accessing food
- many services referring into Third Sector organisations