

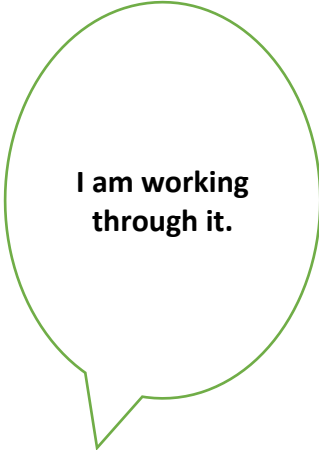







Trafford Working Together For
Change.
July 2016

What's Working

Cards	IStatement	Votes
<ul style="list-style-type: none"> • To have good family support. • My son- regular contact. • Kid's wife. • To rebuild my family relationship (wife children) • My daughter. • Building back trust/relationships. • Time with my kids. • Warm attitude+ family friendly/ supporting parents. 	 <p>I am doing it because</p>	<p>3</p>
<ul style="list-style-type: none"> • Nothing needs to change. • Everyone is helpful when you arrive. • Nothing really enjoyed Phoenix futures. • Personally never come across anything that isn't working for me at Phoenix futures. 	 <p>I am happy.</p>	<p>4</p>
<ul style="list-style-type: none"> • Drug use reduction. • Both working well. • Continued amazing support from Phoenix. • Reducing my alcohol intake. • Drug and alcohol support with Phoenix- working towards deification. • Phoenix futures up service. • I feel listened to and know I can always call if I need to. • Cutting down on drug/alcohol use. • Helping me sort myself out, I am not on my own. • Coming Phoenix, keeping safe. • Being on time and picking up my script. • To gain my self-confidence. • Sorting my money out (Phoenix) • Calling welfare team. 	 <p>I am working through it.</p>	<p>1</p>

<ul style="list-style-type: none"> • To get better. • I enjoyed talking about triggers and learning ways to deal with them. • Reducing to a stage where I can detox. • Reduction and detox plan. 		
<ul style="list-style-type: none"> • Peer support. • Great peer support meetings. • Attending peer support meetings. • 1 to 1 Wendy. • To continue to towards building a recovery. • Community and maintain partner agency recovery. 		4
<ul style="list-style-type: none"> • Phoenix has essentially not just put me on the road to recovery, but opened up a new path that is enabling me to return to normality, somewhere I couldn't see myself re visiting. • All of Phoenix programme is working. • All information given. • Services are good at talking to each other. • Having support for my addiction that is ongoing with the help from Phoenix futures. The advice and guidance that Phoenix help me in so many ways. • The time and effort you put in to seeing young people. • Open minded. • Excellent keep it up. • The workers are really good and very supportive. • Phoenix futures is committed to help those who suffer from addiction. • Recovery is ultimately down to the individual without Phoenix futures it would not be possible. • Come to Phoenix. 		11




<ul style="list-style-type: none"> • The support off staff and other service users has been crucial through my recovery without them I wouldn't have reached the stage where I am now. • The support you get from Phoenix. • Phoenix futures does not need changing, it is working. • More than helpful. 		
<ul style="list-style-type: none"> • Getting back into work. • Remaining alcohol free with Phoenix help. • Staying sober. • Continued employment and independence. • To give up alcohol for good. • Get my life back on track with help from Phoenix. • I have stayed of the cannabis plus enjoyed having someone to talk to about my problem. • To stay abstinent. • Not drinking. • Finding work/accommodation. • Work going well • Education- Phoenix futures and skill to education. • Educating myself with different things, • My job structure. • Courses. • Stability (Housing and becoming clean) by attending all and every Phoenix futures guidance. 	 <p>I am moving forward</p>	<p>6</p>
<ul style="list-style-type: none"> • Relapse prevention groups at Phoenix futures. • Key work sessions, accupience chilled me out. • Group work keeping busy going to Phoenix for groups and my key work. • Groups- peer support. • Sessions with key workers. • Coming to groups at Phoenix. 	 <p>I am part of something.</p>	<p>5</p>


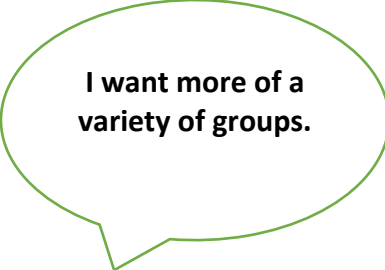

<ul style="list-style-type: none"> • Love the groups at Phoenix. • Attending group sessions at Phoenix. • Groups and one to one support. • Groups are working great. 		
<ul style="list-style-type: none"> • Phoenix futures/ rise group. • Key works meetings with Wendy. • Health. • Key work one on one. • Peer support groups. • Health- mental + physical Phoenix Futures. • Drug sessions. • Care planning, peer support, relapse prevention, 3 way meetings. • Coming to recovery. • Coming to 1-1 sessions at Phoenix. • Attending Phoenix group meetings. • Attending Phoenix and having one to one with my key worker. • Phoenix support from key worker. • Having my key worker at Phoenix tell me how I can go about telling my days better. • Great key worker. • Support from worker and peers. • Key work appointment at Phoenix. • Support, structure. • Having a constant person to work with. • Flexible worker that does home visits. • Can come to home. • Association on key works and meetings. • Counselling. 	 <p style="text-align: center;">I am listened to.</p>	<p>8</p>


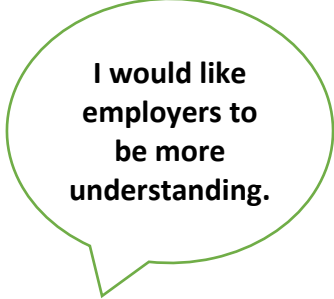


<ul style="list-style-type: none"> • Love RTN. • RTN. • Outdoor activity. 		<p>8</p>
--	--	----------




Trafford- 16th July 2016

What's Not Working

Cards	IStatement	Votes
<ul style="list-style-type: none"> • Some support over the weekend for people in early recovery. • Organising time. • Set appointment- days and times (Phoenix) • Evening appointments at Phoenix. • Due to work commitment I can't access more sessions. • Getting to work- need to nearer. • Aim is too far away- practically in Manchester not Trafford. • Times of groups. • Relapse/living alone. • Relapse prevention. • Not enough help available at the weekend when I am bored or fed up. • Opening hours. 		<p>12</p>
<ul style="list-style-type: none"> • Some people don't listen. • Communication could be better. 		<p>2</p>
<ul style="list-style-type: none"> • Some people+ place I am going. • Additional support with intuitive. • Money management. • Self-discipline. • More positive attitude and 		<p>5</p>


<p>believe in my own strength</p> <ul style="list-style-type: none"> • The way I think about it. • My self-esteem that Phoenix is building for me. • My mind-set. • My belief within myself to build my confidence up. • My habit. • My self-confidence and belief. • My way of thinking choices available. • My time management. • Getting more confidence. • Believing in myself and lack of confidence. • Regular relapses. • Has to stop immediately. • Trying to stop the gear. • Need to change my lifestyle. 		
<ul style="list-style-type: none"> • More time. 	 <p>I need more time.</p>	
<ul style="list-style-type: none"> • Want a recovery. • More focused addiction group. • More outdoor activities. • More peer groups. 	 <p>I want more of a variety of groups.</p>	<p>3</p>
<ul style="list-style-type: none"> • A lot of questions in the first appointment. 	 <p>I would like the first appointment to be less formal.</p>	

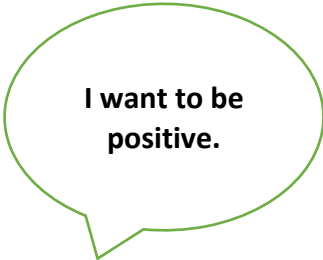
<ul style="list-style-type: none"> • Consistency across Greater Manchester (equal ops). 	 <p>I want more equal opportunities across Greater Manchester.</p>	<p>1</p>
<ul style="list-style-type: none"> • Attitude of employers of people in recovery. • Working too much. • Work. 	 <p>I would like employers to be more understanding.</p>	<p>2</p>
<ul style="list-style-type: none"> • Partner not stopping the drink. • Kids need to understand. 	 <p>I need more family support</p>	<p>3</p>
<ul style="list-style-type: none"> • Change wise it would be a good idea to see more support from outside the service with regard to the security and future development of Phoenix. 	 <p>I would like more mutual aid.</p>	<p>2</p>

<ul style="list-style-type: none"> • Amount of staff. • More funding. 		<p style="text-align: center;">2</p>
<ul style="list-style-type: none"> • Losing a lot of houses or flats in Trafford. • Housing. • Housing support- there isn't enough provision for housing help when you need it. 		<p style="text-align: center;">3</p>
<ul style="list-style-type: none"> • Every little help from mental health services. • Mental health services working better with individuals what have substance misuse issues. • Long waiting lists from medical health counselling. 		<p style="text-align: center;">15</p>

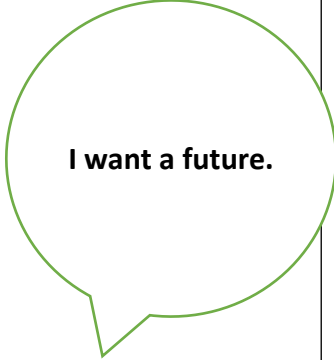

Trafford -16th July 2016




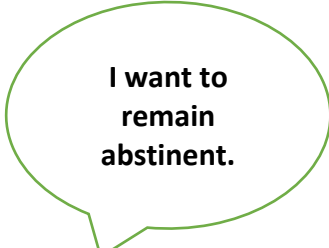
Important for the Future

Cards	IStatement	Votes
<ul style="list-style-type: none"> • Keep Phoenix futures groups and set ups. • Building and maintaining Trafford recovery community. • Phoenix futures staying open. • The Support helps. • Phoenix futures up service. • Getting out to young people 		<p style="text-align: center;">6</p>

<p>at an early age and telling them about the risks of drugs+ alcohol.</p> <ul style="list-style-type: none"> • For Phoenix futures to carry on. • Having the support with Phoenix futures after detox. • Carry on the support from Phoenix. • Nice staff. • Excellent service and fantastic staff. 		
<ul style="list-style-type: none"> • They help me get involved with other services in Trafford. • No cuts! • Do not cut funds go Phoenix futures. Their success is a long term money saver. • Keeping the service open. • Keeping Phoenix in Trafford. • To make sure help is still available for people like me who have fell on hard time's services like Phoenix. • Partner working. • Providing appropriate services closer to home. • To have easy access to groups and professional support. • Keep PEER mentors/volunteers involved. • Helping other. • Group in the evenings for continued support. 	 <p>I want to be positive.</p>	<p>4</p>
<ul style="list-style-type: none"> • Focusing on my future and dealing with my problems sober and drug free. • Getting self-confidence to start relationships again. • Getting surgery to scar tissue. • Healthy happy life. • To stay focused and extend further on the foundations 		

<p>that I have acquired from Phoenix. To have the ability to move towards retuning to the work place. To challenge my emotions and remain strong in control.</p> <ul style="list-style-type: none">• Working in a positive way.• Changing the way I think towards choices available.• Stop drinking with help from Phoenix.• Regaining trust and belief in myself and others.• Peer mentor helping other people in the service.• To build on my confidence, knowledge and self-worth that Phoenix has given me to progress positively.• To carry on and keep up with I have gained.• Keeping people interested changing their lives.• Phoenix futures has not just saved my life it has helped so many people change theirs. Very caring ad empathetic staff.• Get my life back to how it was with help from Phoenix.• Getting of the methadone.		
--	--	--

<ul style="list-style-type: none"> • Getting back in to work. • To get a job or re-train. • Working towards getting back into work. • To find full time work. • To get of my benefits. • Work towards gaining employment and securing stable accommodation for myself and my daughter. • Full time employment. • Working towards my goals/collage. • Volunteering job. • Get a job. 	 <p style="text-align: center;">I want a future.</p>	<p style="text-align: center;">8</p>
<ul style="list-style-type: none"> • To be around for my children and grandchildren. • My son. • To maintain abstinence at a good level i.e. government guidelines. • To get my daughter back in my care • To return to my family home. Improve family unit and gain stability. • Family. • Building a better future for all the family. • Drug use reduction • Support family. 	 <p style="text-align: center;">I want my family.</p>	<p style="text-align: center;">5</p>

Issue	Reasons V	Success
<ul style="list-style-type: none"> • Housing. • Get a flat. • Security. 	 <p>I want a house.</p>	<p>3</p>
<ul style="list-style-type: none"> • Working. • Stop drinking for good. Positive job. • Keeping my job. • Not to drink hold down my job at Asda. • My job. 	 <p>I want a job.</p>	<p>4</p>
<ul style="list-style-type: none"> • Health. • Me. • Health to sort out (Phoenix) • To have more ongoing support for my mental health. 	 <p>I want a healthy future.</p>	<p>5</p>
<ul style="list-style-type: none"> • To remain off alcohol. • Staying sober. • Saying NO! Remaining abstinent. • To remain abstinent. • Staying sober. • To stay well clear of alcohol. • To remain alcohol and drug free- working with Phoenix futures with aftercare team who can also support me with mental health. • Abstinent- Hope to work in an area of Phoenix. • Staying off alcohol. • To stay well clear of cannabis. • To stay drug free. 	 <p>I want to remain abstinent.</p>	<p>5</p>

<u>I want more variety of group.</u>	<ul style="list-style-type: none"> • Not having the confidence to explore the community groups. • Social anxiety self-esteem. • We don't know what is available. 	<p><u>People & Families</u> I know when were and what is available to me.</p> <p><u>Professionals</u> I have the confidence in providing a resourceful pathway.</p>
What is already in place?	Women matter, peer support, alternative therapy, Mutual aid, Smart recovery, Holistic therapies, Breaking free (online), Recovery voices, Recovery through nature, flames, Women's peer support, relapse prevention, community café, welcome packs, dry umbrella, service directory, website, social media, target, intuitive recovery, emergency futures, GMRF, blue sci, Hope centre, gym access, one to one support, young people support, family support, princes trust, skills- reading and writing.	
Radical	<ul style="list-style-type: none"> • GPS/Smartphone App that records, plans recovery pathway • Tailored to individual- checked in at recovery groups (like pedometer) • On- hold advertisement surrounding groups • Buddy system for new group attendance • L2 recovery academy • Life skills groups- to help get back into work • Service groups promote others into work groups • Online groups • Bus story advertising • Mobile advertising • Commercial advertising • Community skype groups • Advocacy/campaign/rights groups 	<p>Votes</p> <p>6</p> <p>8</p> <p>3</p>
Traditional	<ul style="list-style-type: none"> • Time/smart specific group/1-1 support • Recovery directory with all services • Facebook group • Dedicated group workers- outstanding someone to come and run focused groups • Community groups 	<p>1</p> <p>2</p>
Different	<ul style="list-style-type: none"> • Recovery/peer led groups in non-clinical environment • Different times of day for groups • More peer led groups • Introduction to different groups doing treatment 	<p>1</p>

Trafford- 16th July 2016

Solutions

Other Reasons Why!

Reasons why:

I want quicker access to mental health services.

Why is this the case? What's the reason why?

- People don't realise until it's too late they think it's going to get better on their own.
- Waiting list for CBT is too long.
- GP's attitude- Gate keeper's services.
- GP's understanding of mental health issues.
- Accessing the wrong services.
- Barriers- 1. Using alcohol and drugs- not allow you to work with services for mental health.
2. Gate keepers assuming you're not right for treatment.
- Discharging people too early.
- Time limits.
- Help needed earlier- funding.

Solutions

Issue	Reasons Why	Success
<u>I need to access services when I need them.</u>	<ul style="list-style-type: none"> • More support/education for concerned others to enable them to better support the individual. • Some people aren't confident in groups, don't have access 1-1s and people don't know how to access other support network in the community. • People work and have children therefore can't attend 9-5. Addiction is not 9-5. Its 7 days a week. 	<p>People & Families We are happy to have more help when we want it.</p> <p>Professionals We are happy to provide more help when you want it.</p>
What is already in place?	Phoenix futures (wide menu), AA,NA,AIM- Large menu, Intuitive recovery, Ramp, target- support groups- café, recovery voices, Smithfield peer support, skills to employment, smart- online groups, blue sci, various websites, women matter, BTG, Samaritans, recovery academy, intuitive skills tu employment, detox, rehab.	
		Votes
Radical	<ul style="list-style-type: none"> • 24/7 services • Bespoke services • Open door policy • Online keyworker • Online appointments • Community controlled services • No scripts • Is a worker to encourage the use of social media(Instagram, Facebook) • Satellite drinks in hotspots at danger times eg fri/sat nights or Monday mornings. Getting rid of boundaries location connections etc. 	<p>3</p> <p>3</p> <p>1</p> <p>10</p>
Traditional	<ul style="list-style-type: none"> • Consulting but doing nothing • C.D.T • Peer leg recovery 	
Different	<ul style="list-style-type: none"> • Ex-service users take full control • Only community detox • Community rehab • Evening and weekend opening hours • Partnership between services • Support café 24/7 • Aftercare after aftercare (for life) 	<p>4</p>

Other Reasons Why!

Reasons why:

- People work.
- Can't attend 9-5.
- Addiction is not 9-5 its 7 days a week.
- Children.
- Service cant fund 24hr
- Don't have enough support network.
- Don't have enough access 1-1's.
- Some people aren't confident in groups.
- People don't know how to access other support networks i.e. Peer led community groups.
- More bespoke packages for service users.
- Having more support for concerned others enable them to better support the individual.
- People should be more encouraged to set up their own peer led groups/support network.

Solutions

Issue	Reasons Why	Success
<u>I want quicker access to mental health services</u>	<ul style="list-style-type: none"> • Accessing the wrong service i.e. GP'S, receptionists, gate keepers, reaching braking point • Time- waiting list is too long. Time limits. Not getting help earlier • Barriers- using alcohol and drugs, not allowing you to work with services for mental health. Gate keepers assuming you're not right for treatment 	<p><u>People & Families</u></p> <p>Service user, mental health- Be more ion control of their recovery. Be more focused and confident.</p> <p>Worker-jobs satisfaction- seeing the person improving and seeing positive results.</p>
What is already in place?	IAPT, Physiological services, Blue Sky, Life centre, Family counselling- Stamford port Altringham, Moorside, Self-help, GP (Good/bad), Breaking free online, C.B.T, fear fighter, beating the blues, Phoenix, film/ intuitive leads (Specific needs), Samaritans, Sanctuary, FRANK, Stronger families, Relate, online services- mind, NHS choices mental health foundation, 42 nd street.	
		Votes
Radical	<ul style="list-style-type: none"> • No medication • Patient lead services • Self-diagnosis • Alternative therapies e.g.- Reiki • One shop- integrated service • No hospital • Shamanism • Hearing voices • Peer counselling • Hypnosis • App to determine your state of mental health • Dietician (changing, reviewing someone's diet exercise plan mood food exercise) • Online mental health advice/ 1-1 counselling. • Mental health walk in centre • 24/7 telephone support • Peer support group • Run by volunteers • Skype 	<p style="text-align: center;">7</p> <p style="text-align: center;">1</p> <p style="text-align: center;">10</p>
Traditional	<ul style="list-style-type: none"> • Moorside • C.D.T • GP • Phone help lines • Psychological service • Camhs • NHS- tradition • Faith based services • 5 ways to well being • Only accessing support when abstinent • 6 ways to well being 	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p>

	<ul style="list-style-type: none"> • Counselling for families around MH 	
Different	<ul style="list-style-type: none"> • IAPS high intensity therapy • All online programmes • Alternative therapies e.g. Reiki 	1
Issue	Reasons Why	Success
<u>I want more help</u>	<ul style="list-style-type: none"> • Family counselling • Community wellbeing centres • Missed Opportunities • Drama therapy • Music • Art therapy • Media • Creative visualisation • Creative writing • Mindfulness • A week without your phone • Self help 	<u>People & Families</u>
		1

Other Reasons Why!

Reasons why:

I want more help with personal development:

- Changing culture.
- Definition of “personal development” means different things to different people.
- Signposting to other services, services that can support once closed to SMS.
- Encouragement, support and motivation.
- Not knowing about support outside of SMS and after SMS support finishes.
- Not being able to relate to professionals.
- Relationships not being former with external agencies, unaware of opportunities available.
- Consistency with workers, not feeling understood.
- Having the confidence to say this is not working.

<u>with personal development</u>	<ul style="list-style-type: none"> • Encouragement and leadership of staffing teams (Influence) • Changing Culture (services unable to keep up with recovery community) 	Confidence to obtain and sustain recovery. <u>Professionals</u> Fulfilled, inspired and motivated.
What is already in place?	Recovery academy, RTN- Conservations award, skills to employment, BTG, Employability worker, ITS, Breaking free online, Access to wellbeing, Services such as 42 nd street and IAPT, Blue Sci, Duke of Edinburgh, John Muri award, Voyage to recovery, Manchester voices, Forever Manchester, Princes Trust, Thrive, Mutual aid, Collages, Skills solutions, Connexions, Talk shop, Children’s centre, Hope centre.	
		Votes
Radical	<ul style="list-style-type: none"> • Wellbeing workers within service- to support with emotions, confidence, mental health etc. • Collage/qualifications offered within services. • “ one stop shop” website- all senses listed- “matched” with interests and skills and offered solutions/ideas. • Motivational texts. • Paid self-esteem mentors. • Interpersonal skill shops. • Community personal development leader. • Pay a nosey partner. • More education at younger age. • Create job role who is Member of Parliament for personal development. • 	17 3 2 1
Traditional	<ul style="list-style-type: none"> • Increased links with educational providers. Specific link workers within each of services. • Get counselling- life coaching book onto/attend training etc. 	
Different	<ul style="list-style-type: none"> • Support development of service users and their learning to enable them to support each other e.g. they can deliver courses etc. • Self-sufficient neighbourhoods. • Online counselling/ treatment online. 	

Trafford– 16th July 2016

Solutions

Other Reasons Why!

Reasons why:

I need more guidance surrounding housing:

- Belief/perception e.g. ‘no housing in Trafford’.
- Private landlords and your rights clearly explained.
- Appropriate, simplified version for those who need it– Specific trained support workers for example.
- Easy transitions for people in difficulty.

- What plans are for the future: Updated websites, better understanding of those in charge- e.g drug/alcohol, learning at housing difficulties, service user involvement, different to normal housing market?
- Why?- change in circumstance, housing access- waiting lists etc., do people know how to access the computer?, system not explained very well, obstructions on age lifted, advice isn't readily available, increase in homeless.

Solutions

Issue	Reasons Why	Success
<u>I need more guidance supporting my housing</u>	<ul style="list-style-type: none"> • Discriminatory practice • Huge increase in demand due to homelessness. • The system is too complicated. 	<p><u>People & Families</u> I understand the system and can get access to housing without complications my recovery has progressed.</p> <p><u>Professionals.</u> As a worker it would my job easier and more fulfilling- allowing the client to focus on other important aspects of their recovery.</p>
What is already in place?	Host- Trafford, Host- Salford, Trafford accommodation pathway (supported houses), 16x Housing association, Private landlords, Manchester move (online), Pinpoint, Pinpoint express, Sale- Waterside, Housing offices, Citizen advice bureau, Great places (Meadow Lodge, Pomona), Irwell Valley (Greenbank), Cold weather provision- shelter in church in Altringham, Narrowgate Hostel, Children and family services for under 18's.	
		Votes
Radical	<ul style="list-style-type: none"> • One application for ALL properties- more emergency accommodation. • Sustainable housing for all. • Scrap point scoring. • Nosey parker. • Earning money based housing band system. • Easier access to professional advice. • Community fostering system for any age of someone in crisis. • Online housing office. • One contact who manages your housing problem. • Self-build. • Remove hurdles to find housing. • Simplify housing process. • Life coaching. • Funding to help buy/build social housing. • Good neighbour street. 	<p>1</p> <p>7</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p>
Traditional	<ul style="list-style-type: none"> • Wider availability of housing offices. • More power to tenants. • Simplify housing benefit application. • Help with property deposits. • More located housing options. • More housing offices. • Independent skills booklet/support. 	
Different	<ul style="list-style-type: none"> • Support housing always used following hospitalisation or detox, etc, i.e. Hostel. • Each service have dedicated housing officer. • Community control. • More changing lives courses. • Build more houses on land. • Cap rent for private landlords. 	<p>2</p> <p>6</p>

--	--	--

Other Reasons Why!

Reasons why

- Why don't we know of availability?
- Some people being uncomfortable.
- Social anxiety/self-esteem.
- Not having the confidence to ask! (For specific therapy/groups)
- Not having the confidence to explore the community for groups/mutual aid/alternative therapy.
- A reluctance to ask what's out there.
- Communication concerns.

Success, Cost and Effort Chart

