



Throughout the day the **DDN** film crew was on hand to hear people's experience of treatment, their views on choice and whatever else was on their mind. Here is a selection of highlights. You can view them in full at www.drinkanddrugsnews.com

VIDEO VIEWS



Rachel Clements, **service user involvement co-ordinator**

'Paperwork is actually an impediment to creating a rapport with someone. If somebody comes in in distress, they've got loads of stuff going on, they might be feeling paranoid about having contact with the system in the first place. The last thing they want to do is complete a massive mountain of paperwork. It's not helpful – who's it for? The clients don't want it, they'd prefer to just be able to chat to you. As a worker it's just a nightmare and a source of stress that stops you from being able to think properly about your client. So who wants it? It's the NTA that wants it so they can audit what's going on and it's all to do with performance management and ticks in boxes and it's nothing really to do with people's welfare – the welfare of the people it's supposed to be about.'

Sean Murphy, Nottingham

'It's not so much the services, but the structure the services fit in. They're the ones that ask for the targets to be met. The services try and meet the targets, and somewhere along the way the people get left and kind of forgotten.'



Kevin Knott, **Bradford service users representatives forum**

'I'd like to say how glad I am to be here this year after being here last year, seeing improvements that have been made. And I'd like to say "big up to the Bradford SURF" and I'm happy to be involved. I've come a long way since coming out of prison in August 2007 after a long time in for drug addiction. I'm clean at the moment, touch wood – hope it stays that way – and I'm just happy to be here.'

Phil Craig, Addaction

'They say they can't have needles in prisons because it's a political thing and they're afraid of what the media might put out to the public about it – the fact is, needles in prisons are already there and I think the authorities should begin to get more real.'



Toni Meshko and Sammy Manzarolli, **Artheads, West Suffolk**

TM: 'Artheads is a brilliant project that has been running for a few years, involving music, dance, drama, art exhibitions, and it's basically been to raise awareness of addictions to the general public.'

SM: 'No one said to me it was possible to stop using drugs and I worry that that still hangs around – that that doesn't get tabled as an option quite as often as it might.'

Paul Simmons, Suffolk DAAT

'The people that do go for abstinence services and remain free from drugs and alcohol do seem to lead more productive lives... when I was using, I just wanted to be normal. To me, what normal meant was going out, getting a job, having a family, children, all that kind of stuff. And what abstinence-based treatment has led to eventually for me, with a lot of hard work, is exactly that.'

'It's about time the NTA went Alan Sugar on the rogue commissioners who are not interested. At the end of the day it is proven that involving people in their experiences of treatment does contribute to more effective treatment. We need to listen to what people want and we need to give them that.'

Christopher Campbell, **substance misuse users group, South Wales**

'We're pushing a social enterprise. Groups in South Wales are looking to amalgamate. England, we can't deny you're doing a good job and you would be sorely missed if you weren't there. But come on, there's more than just England in the nation.'