



## Phoenix Scotland Impact report 2017

### MAKING A DIFFERENCE IN SCOTLAND EVERY DAY

**Lyndsey Hague,  
Head of Operations,  
Phoenix Scotland**



"WELCOME

AT PHOENIX SCOTLAND WE PROVIDE EXCELLENT TREATMENT, SUPPORT AND HOUSING AND HELP CREATE A CONFIDENT AND VISIBLE 'RECOVERY CULTURE' FREE FROM STIGMA AND DISCRIMINATION.

I AM PARTICULARLY PROUD OF THE PHOENIX SCOTLAND'S INITIATIVE 'RECOVERY CULTURE' THAT SUPPORTS THE DEVELOPMENT OF VISIBLE RECOVERY-FRIENDLY ENVIRONMENTS WITHIN OUR COMMUNITY THROUGH A DIVERSE AND INCLUSIVE RANGE OF ACTIVITIES. INDIVIDUALS AND FAMILIES ENGAGE WITH THE WIDER COMMUNITIES TO IMPROVE AWARENESS OF SUBSTANCE MISUSE AND CHALLENGE STIGMA, WHILST PROMOTING POSITIVE HEALTH AND WELLBEING.

WE ALL KNOW THAT RECOVERY IS NOT AS SIMPLE AS REMOVING A SUBSTANCE, IT'S A LIFESTYLE CHANGE THAT PROMOTES GROWTH IN ALL AREAS OF LIFE. RECOVERY CULTURE HAS INCREASED SERVICE ENGAGEMENT, QUALITY OF LIFE, COMMUNITY COHESIVENESS AND REDUCED ISOLATION, SUBSTANCE MISUSE AND STIGMA.

THROUGH THIS AND OTHER PROJECTS AND SERVICES WE OFFER HOPE, CHOICE, INCENTIVE, MOTIVATION, GUIDANCE AND CONFIDENCE FOR CHANGE.

AT A TIME WHEN THE SECTOR AS A WHOLE IS FACING CHALLENGES IT IS VITALLY IMPORTANT THAT WE ALL CONTINUE TO WORK TOGETHER SO THE BEST QUALITY SUPPORT IS AVAILABLE FOR ALL INDIVIDUALS AND FAMILIES WHO NEED HELP

I WOULD LIKE TO THANK ALL PHOENIX SCOTLAND'S STAFF, VOLUNTEERS, MENTORS AND PARTNERS FOR THEIR CONTINUED SUPPORT AND COMMITMENT. BY WORKING TOGETHER WE MAKE A BIGGER IMPACT!"



## SPECIALISED AND CONCENTRATED CARE FOR PEOPLE WITH COMPLEX NEEDS

In 1994 we opened our first service in Scotland, our Therapeutic Community based in Glasgow. From this first service Phoenix Futures Scotland grew, supporting those affected by drugs and alcohol across the country. We have years of experience working with the Therapeutic Community model and are the only specialist provider of this type of model in Scotland.

# 125

people were helped to overcome their addiction at our Glasgow therapeutic community in 2017/18.

# 80%

of people who complete our Therapeutic Community and supported housing programmes remain drug free.

"I GOT A LOT OF SUPPORT FROM MY PEERS, LIVING AS PART OF A COMMUNITY WITH RESPONSIBILITIES WHERE I HAD TO BE ACCOUNTABLE REALLY HELPED ME CHANGE MY BEHAVIOUR."

JOHN, SERVICE USER GLASGOW  
RESIDENTIAL

"MY LIFE HAS TOTALLY CHANGED, IT'S MANAGEABLE, I HAVE BUILT RELATIONSHIPS WITH MY FAMILY AND MY CHILDREN, AND I AM CONFIDENT, INDEPENDENT, SAFE AND HAPPY. I'VE GOT GOALS AND DREAMS AND MY NEW MOTTO IN LIFE IS BELIEVE AND ACHIEVE."

JAQUI, SERVICE USER, GLASGOW  
RESIDENTIAL



SCOTTISH RESIDENTIAL  
SERVICE, BASED IN GLASGOW

# HOLISTIC AND GENDER SPECIFIC APPROACHES THAT ENCOURAGE POSITIVE CHANGE.

Women accessing treatment have often experienced significant trauma from physical, sexual and emotional abuse – most often from someone close to them.

We support women to recover from these experiences by providing a nurturing psychologically informed environment that is essential to delivering effective services for women that provides:

- An environment that fosters a sense of home and safety
- Practical support to manage high levels of destitution and low self care
- Highly skilled and empathetic staff
- Specialist Trauma Informed Care approaches to support women through 1:1 support and group work
- Support and structure from the Therapeutic Community that fosters a sense of confidence and control

Many women who use our services experience significant stigma from communities and in some cases health care professionals.

By supporting women in a range of activities we find ways to help them build their confidence and skills.

76%  
67%

of women completed their programme in our Scottish Residential service over the last 3 years

increase in the mental and emotional health of women who completed treatment in our Scottish Residential service.

"THIS PROGRAMME HAS GIVEN ME THE CHANCE TO BE THE KIND OF PERSON THAT I WAS ALWAYS MEANT TO BE. TO HAVE THE OPPORTUNITY TO BE PART OF THE COMMUNITY AGAIN."

EMILY, SERVICE USER, GLASGOW RESIDENTIAL COMMUNITY

"I STOPPED BUT I COULDN'T STAY STOPPED, UNTIL I WAS ABLE TO DEAL WITH ALL THE UNDERLYING ISSUES, RELATIONSHIP BREAKDOWNS, BEREAVEMENTS, GUILT, SHAME, SELF-LOATHING AND LOW SELF-ESTEEM."

MARIE, SERVICE USER, GLASGOW RESIDENTIAL



# WORKING WITH PEOPLE TO MAKE LIFE CHANGING STEPS TOWARDS RECOVERY.

Our Communities of Recovery Glasgow is a community based peer mentor service

We believe in supporting individuals to realise their potential through building a positive support network through peer mentoring.

Our volunteer peer mentors work with their mentees to help them integrate back into the local community by supporting them to access training, education, mutual aid support groups and social activities.

The project also delivers a timetable of activities throughout local communities which provides individuals with structure and purpose.

**IN 2016 AND 2017 THE  
SERVICE WON SOCIAL  
CARE PROJECT OF THE YEAR AT  
THE SCOTTISH MENTORING NETWORK  
AWARDS.**

Since 2015

8000

Volunteered hours

300

Peer Mentors Trained

2000

Brief Interventions

300

Mentees Supported



LOTTERY FUNDED



"I WAS REFERRED TO THE  
PEER MENTOR SERVICE AFTER TRYING  
BUT FAILING TO MAINTAIN A CLEAN AND  
SOBER LIFE. I HAD BEEN USING HEROIN FOR YEARS,  
I WAS READY TO CHANGE BUT JUST NEEDED A BIT OF  
HELP TO DO IT. I DEVELOPED A GREAT FRIENDSHIP WITH MY  
MENTOR AND INSTANTLY RESPECTED HIM FOR HAVING GONE  
THROUGH THE SAME PROCESS AS ME AND LIVING A CLEAN AND  
SOBER LIFE.

BY HAVING THE SUPPORT OF MY MENTOR, COMMITMENT,  
HARD WORK, DETERMINATION AND A DESIRE TO CHANGE  
I HAVE COMPLETELY TURNED MY LIFE AROUND. I HAVE  
MY CHILDREN AND MY FAMILY BACK. I HAVE NEW  
FRIENDS AND AN OPPORTUNITY TO BE THE  
BEST PERSON I CAN BE."

MARK, SERVICE USER



**COMMUNITIES OF  
RECOVERY GLASGOW**



# FACILITATING CHANGE AND ENCOURAGING PEOPLE TO FIND THEIR FULL POTENTIAL

In our North Lanarkshire Building Futures service we support people at any stage of their recovery journey; from people who are maintaining their substance use, to those who are abstinent.

The aim of the service is to help people develop their recovery journey and integrate into their local communities through a range of recovery orientated activities. These include our Building Futures group work program, CBT counselling, peer mentoring and Recovery through Nature.

We also support friends and families of loved ones affected by substance misuse at our Building Futures service through our family support groups, CRAFT, play initiatives and Strengthening Families Program with our partners across North Lanarkshire.

In 2016/17

# 2189

Engagements

# 740

Hours of mentor support

# 300

Mentees Supported

# 100%

of service users  
achieved  
improvements in all  
outcome star domains

**IN 2017 WE RECEIVED THE VOLUNTEER  
FRIENDLY AWARD FOR THE EXCELLENT  
POLICIES AND PROCEDURES WE HAVE IN PLACE  
SUPPORTING THE WORK OF VOLUNTEERS**

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

"I ACCESSED  
THE BUILDING FUTURES SERVICE AS I WAS  
LOOKING FOR HELP AROUND MY SON'S DRUG USE  
AND HIS BEHAVIOUR TOWARDS ME. I DIDN'T REALLY  
KNOW WHERE ELSE TO TURN. I ATTENDED THE CRAFT 1:1  
SESSIONS WHERE I LEARNT ABOUT BOUNDARIES, HOW TO PUT  
THEM IN PLACE. I WAS ABLE TO LOOK AT MY OWN BEHAVIOUR  
AND HOW I MIGHT BE ENABLING MY SON'S DRUG USE.

SINCE ATTENDING THE SERVICE MY RELATIONSHIP WITH  
MY SON HAS IMPROVED AND I HAVE A MUCH BETTER  
UNDERSTANDING OF MY OWN WELLBEING. AS A  
RESULT MY SON HAS ALSO STARTED TO ACCESS  
TREATMENT FOR HIS DRUG USE"

LAURA, SERVICE USER



Volunteer Friendly Award



**BUILDING FUTURES  
NORTH LANARKSHIRE**

## CREATING STRATEGIC PARTNERSHIPS TO DELIVER MORE EFFECTIVE SERVICES

Delivering services in Scotland since 1994 has enabled us to foster strong partnerships within the communities we work and offer the people who use our services opportunities that will benefit them far beyond the time they spend in treatment with us.

On average people who use our services are almost three times more likely to have no qualifications than the general population, meaning that lack of education can often be a barrier in their route to employment.

In response to this, we have established strong connections with local colleges and organisations that provide education, training and employment opportunities to service users who wish to continue to develop their prospects.

**STREET  
SOCCER**  
Scotland



"STREET SOCCER SCOTLAND  
WORK 365 DAYS A YEAR TO HELP  
SOME OF SCOTLAND'S MOST VULNERABLE PEOPLE  
INCLUDING THOSE FACING HOMELESSNESS AND BATTLING  
ADDICTION.

PARTNERSHIPS LIKE THE ONE WE HAVE WITH PHOENIX FUTURES  
ARE ESSENTIAL TO WORKING IN AND AROUND GLASGOW TO ENSURE  
WE REACH PEOPLE WHO NEED US MOST. FROM DELIVERING WEEKLY  
'STREET SOCCERCISE' SESSIONS TO PHOENIX FUTURES RESIDENTS TO  
TEAMING UP TO HOST THE "RECOVERY CUP" TOURNAMENT, PHOENIX  
FUTURES AND STREET SOCCER SCOTLAND WORK TO INSPIRE,  
MOTIVATE AND HELP PEOPLE ON THE PATH TO CHANGING  
THEIR LIVES FOR THE BETTER."

SARAH, SERVICE USER

## ACCESSIBLE TENNIS

We have been working in partnership with Accessible Tennis for the past year to encourage our service users to have a go at playing tennis and benefit from the physical, social and psychological impact that the sport has.

IN 2017 OVER **46** INDIVIDUALS HAVE ENGAGED WITH THE ACCESSIBLE TENNIS PROGRAMME ACROSS GLASGOW.

**and** WE SUPPORTED A GROUP OF THESE INDIVIDUALS THROUGH THE TENNIS SCOTLAND "TENNIS ACTIVATORS" COURSE.



**Netball Scotland have supported us in setting up a community netball team by providing coaching and equipment, the team now trains on a weekly basis and supports females in recovery from the local community.**



# SARAH'S STORY

I HAD A FANTASTIC UPBRINGING.  
I WAS BLESSED WITH A LOVING AND SUPPORTIVE FAMILY AND  
I WAS TAUGHT GOOD VALUES AND MORALS  
I HAD ALWAYS STRUGGLED WITH LOW SELF-ESTEEM AND SELF-BELIEF.  
I ALWAYS FELT I DIDN'T BELONG ANYWHERE AND I DIDN'T FIT IN.  
I FELT LIKE AN OUTSIDER EVEN AMONG MY GROUPS OF FRIENDS.  
I LOST MYSELF. I BECAME A LIAR, I MANIPULATED EVERYONE AND I STOLE.  
I STOLE THE PEACE OF MIND OF THOSE WHO LOVED ME.  
I MADE A DECISION. I WAS BROKEN. I WAS READY.  
I MADE THE DECISION TO GO TO PHOENIX FUTURES.  
I SPENT SIX MONTHS IN GLASGOW RESIDENTIAL.  
I LIVE A LIFE I'M PROUD OF TODAY.  
I USE THE TOOLS PHOENIX TAUGHT ME  
I HAVE SO MUCH TO GIVE BACK.  
I CAN TELL YOU I'M A KIND AND CARING PERSON AND  
I LOVE HELPING OTHERS TO BATTLE THEIR DEMONS.  
I BECAME INVOLVED WITH STREET SOCCER SCOTLAND WHILE IN PHOENIX.  
I FOUND MY PASSION FOR FOOTBALL AGAIN.  
I WENT TO MALTA FOR 2 WEEKS WITH STREET SOCCER SCOTLAND  
I WENT TO GAMBIA WITH GLASGOW GIRLS,  
I WENT FROM A VOLUNTEER AT CELTIC FC FOUNDATION TO BEING A COMMUNITY COACH.  
I AM SO BLESSED AND I LOVE MY LIFE AND MY JOB.  
I AM GIVING BACK TO MY COMMUNITY.  
I HAVE BUILT BRIDGES WITH MY FAMILY I ONCE FEARED WERE BEYOND REPAIR.  
I'M TRUSTED BY PEOPLE.  
I WILL ALWAYS BE GRATEFUL TO THOSE WHO WALKED THIS ROAD WITH ME AND STILL DO.  
I'M READY TO FACE LIFE CHALLENGES AND EMBRACE THE BEAUTIFUL MOMENTS  
RECOVERY HAS GIVEN ME.





# RECOVERY THROUGH NATURE SCOTLAND; BUILDING RECOVERY CAPITAL WHILST BENEFITING THE COMMUNITY

Recovery through Nature connects people using our services with nature to aid in their recovery. Participants work as a team on practical conservation projects in settings across Scotland.

In 2016/17

186

service users engaged

84

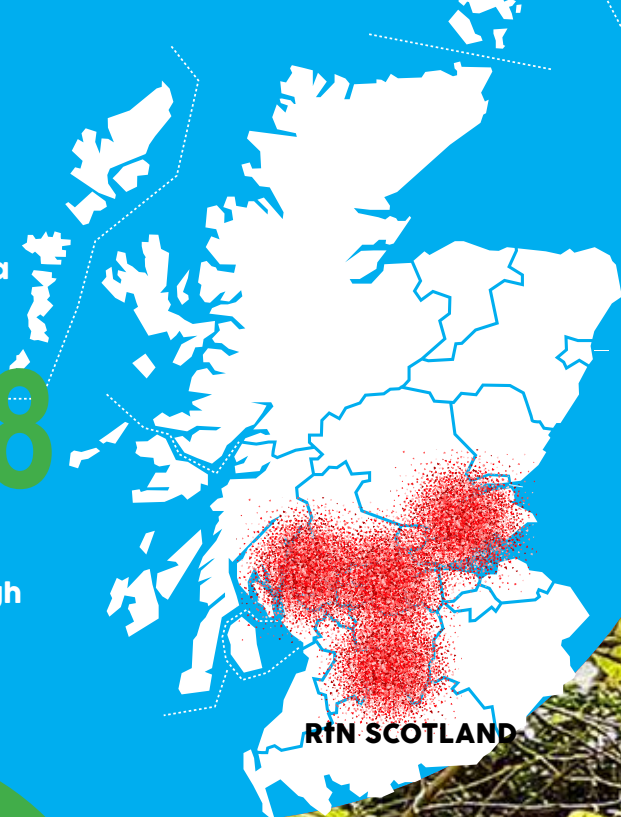
service users recieved a John Muir awards

79%

improvement on psychological health

17,768

hours volunteered by service users taking part in Recovery through Nature



"I LEFT PRISON HOMELESS AFTER A 23 YEAR CYCLE OF CRIME, DRUGS AND ALCOHOL. I WAS DETERMINED TO CHANGE MAKE A BREAK AND SORT MY LIFE OUT! RTN HAS BEEN A MUST FOR HELPING ME DO THIS IT TAKES ME BACK TO MY CHILDHOOD, BEFORE DRUGS. I DON'T MISS A SESSION IT KEEPS ME MOTIVATED AND NATURE BENEFITS MY PERSONALITY."

MARK SERVICE USER

"IF I WASN'T DOING RTN NOW, I'D PROBABLY STILL BE DRINKING MYSELF TO DEATH. IT'S GIVEN ME A NEW LEASE OF LIFE, MY MENTAL AND PHYSICAL HEALTH HAS IMPROVED AND I'VE EVEN LOST A FEW POUNDS. I'M MEETING NEW PEOPLE, IT KEEPS MY MIND ACTIVE AND DISTRACTS ME FROM ANY CRAVINGS AND THOUGHTS OF ALCOHOL. IT'S BRILLIANT!"

MARY, SERVICE USER

IN DECEMBER WE OPENED THE PHOENIX FUTURES LOCAL LANDSCAPE HEROES TRAIL IN PARTNERSHIP WITH CLYDE AND AVON VALLEY LANDSCAPE PROJECT, THE TRAIL IN STRATHCLYDE COUNTRY PARK WAS BROUGHT BACK TO LIFE BY PHOENIX FUTURES SERVICE USERS





## RECOVERY CULTURE ADDRESSING STIGMA BY ESTABLISHING RECOVERY FRIENDLY COMMUNITIES

Recovery means passion, strength and courage, a community which will always welcome you, and a way of life which has for many built a brighter future. Recovery Culture is a way of celebrating recovery and bringing people together across Scotland, our events are attended by peer mentors, service users, families, carers, professionals and the wider community.

Spreading a positive message about recovery throughout Scotland the campaign aims to reduce stigma and provides an opportunity to make new friendships and support networks.

In 2016/17 estimated  
**3000**

Engagements with the general public

Throughout the year we have been involved in a number of Recovery Culture events including...

Recovery Cup Tournament, Pride Weekend, Winter Ceilidh, Recovery Walk Scotland, Photography exhibition, The Big Lunch, Easter Egg Hunt, The Together Project, Phoenix Annual Graduation and Annual Tree Planting.

**IN OCTOBER 2017 RECOVERY CULTURE WAS AWARDED  
THE CHARTERED INSTITUTE OF HOUSING AWARD FOR  
EXCELLENCE IN HEALTH AND WELL BEING**



"THE EVENTS WHICH PHOENIX RUN HAVE BEEN AN INTEGRAL PART OF MY RECOVERY. THEY HAVE HELPED ME BECOME INVOLVED IN MY COMMUNITY AGAIN AND GIVE SOMETHING BACK. THEY ALSO HELP BUILD MY CONFIDENCE AND MAKE ME REALISE I CAN HAVE FUN AGAIN!"

LAURA, SERVICE USER

"BEING PART OF RECOVERY CULTURE HAS MADE ME TAKE PART IN THINGS THAT I HAVE NEVER DONE BEFORE. I HAVE STOOD ON A STAGE AND SANG, PLANTED A TREE IN A FOREST AND DANCED AT A CEILIDH! I AM PROUD OF ALL THE THINGS I HAVE DONE AND I HAVE HELPED TO BREAKDOWN THE STIGMA OF BEING IN RECOVERY"

ANDY, SERVICE USER





## RECOVERY HOUSING ENHANCING PEOPLE'S POTENTIAL AND SUPPORTING LONG TERM RECOVERY

Food and shelter are essential steps on the pathway to better health. We understand that our service users need secure housing to be able to make recovery their priority.

We provide a recovery-friendly housing service which allows clients leaving our Glasgow residential service the opportunity to resettle in Glasgow and continue to build on the skills they learnt in the residential service.

While living our housing, residents are supported to gain volunteering opportunities, life skills, learn to manage their own finances and to find longer term sustainable accommodation.

On Average

# 72%

of service users remain abstinent after they have left Phoenix Supported Housing

# 85%

of service users went on to manage their own tenancy after leaving supported Phoenix Housing



"I NOW HAVE A MUCH BETTER UNDERSTANDING OF INDEPENDENT LIVING. THE STAFF HAVE SUPPORTED ME ENORMOUSLY WITH BUDGETING, OPPORTUNITIES FOR CAREER DEVELOPMENT, BUILDING BONDS WITH THE COMMUNITY AND MANY OTHER AREAS THAT WILL STRENGTHEN MY FUTURE RECOVERY.

MOST IMPORTANTLY FOR ME, HAVING SECURE ACCOMMODATION HAS MADE ME FEEL SAFE. IT HAS BEEN A VITAL STEPPING STONE IN MY EARLY RECOVERY"

JORDON, GLASGOW SUPPORTED HOUSING CLIENT

"SUPPORTED HOUSING HAS BEEN A MILESTONE, A STEPPING STONE AND A COMFORTABLE, BRACED INTRODUCTION TO INDEPENDENT LIVING. WE ARE GIVEN THE FREEDOM TO LIVE FROM THE COMFORT OF OUR OWN LITTLE SAFE HAVEN WITHIN THE COMMUNITY"

JIM, GLASGOW SUPPORTED HOUSING CLIENT



To find out more about us please visit  
**[www.phoenix-futures.org.uk](http://www.phoenix-futures.org.uk)**



**@Phoenix\_Scot**



**Phoenix Futures**