

NATIONAL SPECIALIST FAMILY SERVICE

Early intervention and
prevention for families

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PROJECT SUMMARY



Set in Saltcoats, North Ayrshire, the National Specialist Family Service will be a new national service specifically designed to support vulnerable families with young children. For some time now, the Scottish Government has been committed to providing safe places where families can go when they need therapeutic support to address mental health, trauma and addiction challenges. This service will respond to this need by providing support for single parents or couples, along with their young children. Up to 20 families at a time will be able to access a responsive therapeutic programme in a peaceful environment that will help them to stay together as a family. Phoenix Futures, who will operate the new national service, has a strong track record of success in



individuals and families to recover and go on to build happy and healthy lives.

The service which will operate as a registered residential care home opening in Summer 2022 and will create up to 30 jobs including specialist counsellors and support workers and childcare workers for the registered in-house children's day care facility. Parents maintain their recovery from past drug and/or alcohol use by engaging in the treatment programme and improve their mental health and wellbeing as well as developing parenting skills.

Children benefit from specialist child development support and secure family life. This is a personalised whole family approach with the family unit the centre of our care.

Residents are free from illicit drugs or alcohol for the duration of the programme – usually a period of around 3–6 months. After this, families return to their home local authority where they can access the appropriate ongoing support for their needs.

During their stay at the service, a specialist team will be responsible for providing 24/7 therapeutic support and for ensuring that robust policies and procedures are followed at all times. This includes a programme of regular drug and alcohol testing. As a consequence, drug and alcohol use in our residential family services is very uncommon as parents are strongly motivated to complete the programme to ensure that their children are able to remain in their care.

Phoenix Futures follows an extremely thorough approach when opening services in new locations. This includes detailed planning to look at how our service can have a positive impact on our neighbours, local community and businesses.

We ensure that our services add to the local Health and Social Care infrastructure through consultation with all key local agencies.

“ I am so thankful to all the staff and peers for helping me find me again. Without Phoenix I don't know where I would be ”

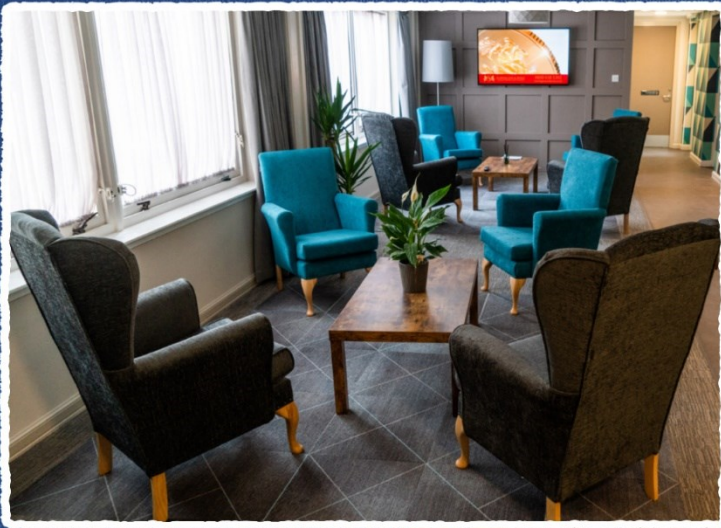
Community Member, Sheffield National Specialist Family Service

North Ayrshire provides an ideal location for this service due to highly integrated nature of health and social care agencies including the collaborative multi-agency approaches to child protection, mental health and addiction service integration and the Alcohol and Drug Partnership's progressive approach to Whole Family support.

The surrounding location also offers family friendly activities and an environment where our families can thrive.

Wherever possible we employ and train local people and use local businesses and social enterprises to support the work we are doing with families. We have regular open days and coffee mornings and are always keen to find out from our neighbours what we can do to play our part in improving local communities. All our residential services provide a single point of contact for any local community activities.

SERVICE DEVELOPMENT



Phoenix creates Psychologically Informed Environments where the physical environment and day-to-day running has been designed to take the psychological and emotional needs of our residents into account.

The physical environment will be attractive, homely and safe in order to be suitable for our children and families to live together and engage in the support offered.

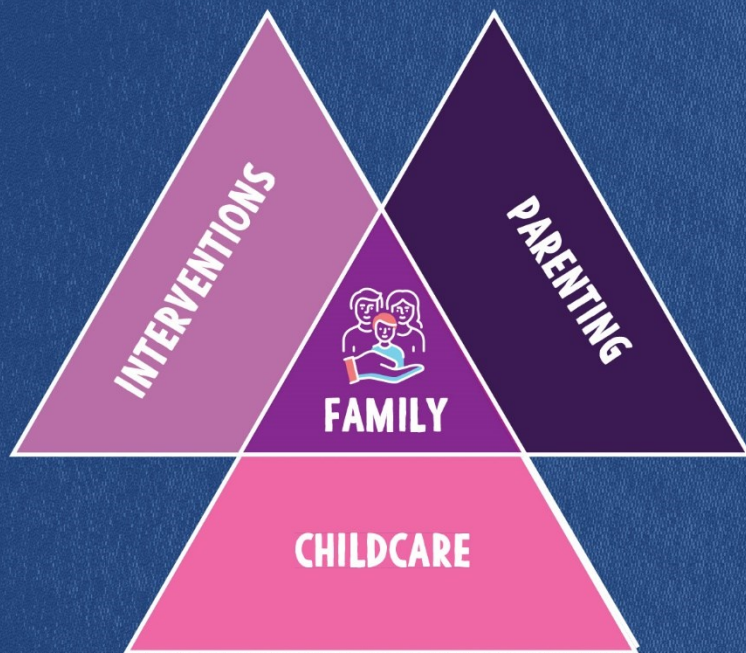
The pictures above show our Glasgow based Scottish Residential Service where we have created a comfortable, accessible and modern environment. The

service design and decoration was developed through consultation with people accessing the service.

Our initial refurbishment budget is approx. £600k, and we will be aiming to tender for the works shortly. We will request that our surveyor investigates whether any local contractors would have sufficient scale and availability to be invited to tender.

We will also be undertaking extensive landscaping of the site and again will request that our surveyor invites local providers to tender to undertake this work.

A CENTRE OF EXCELLENCE



Our families benefit from each element of support in one place coordinated by our expert staff teams

This service will become a national centre of excellence for developing and sharing best practice around the impact of drugs and alcohol use on families and the potential for effective early intervention and prevention to create stronger, happier family foundations. We have a track record of publishing research in association with academic organisations and bringing experts nationally and internationally to our services.

In order to develop the centre of excellence concept Phoenix's Clinical Intervention Leads will create University partnerships to evaluate programme impact and create a range of training materials to aid specialist family support in the community.

“ you not only gave us the opportunity to keep our children, but you gave our children the chance to see their parents grown and remain a family ”

Community Member, Sheffield National Specialist Family Service

We aim to work with local Health and Social Care courses at local colleges to create employment and learning opportunities. We will also provide work experience placements for social care professionals and continue to provide free training for social services, addiction and mental health professionals through our 'virtual rehab' session.

FINANCIAL INVESTMENT

The salaries for service staff are budgeted to be £730k per annum. We will subcontract local GP services which we anticipate being a £20k investment per annum, and are open to discussing the potential to subcontract other clinical roles, which support the treatment and programmes we deliver.

We will have up to 20 families staying at any one time and they will be encouraged to shop locally, they are expected to spend around £70k per annum on food, supplies and activities in the local region.

The service will be maintained to ensure a high-quality environment, we would expect to spend around £50k a year on building upkeep, which is likely to be procured locally.

Our service is expected to be full year-round and as such is not subject to seasonal changes in staffing requirements or catering/maintenance requirements.

The people who use our services may, as part of their care plan, volunteer in the local area. We are keen to explore this with local organisations and will be able to evaluate the investment that this brings.

COMMUNITY BENEFITS

The following provides an overview of community benefits. It is not exhaustive and upon the service implementation we will work with the local community to review and make any additions. This will then be reviewed at agreed intervals throughout the life of the service to ensure we continuously maximise community benefits.



RECRUITMENT AND TRAINING

Phoenix are a Scottish Living Wage employer with a commitment to being inclusive in our recruitment and employment practices. Once recruitment for the roles commences, we will welcome applications from local community members. There will be a range of roles on offer such as support workers, therapeutic workers, childcare, administration, trainee recovery workers and leadership roles.

Furthermore, Phoenix Futures have developed an employment pathway where those with lived experience have the opportunity to become a mentor. A comprehensive training programme is offered to ensure individuals are well trained and can provide quality mentoring support. Phoenix Futures' Mentoring models have twice been awarded 'Social Care Project of the Year' by the Scottish Mentoring Network. Further to this we will offer volunteer opportunities, giving the opportunity for people to take the first steps into the workplace or give back to their community. There are opportunities for individuals to learn a new skill and achieve the relevant qualification e.g. SVQs. We have a comprehensive training and development programme which is available for all staff, trainees and volunteers.

SUPPLY CHAIN INITIATIVES

Phoenix Futures' policy encourages the use of charitable organisations, for example hiring charitable premises for events. In areas where we deliver services, we support small businesses. For

example, in Fife we have a number of Recovery Cafes set up in local coffee shops/church premises. Where possible, when we need to source goods we seek to purchase these from local cafes/catering services. This helps support small local businesses too.

SOCIAL ENTERPRISE

Phoenix Futures is supportive of social enterprises by purchasing their goods, encouraging service users to get involved and sharing premises space if available. We also develop and provide volunteers to support delivery.

EDUCATIONAL SUPPORT

Phoenix Futures welcome the opportunity to develop prevention strategies in the areas they work. This includes delivering workshops in schools. We have developed number of workshops as part of a pan-European project that have received positive feedback from teachers and young people. These have been delivered in schools, colleges and pupil referral units from age 11 to 19.

PUBLIC ARTS PROJECTS

Recovery through the Arts is a project Phoenix have developed and delivered for more than 20 years. For example, we deliver the 'Together Project': drama, singing and dance workshops that support the development of participants confidence and self-esteem. This has led to performances

across Scotland and England including for The Scottish Government in 2019. Other Recovery through Arts projects have included: photography exhibitions, drama therapy, art groups, music workshops and dance movement therapy. We will work with partners across the locality to identify suitable arts projects.

VISIBLE RECOVERY

Phoenix Futures embed ourselves in the local

community, promote visible recovery and positive recovery stories as well as challenge stigma. We will bring a range of Recovery Culture initiatives to North Ayrshire. Phoenix both organises and takes part in local and national events, we have been actively involved in the Homeless World Cup, Recovery Walk, Photography Exhibition at the International Society of Addiction Medicine (ISAM) Conference, Pride events, Recovery Film Festivals, Glasgow European Championships and The Big Lunch - Picnic in the Park.

ENVIRONMENTAL SUSTAINABILITY

Phoenix Futures launched the Environmental Strategy in 2020 and reached the goal of becoming Carbon Neutral in the same year. Carbon neutrality refers to achieving net-zero carbon dioxide emissions by balancing carbon dioxide emissions with removal or eliminating carbon dioxide emissions altogether. For Phoenix Futures, as a charity that means we've undertaken activities that offset carbon emissions such as tree planting and conservation activities. We have also reviewed how we source energy, how we use water and have changed our behaviour in relation to travel in particular. Our next goal is to become a carbon offset organisation.

There's been a whole range of activity to get us to this point and we've settled on four areas of focus that will guide us in the future which are also in line with the Climate Change (Emissions Reduction Targets) (Scotland) Act 2019. They are:

1. Supporting People to Connect to the Environment
2. Reducing Carbon Emissions
3. Increasing Carbon Capture and Storage
4. Educating and Championing Environmental Sustainability



RECOVERY THROUGH NATURE

Our Recovery Through Nature programme both supports people to connect to the environment and through the John Muir award inspires and educates. The project directly contributes to local conservation plans and projects that make natural spaces more accessible and enjoyable for the community. Often these projects are informed by community consultations.

Phoenix's carbon capture initiatives that stem from our Phoenix Forest - a huge environmental project to inspire and celebrate recovery. The Phoenix Forest was created by people in recovery committed to planting a tree to celebrate the recovery journey of every person who had completed treatment in one of Phoenix Futures' services. Since then, we have planted 11,504 trees at two sites in partnership with the Woodland Trust and our site in Glenlude, in partnership with the John Muir Trust.

NATIONAL PARTNERSHIPS

Through our partnership with ScotRail we offer visible support to various train stations. Creating carbon capture, wildlife friendly gardens and increasing visible recovery in stations, through our Recovery through Nature programme. We currently 'adopt' Glasgow Queen Street, Anniesland, Dunfermline and Cumbernauld train stations. And commit to working with ScotRail to adopt a station near to the new family service. We also undertake community activities locally, for example litter picking initiatives.



COMMUNITY CONSULTATION

Phoenix's approach to engaging and consulting with our neighbours begins with a community impact assessment which is regularly updated throughout the project by Phoenix's Senior Management Team.

Beginning in early November 2021 we will begin contacting and consulting with neighbours, local representatives and interested parties. We expect to be in regular contact with the local community and their representatives so that our neighbours understand the project and their views can be considered. People will naturally have questions and we will work hard, as we always do, to address any concerns and to

explain how we can contribute positively to the community. As part of this process Phoenix Futures will invite our neighbours and other members of the community to open days, coffee mornings and other events so they can find out more about the programme of support we offer.

Central to the approach of Phoenix Futures is a focus on being a good neighbour wherever we have services.

Across the UK Phoenix operates in over 50 locations. To ensure our services support our local communities we have created our Good Neighbour commitment:

PHOENIX'S GOOD NEIGHBOUR COMMITMENT

WE WILL

- CONTRIBUTE TO THE COMMUNITIES IN WHICH WE WORK TO ENSURE THEY ARE SAFE, ATTRACTIVE, FRIENDLY PLACES
- LISTEN TO AND RESOLVE ALL CONCERNS RAISED TO US PROMPTLY
- PROVIDE A NAMED CONTACT RESPONSIBLE FOR RESOLVING ANY CONCERNS IN A PROMPT AND FRIENDLY MANNER
- WELCOME OUR NEIGHBOURS TO SEE WHAT WE DO AND HOW WE WORK
- IDENTIFY OPPORTUNITIES TO SUPPORT OUR NEIGHBOURS AND THE WIDER COMMUNITY
- APPRECIATE OUR NEIGHBOURS AND THANKS THEM FOR THEIR SUPPORT

NATIONAL SPECIALIST FAMILY SERVICE



Help us speak out against stigma by liking, sharing
and following us on social media



Phoenix_Scot



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