

# Phoenix Futures Essex

For more information about our  
services in Essex call us on;

**01376 316 126**

Lines are open  
Monday - Friday 9:00am - 5:00pm



# Helping people across Essex when and where they need us most.

The services we deliver in Essex exemplify perfectly the Phoenix Values.

We are passionate about recovery. We know that people who need support with drug or alcohol use have a range of life experience. The causes and consequences of drug and alcohol use are multiple and varied. Effective services ensure they respond to that real life experience, making it easy to access support at any opportunity. People with the most multiple needs, at their most vulnerable moment in life, can't be expected to navigate complex generic systems. Our commissioners are amongst the best in the country and understand the needs of the communities they serve and have the expertise to understand how to meet that need. That is why in Essex, we go to people where and when they need us most. Whether that is when they are in contact with the criminal justice system, when they are homeless or living in a rural location.

And when people come to us for support, we work hard to give them the opportunity to make the changes they want to make in their life, according to their own needs and wants. Our job is to open up choice and find ways to support people to make lasting change that benefits them, their families and their communities. That plan might involve a period of one to one support from one of our skilled staff or some time with peers supporting each other from their own experience. Introducing people to new skills and activities or revisiting those old hobbies, has a significant impact on motivation and engagement, as well as physical and mental wellbeing. Life in recovery should be rewarding, constructive and fun. Whether its through our Recovery through Nature programme or the long list of activities available at our Futures in Mind service it's a delight to see so many people benefiting from the opportunities open to them.

At Phoenix we believe in being the best and that is because our staff are committed to giving the very best of themselves to support people who need our help. Our Essex staff are a brilliant example of that, an effective team with a range of skills, always keen to learn and fun to be around. They are great ambassadors for what Phoenix stands for.

Phoenix and our sister organisation Foundation 66 has worked in Essex for a long time. The experience we have gained and the relationships we have built over that time creates a deep loyalty to the communities we help.

We're very grateful to our partners, through our work together we can do more than we could on our own. Together we are able to support people whatever their circumstances to achieve a life they want to live.

We're very proud of the work we do in Essex, of the staff that give their all. And of the people who use our services, who demonstrate such bravery to achieve change and progress in their lives.

I hope when you read our Impact report you will see why.

**Karen Biggs,  
Phoenix Chief Exec**



# Health and Justice



Essex Partnership University  
NHS Foundation Trust



The Health & Justice Service is a consortium of 3 organisations (Phoenix Futures, Castle Rock Group & Essex Partnership University Trust) working together as an integrated service. The Health & Justice service works with offenders from 10 years and over who have complex and additional needs.

Castle Rock Group provide forensic medical support within the Custody setting, Essex Partnership University Trust provide full Mental Health assessments and Street Triage; and Phoenix Futures provide the care navigation and advocacy support service into other agencies. In addition, Phoenix Futures complete Drug Rehabilitation Requirement and Alcohol Treatment Requirement assessments across the County, supporting anyone who is in touch with the Criminal Justice system through Voluntary Attendances.

Health & Justice covers the whole of Essex, including Thurrock and Southend.

*"Health & Justice definitely got me the right support. I wouldn't have known where to go. A lot of people don't know where to start and a little bit of support to get there is better than just walking round in circles"*

The Health & Justice service completed

**415**

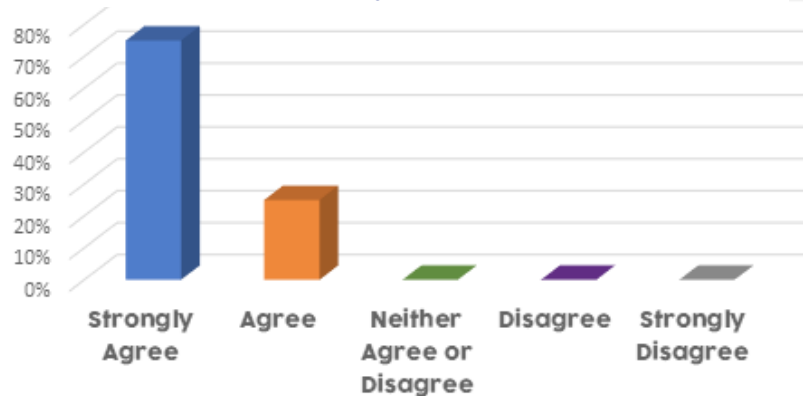
referrals in to Full Circle in 1 year

Health & Justice service have engaged with

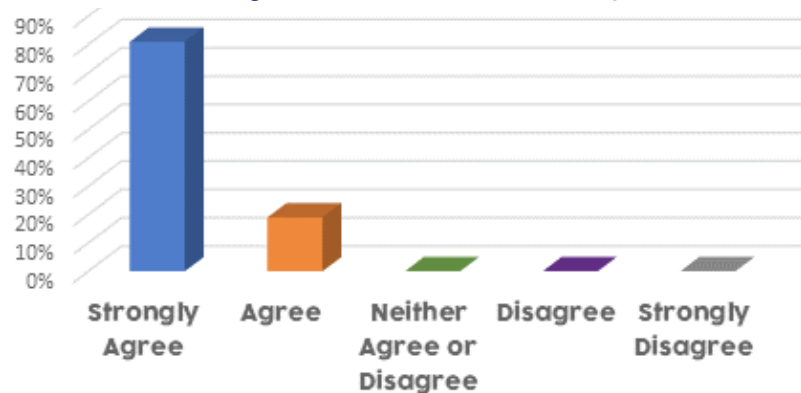
**98**

Young People with Complex and Additional Needs in 1 year

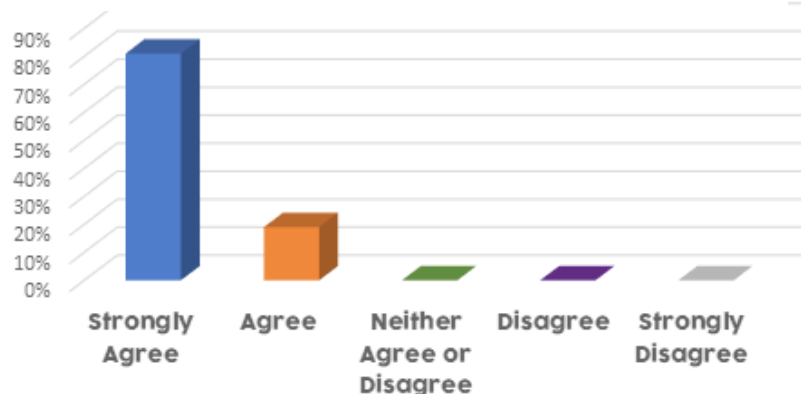
I was happy with the amount of contact I had with my Health & Justice worker




I feel that my Health & Justice worker had a good knowledge of services available to help me



My Health & Justice worker offered me a service that I had not been offered before







"I can happily state that I would not have been able to cope over the past few months without the exceptional help provided by J. She really went above and beyond my expectations and I will remain eternally grateful for what she has done for me."

"I am very happy in my new home. I received a good service from you, it was excellent and you were very helpful."

"I was very pleased with every aspect of it and the service helped me engage with other professionals which have helped me."

# Full Circle



Essex Partnership University  
NHS Foundation Trust

Phoenix Futures



Full Circle is a service that is delivered by Phoenix Futures, in partnership with Essex Partnership University Trust. The service works innovatively with individuals over the age of 18 who find themselves in the Criminal Justice system and have complex needs such as Mental Health, Learning Difficulties, Drug & Alcohol Misuse, and any other need that if unmet could increase the risk of further offending. Full Circle is a diverse service and spans the community in Essex and HMP Chelmsford.

Full Circle supports service users to navigate services and pathways to ensure that individual treatment needs are addressed. Full Circle staff have a sound knowledge and understanding of all services across Essex and support service users to navigate these effectively.

Full Circle are also responsible for offering Conditional Cautions and Community Resolution appointments for any individuals who have been arrested.

## Prison Link

The Full Circle Prison Link team, liaise with Substance Misuse Teams and Mental Health teams in all Prison Estates across the Country and will arrange release appointments for those returning to Essex with Substance Misuse, Mental Health or Learning Disabilities. The Prison Link team will arrange to assess a client's needs before release from custody and can do this via telephone contact or visit to the individual client in custody.

Continuity of Care from  
Prison to Community best  
in the Country, with

990

referrals received  
in one year

96%

of those that engaged  
did not represent back  
into the service

53%

engaging on release  
(national average is 35%)





## HMP Chelmsford

Full Circle have a dedicated team in HMP Chelmsford who deliver full substance misuse assessments (including Drug Rehabilitation Requirement and Alcohol Treatment Requirements assessments), one to ones, case management, evidenced based group interventions and complementary therapies (such as a Health and Wellbeing courses, acupuncture, art) as well as Recovery through Nature (RtN) and throughcare in to community services. Service users also have access to a range of mutual aid support, including SMART Recovery, Alcoholics Anonymous and Cocaine Anonymous. A team of skilled Peer Supporters also provide additional support and guidance.

Service users are supported to develop a recovery plan and set clear and achievable goals. The service works closely with our community teams to ensure a seamless transition on release, back into the local community.

Activity over 1 year:

**876**

Number of Assessments completed

**903**

Number of Group Interventions

**1933**

Number of 1-2-1 Interventions



*"I think this course is great, it was one of the best things I've done in a long time. R is so helpful and explains everything to a T, could not have been a better teacher."*

### **Recovery Through Nature**

HMP Chelmsford have been delivering Recovery Through Nature since 2019. Participants of Recovery Through Nature are given the opportunity to work towards the John Muir Discovery award. This involves completing four categories- Identifying a wild place, learning about it, conserving it and sharing their experiences. We are working in partnership with Essex Wildlife Trust and the National Trust to grow rare wild flowers from seeds which are then returned to National Trust sites. Within HMP Chelmsford, the RTN participants have created wild meadow areas. They have built raised beds containing native herbs such as Lavender, to create habitats for native endangered species such as bees.

**20 prisoners have taken part in the Recovery Through Nature programme since its recent launch.**

**43%**

reported an improvement to their physical health

**57%**

reported an improvement to their mental health

**29%**

reported an improvement in their social networks

*"I have enjoyed all of this session, my way of thinking about drugs has changed and I know where to get help. This group has helped 10 out of 10."*

### **Firebreak**

HMP Chelmsford work closely with the prison and Essex Fire Service to deliver Firebreak courses for prisoners on our caseload. Firebreak is a week-long programme. It aims to promote a culture and citizenship, by providing a range of vital life skills, whilst undertaking the various disciplines of the fire service.



# The Care Act

The Care Act is in place for anyone who requires additional support due to mental, physical health issues or due to a learning disability.

Full Circle complete the Care Act assessment for those that require additional support for adult Social care needs whilst in custody.

If any individuals at HMP Chelmsford work with an Adult Social Care team in the community or feel they have needs whilst in custody they can be referred in to Full Circle for a Care Act Assessment. If service users are not eligible, Full Circle will discuss their options and what can be done to prevent or delay the development of needs for care and support in the future.



# Eligibility Threshold

An adult meets the eligibility criteria:

- Their needs are caused by physical or mental impairment or illness
- As a result of the adult's needs they are **unable to achieve** two or more **specified outcomes**
- As a consequence there is or is likely to be a significant impact on the person's well-being.

An adult is to be regarded as being **unable to achieve** an outcome if the adult:

- is unable to achieve it without assistance;
- is able to achieve it without assistance but doing so causes the adult significant pain, distress or anxiety;
- is able to achieve it without assistance but doing so endangers or is likely to endanger the health or safety of the adult, or of others, or;
- is able to achieve it without assistance but takes significantly longer than would normally be expected.

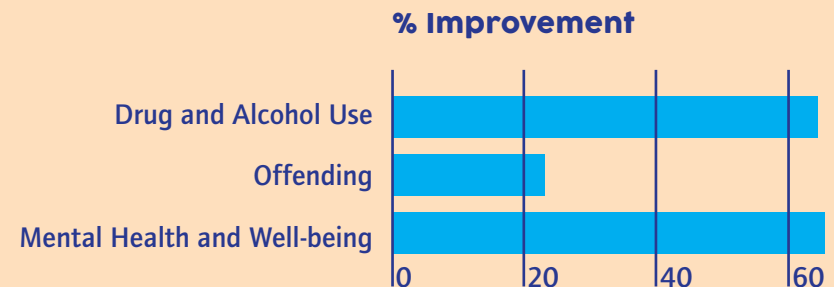




# Horizons

The Horizon Project, delivered by Full Circle, supports service users with Significant Multiple Disadvantage (substance misuse, offending and homelessness) across 7 locations in Essex. Full Circle work collaboratively and creatively with partner agencies to assertively engage service users, providing support and advocacy as required. The service links individuals to relevant services and supports them to attend appointments, sourcing pathways to meet their individual needs. The Project provides an intensive, consistent and persistent approach, offering a positive social relationship for service users through long-term and unwavering support. The Horizon Project is a multi-agency approach, with partner agencies being involved in all aspects of a service users treatment, ensuring a collaborative approach between services.

**79 service users have engaged with the service. On average service users made the following improvements from engagement in the service to their exit point;**



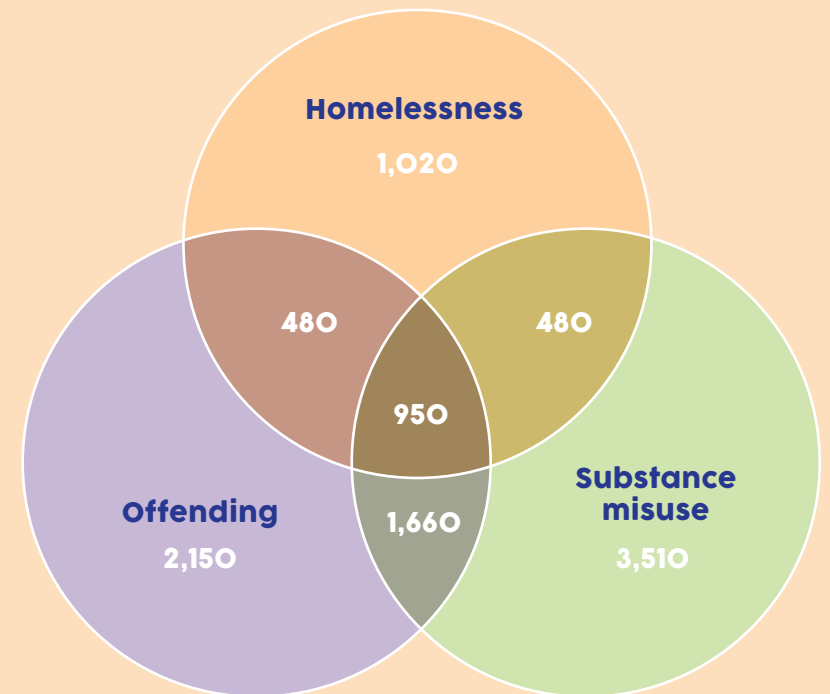




*"He has got his periscope, searching 360 degrees, looking at the bigger picture for me."*

*"The service has been essential for me to access other support... I felt listened to... I felt supported"*

**Estimate of the number of people facing Severe Multiple Disadvantage in Essex**



Bramley G, Fitzpatrick S, Edwards J, Ford D, Johnsen S, Sosenko F, Watkins D (2015) Hard Edges: Mapping Severe and Multiple Disadvantage in England, Lankelly Chase Foundation



# Essex Alcohol Recovery Community

Essex Alcohol Recovery Community is an Essex wide provision which provides support, guidance, advice and information for adults with varying degrees of alcohol misuse. This ranges from Brief Interventions for "At risk" drinkers to full programmes of psychosocial support for dependent drinkers. Essex ARC have Recovery hubs in 4 locations across the County as well as Satellites in a number of locations.

The Essex ARC service provides psychosocial groups, peer support groups, evidence based one-to-one work and a number of other Recovery Focused Activities (such as art groups, mindfulness, acupuncture). Essex ARC are also able to provide up to 12 weeks of structured counselling.

Alongside this, Hospital Liaison Practitioners work in the five hospitals across the County providing brief screening of patients and making direct referrals in to our community provision.

## 3,059

contacts made across the hospital sites

## 750

service users actively engaging in treatment

## 56

service users have started Residential & Community Rehabilitation Programmes within the first 9 months of the service beginning





The programme of recovery offered by ARC was invaluable. I particularly enjoyed the support groups where I had the opportunity to make new friends and share their recovery. The advice offered by staff and clients has been paramount to my own recovery. The simple fact of knowing I wasn't alone was incredibly reassuring. I've learned that addiction doesn't care who you are or where you come from, but it can be managed. Just don't try doing

"Since coming to the groups I feel like a better person."

## Groups Offered at Essex ARC

**Preparation for Change – a programme to support dependent drinkers to prepare themselves for detoxification**

**Open Support Groups – for service users at any stage in their Recovery**

**Womens Group**

**Mindfulness**

**Structured Support Groups for Newly - Abstinent Clients to learn vital skills for their ongoing recovery.**

**Acupuncture**

**Peer Support Groups**

"My relatives, friends and doctor have noticed a great difference in me for the better."

[www.essexarc.org.uk](http://www.essexarc.org.uk)







# Futures in Mind



Futures in Mind is an inclusive and innovative service that encompasses drug and alcohol recovery, alongside wellbeing support. Our unique partnerships of Phoenix Futures, Mind in West Essex and Mind in Mid/North Essex, brings together three organisations with a wealth of experience, to provide comprehensive and effective support.

The service offers integrated support, advice and mentoring to service users across all parts of Essex, including rural locations. Services users have access to one-to-one support, Welcome Cafes and diversionary activities to support with any mental health and substance misuse needs.

## Contact Details

Website – [www.futuresinmind.org.uk](http://www.futuresinmind.org.uk)

Facebook – [FuturesinMindEssex](https://www.facebook.com/FuturesinMindEssex)

Twitter @FuturesInMind



## People using the service can join

**Asperger's Group**

**Allotment Group**

**Walking Group**

**Young Person's Group**

**Art Group**

**Football Group**

**Gym Group**

**Guitar Group**

**Butterflies Parent Group**

**Boxing Group**

**Befriending Mentoring and confidence**

**Recovery Through Nature**

**Reading Group**

**Welcome Cafes across the County**

**Voyage of Recovery**

*"I look forward to coming to the Basildon Welcome Café every week. It's a good place for a chat and to meet people. If I didn't attend the group, I would be isolated and alone and not talk to anyone."*

*"Thank you for all the support. I'm really enjoying the boxing bootcamp sessions on Friday mornings and badminton on Mondays. Thank you for all your help and for getting me feeling healthy again. I would not have been able to do this last year or even get out of the house!"*

*My trip doing the Voyage of Recovery was excellent. I had a brilliant time, everyone was very nice and helpful and we all worked as a team. Since going on the trip, I have grown in confidence which has helped me a lot. Also, working as a team I have made new friends. I have learnt that we are not alone in life and it doesn't matter about backgrounds, that we can all be in the same boat when it comes to problems in life. I would like to thank everyone who supported me and helped me get on the voyage of recovery trip."*







## Emma's Story

Emma is 49, she has a history of periodic excessive drinking. Sometimes when she drinks she gets into trouble. Recently whilst Emma was drunk she was arrested for assault.

Emma was summoned to court and at her trial met one of our Health & Justice Key Workers, Alison. Alison completed an assessment for an Alcohol Treatment Requirement order with Emma.

By talking to Alison, Emma started to understand that longer term it might be helpful for her to get some support with her drinking and additional needs. Alison referred Emma to Full Circle.

Full Circle worked in partnership with the Community Rehabilitation Company and Essex ARC (Alcohol Recovery Community) to support Emma through her ATR. Emma's progress was reviewed regularly to make sure that all her needs were being met.

Emma successfully completed her ATR and has remained abstinent since. She joined a women's group where she has made friends and has been enjoying a local art group run by partnership agencies.

Essex ARC is supporting Emma to access voluntary and peer mentoring programmes through Futures in Mind, as Emma would like to support other individuals through their recovery.

*"When I was arrested I felt that things had all come to a head and I realised that things cannot carry on like this. My Full Circle worker was very helpful in taking me to the services that I needed and supporting me through my ATR. I found that accessing these services opened my mind and educated me with information such as units of alcohol, the impact alcohol was having on me and how easily things get out of hand if I do not get things under control. I had known for a long time that I had a problem with alcohol. However, at the time, I was not facing up to it. It is hard to say whether I would have accessed the support without having to contact with Phoenix Futures and the criminal justice system, however when I did they certainly helped me."*

**Phoenix Futures**

**Phone: 01376 316126**

Website: [www.phoenix-futures.org.uk](http://www.phoenix-futures.org.uk)

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