

Our passion for recovery

The difference we made in 2016



welcome from karen



At Phoenix we have always known that people can and do recover from the most entrenched of addictions.

We also know that whilst addiction is what brings people to our door, for many, what needs to change is much more than just their drug or alcohol use. So many of our service users across our prison residential housing and community services have had a lifetime of disadvantage and hardship.

We know that because for the last six years we have been asking our service users about their life before they came to treatment. I started our 'Footprints' survey because I knew that if we were really going to help people in addiction we needed to understand their lives. We needed to understand what had happened to them to lead them to being in such a desperate state.

And what they tell us each year tells a similar story fractured families, lack of meaningful relationships, poor educational attainment and high rates of unemployment;

- **23% of our service users have been in care as children (compared to less than 1% of the general population) and 20% of them have children in care**
- **46% of our service users had mums or dads in addiction**
- **19% of our service users have no qualifications compared to 7.6% of the national average**

And we can also see some changing trends;

- Young people have always been exposed to drugs as a result of partying with friends but the biggest influence reported by our young people are emotional and mental health issues leading them to using drugs.
- Our residential services are supporting people with increasing levels of poor health – 34% of our residential rehab clients had spent an extended stay in hospital in the previous 12 months.

So with that information and our passion for recovery we set to work to develop approaches that

support people to address their addiction and build a life that is positive meaningful and happy.

This isn't just our idea, there is a body of evidence that supports the recovery capital approach. Recovery doesn't happen quickly and there isn't a template that can guarantee everyone will achieve the change they want to make. But we have learnt much over the last 48 years.

The following pages will give you some examples of our approach and it's impact. Without good friends, decent housing, high levels of health and wellbeing and a feeling of self-worth no amount of treatment is going to lead to a successful recovery.

We know that the work we do supports people to make huge changes in their lives. Many people say to me "Phoenix has changed my life". And whilst that is lovely to hear I remind them that all we did was provide the opportunity and support for them to change - in the end it was they themselves that made those changes.

I feel very privileged to lead an organisation that is so committed to improving lives. I hope you enjoy reading about some of the ways we have put our passion and belief in recovery to work to demonstrate that people can and do recover.

Karen Biggs
Chief Executive, Phoenix Futures

Fractured families

Substance misuse can have a profound negative effect on family and interpersonal relationships. The enduring problems that are associated with drug and alcohol use can have a very negative impact on the family unit causing relationships to breakdown. Repairing these relationships can encourage people in recovery to persevere with their new lives.

23%

**of our service users
have been in care**

46%

**of our service users'
mums and dads were
in active addiction**





Keeping families connected

Our prison and residential services work to keep families in touch by liaising with social services to facilitate visits with children and other family members.

Supporting families to understand the treatment process

We run monthly F.L.A.M.E.S. (Family and Loved-ones Accessing Mutual and Emotional Support) groups in our residential and community services. These groups offer guidance to family and friends helping them to understand substance misuse and recovery.

Keeping families together

Our National Specialist Family Service offers residential treatment for mums and dads to address their drug and alcohol issues whilst remaining the primary carers of their children. The key element of the service is that children live on-site with their parents so families can stay together.



of our service users from our Family Service successfully completed their treatment with us.



Focus on NORCAS

NORCAS Young People Affected Others Service

Our NORCAS Young People Affected Others (YPAO) service supports young people aged 7-17 experiencing parental alcohol and drug misuse. The young people that are referred to us at the YPAO service often have a variety of complex and additional needs and may be in contact with several agencies.

Delivery of the YPAO service is driven by the need to be flexible and responsive to change. The service has widened its referral area in response to increasing needs and flies the flag for multi-agency work working in partnership with schools, social services and other treatment providers.



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Increasing complex needs

There is a common connection between addiction and poor mental health, with many of our service users using drugs and alcohol to self-medicate as a means to relieve the symptoms of an existing mental health condition or as a way to cope with stress.

3/10

was the number our service users rated their mental and emotional health when they came into treatment with us



A coordinated approach to service delivery

In response to the strong link between substance misuse and mental health, we have developed key partnerships which will enable us to deliver more effective services designed to address multiple needs under one roof.

Each of our services offers either an internal counselling service or has referral pathways to partner organisations, making it easier for service users to get the help they need. Service users are encouraged to address their wellbeing in groups and one to one sessions with their key worker. Many of our services also offer complementary therapy and mindfulness sessions.

working in partnership



In February 2017 we will open a new community service in partnership with Mind. This will enable us to better support clients with both mental health and substance misuse issues.

Focus on Full Circle

Full Circle – Supporting people with complex and multiple needs

Our Full Circle service is a brilliant example of how we have created key partnerships to deliver better treatment models for treating people with more complex and additional needs.

The service was commissioned to work with offenders or people at risk of offending across Essex and can help support people with substance misuse, mental health, learning disabilities or any other need that is likely to increase the risk of offending.

The Full Circle service acts as a facilitator, making referrals for service users and signposting them to any additional services they might need. Service staff also accompany service users to appointments and act as their advocates.

I have always suffered with my mental health. Things have got so bad that I have been sectioned a few times. I was drinking a lot and after my sister died I hit rock bottom. I was referred to Phoenix's Full Circle service in Essex where they encouraged and supported me to get the help I needed. They suggested groups and activities that I could join where I met people who were similar to me. I was allocated a mentor from the Essex Support Advice and Mentoring Service who came with me to my appointments. She has been a great help in supporting me in my recovery. I feel a lot stronger now.

Service user, Full Circle Service, Essex

4/5

service users said their mental and emotional health had improved by the time they had finished treatment with us



Specific approaches for young people

Partying with friends and low levels of mental health and wellbeing were the biggest contributions towards our young people's addictions.

57%

of our young service users said that night life and partying was a cause of their addiction

74%

of young service users said that poor mental health was a cause of their addiction



Focus on CEDA

CEDA – frank discussions and myth busting

Our CEDA project works in secondary schools across London. It provides young people with an education on substance use, alcohol, the law on drugs, mental health, and emotional wellbeing.

The project engages young people in a frank discussion around their social lives and how they can manage and minimise harm. In response to seeing that there were many myths that young people tended to believe around substance use, CEDA developed specialist 'myth busting' workshops where students were encouraged to ask candid questions about anything they were curious about.

CEDA is funded by

 STAVROS NIARCHOS FOUNDATION

4,415 STUDENTS

have been educated
by CEDA on drug and
alcohol issues in the
past 12 months

"Younger people engage much more effectively when they are allowed and encouraged to share their opinion"

Pamela Cuthill , Senior Young People's Substance Misuse Practitioner, CEDA



Focus on B-Chilled

B-Chilled - strong local relationships and timely brief interventions

In Barnsley, we have built strong relationships with the local community, stakeholders in the night time economy and the emergency services. Their support has allowed us to deliver our B-Chilled outreach project in bars, pubs and clubs throughout the city.

B-Chilled aims to reduce the harm of destructive patterns of substance use by intervening early and providing brief interventions around drugs, alcohol and unsafe sex to minimise the impact on the safety of the individual and the wider community.

530 YOUNG PEOPLE

were educated on our 'A Safer Night Out' course

If you are interested in setting up a B-Chilled project in your area get in touch and let's see what we can do together.
Contact us at new.tenders@phoenix-futures.org.uk



Building a life that is meaningful and has purpose

Creating opportunities to aid long term recovery

We understand that finding purpose in life can be just as important as overcoming an addiction and giving up the substance itself. Indeed, our research shows that lack of meaningful activity can leave people in recovery feeling bored and disillusioned with the changes they have made in their lives, which can be a trigger for relapse and a barrier to recovery.

55%

of service users reported that finding a sense of purpose motivates them in their recovery journey



Supporting people to build more meaningful futures.

Our Recovery through the Arts, Nature and Sports programmes are designed to help service users build confidence, explore new interests and gain practical skills that will help them keep their lives on track beyond recovery.

Our Recovery through Nature programme offers people who use our services a chance to take part in a range of practical conservation projects. The experience aids recovery whilst making meaningful connections to the environment and the life of local communities.

Some of our funders



LOTTERY FUNDED



Garfield Weston
FOUNDATION



For a full list of our funders please visit our website

"Attitudes change, service users become more aware of the importance of the environment, the public we meet, and also those working alongside them".

Mike Brady, South Lanarkshire Council
(Phoenix Scotland Recovery through Nature Partner)

Volunteers have donated

29,520

hours working on conservation projects
across the UK

Focus on

Essex Support, Advice and Mentoring Service – Facilitating new opportunities

Essex Support, Advice and Mentoring Service is a brilliant example of how we invest in the long term development of the people who use our services. The service offers a range of qualifications, education and training opportunities for people who have engaged with treatment services across Essex. After service users have graduated from their treatment programmes they have the opportunity to train as a peer mentor to support new service users coming into the service.

The priority of Essex Support, Advice and Mentoring Service is to build on recovery capital and provide service users with skills and opportunities that will enable them to create a satisfying future free from drugs and alcohol.

Essex Support, Advice and Mentoring service In figures over the last 12 months

**41 MENTORS AND
65 SERVICE USERS**

**were successful in gaining a
range of accredited
qualifications**

**20 MENTORS AND
8 SERVICE USERS**

**successfully gained paid
employment**

**To find out more about us please visit
www.phoenix-futures.org.uk**



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