

YOU SAID, WE DID



We're starting to share more of what we hear through lived and living experience conversations across Moray.

This feedback has come through the SDF Living Experience Group and has been shared with Moray ADP and partners to help us understand what's working and where things need to improve.

Everything shared here is anonymous and has been shared with permission.
Choosing to share feedback never affects anyone's access to support.

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Housing can affect recovery and some people did not feel safe where they were living after residential rehabilitation.



We listened to these concerns and brought them to our partner organisations. Housing colleagues joined discussions and we started looking at how housing and recovery services can work more closely together to support people leaving residential rehabilitation.

Housing transfer requests were taking a long time and some people felt they were not receiving updates.



We raised these concerns directly with Housing colleagues and asked for individual situations to be looked at where people were happy for this to happen.

People wanted more support around maintaining tenancies and setting up homes.



We shared information about local organisations and services that may be able to help people settle into and maintain their homes.

Some people experienced difficulties accessing support through the Scottish Welfare Fund.



We discussed this with partners and shared information about other support that may be available locally.

Some people felt they were not receiving the mental health support they needed.



We listened to what people told us and shared these concerns with relevant services so they could be explored further.

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