

Impact Report 2022-23



years of recovery
from addiction

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welcome

A message from the ceo

Despite the unprecedented challenges posed by the pandemic in the preceding years, and the ongoing pressures of the cost-of-living crisis, we have remained committed to our vision and have continued to serve those who need us most.



Over the past year, we have expanded our reach and made significant progress towards our mission of promoting recovery and resilience for individuals and communities impacted by the harmful use of drugs, alcohol and gambling. Our restorative programmes and initiatives have positively impacted the lives of many individuals and families, connecting them with the tools and resources they need to heal and thrive.

Our 25th Anniversary

11th May 2023 marks our 25th anniversary and I am privileged to be able to reflect on the incredible impact that our charity has had over the years. We are also delighted to announce the return of the Spirit of Recovery Awards, which will recognise individuals who have shown exceptional courage, resilience, and dedication in their journey towards recovery, as well as the

organisations and initiatives which have supported them.

This event will be a celebration of the human spirit and a reminder that recovery is possible for anyone who seeks it.

We remain committed to our mission and look forward to continuing to make a difference in the lives of those we serve.

Thank you for your continued support and partnership as we work towards a brighter future for all those suffering from addictions.

Warmly,

A handwritten signature in black ink that reads "Graham".

Graham Miller, CEO.

vision, mission, values



At Double Impact, we are driven by a singular mission: to rebuild lives devastated by addiction.

We believe that every individual has the right to a fulfilling, healthy, and productive life, regardless of their past struggles with addiction.

That is why we have dedicated ourselves to providing sustainable recovery and abstinence support that results in long-term social, economic, health, and wellbeing outcomes for our service users.

Our services provide individually-tailored support that promotes sustained recovery. But recovery is also about creating environments of mutual respect, peer support, and a sense of community amongst our service users.

We passionately believe that this can only be achieved by staying true to our values and identity, which include being supportive to individuals and their diverse needs, working in partnership with service users and staff, being responsive to changing needs, and being effective in realizing individuals' goals and achieving our aims.

our values

SUPPORTIVE to individuals and their diverse needs and to the wider treatment community;

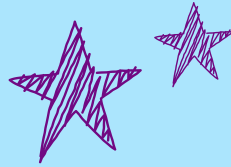
PASSIONATE about everything we do;

INCLUSIVE by involving service users and staff in all aspects of what we deliver and through working in partnership;

RESPONSIVE to our service users' changing needs, to the communities in which they live and to our staff;

EFFECTIVE in realising individuals' goals and achieving our aim

ABOUT US



Tony Herbert,
our founder member



From humble beginnings in a room within the Nottingham YMCA, the organisation has grown to employ over 70 members of staff, supporting just under 1000 people in Nottinghamshire and Lincolnshire each year.

Despite this growth, the original ethos of listening and responding to people with lived experience of addiction, is still at the heart of the charity; it's this ongoing collaboration, together with the 'double impact' of connecting people with their own strengths and a supportive community, which enables people to achieve their full potential.

Most importantly, our work with people restores their hope, dignity, confidence and purpose, as well as peace of mind to their loved ones.

What's in a name?

Originally, our 'double impact' was the combination of suitable housing and education support that inspired our founder member to choose the name.

Over the years it has evolved to mean different things:

- Addressing drugs & alcohol
- Supporting the individual & the community
- Recovery & Reintegration
- Hope & Connection



Our longevity can be attributed to several factors.

- Continuously looking for ways to improve and enhance our services, ensuring that they meet the changing needs of our beneficiaries.
- Dedicating ourselves to providing sustainable recovery and abstinence support that results in long-term social, economic, health, and wellbeing outcomes for our service users.
- Constant innovation based around our core strengths & values
- True partnership working allowing us to leverage our strengths and expertise while also learning from others and continually improving our services.
- Growing a workforce with lived experience - this allows us to provide a level of empathy and support that is hard to replicate.
- Finally - a willingness, collectively and individually to go the extra mile.



CLERO
COLLEGE OF LIVED
EXPERIENCE RECOVERY
ORGANISATIONS

We are proud to be a Lived Experience Recovery Organisation (LERO) and a member of the College of LEROs

In summary, being a LERO means:

- We were **set up by someone with lived experience**, in response to a need
- The **majority** of our organisation consists of people with **lived experience** of addiction & recovery
- We believe **recovery is possible for everyone** & regard lived experience as expertise
- We **co-produce our services** to generate Connectedness, Hope, Identity, Meaning & Empowerment in our beneficiaries (CHIME framework)

66%

of our staff team have lived experience of addiction

80%

of our senior team have lived experience of addiction

78%

of our staff team have experience of addiction impacting a family member

Being in recovery allows me to show them that I understand ... slowly chipping away at that brick wall they have built to protect themselves, so I can earn their trust and respect ...

I can help people build that picture of what recovery can look like if that is what they want.



SOCIAL IMPACT

We know our recovery services create a high social impact for our beneficiaries as individuals and also for wider society. We recently commissioned an independent analysis of this 'social return on investment' (SROI) to understand this better.

£1:£6

calculated & verified by
'morethanoutputs'

It found that for every £1 of investment in Double Impact activities there was 6 times as much social value created for beneficiaries.



More importantly, this has led to us using social value to:

- Evaluate and improve our services & increase their overall social impact
- Be more responsive to beneficiaries
- Increase their participation, voice, and power
- Increase employee engagement

change that occurred

X

£ value of that change

-

Change we can't attribute to us

÷

£ cost to create the impact

=

£ total impact

our staff

experts by training



Our team is the bedrock of the high-quality services we provide to our beneficiaries.

That is why we strive to provide our team with quality learning and development opportunities and clear career progression routes.

20% of our staff progressed into more senior positions in the past 12 months.

By investing in our workforce, we can ensure that we have an extraordinary team that is equipped to provide the highest quality services to our beneficiaries, helping them to rebuild their lives and achieve their goals.

"A true credit to DI is the number of staff within the service that have been through treatment and recovery services and the positive impact of this.

The empathy and understanding shown within day-to-day service delivery is evident " -

Commissioners' Annual Contract report, Jan 2023



51%

of our staff team are 'graduates' of our own services

experts by experience

We are proud of our track record in developing our workforce from within, and in particular, embracing and developing people with lived experience within our staff teams. We believe that this wealth of lived experience brings a unique perspective and understanding to our work.

It also allows us to provide a level of inspiration, empathy and support that is hard to replicate.



How do we do this?

Recovery Connector apprenticeships

Many people in our services feel a strong impulse to give something back – but acquiring the right skills, qualifications and enough experience to actually land a job can be challenging.

Person enters the service

Personal development programme of groups, courses & basic qualifications

Becomes a peer mentor working in our services

Access to/ interview for Recovery Connector apprenticeship

That's why we developed our Recovery Connector Apprenticeship Scheme, to provide that missing step – and prepare people to be able to make the leap into full-time paid employment in the sector.

Paid staff role for 12 months – Level 3 Health & Social Care Qualification

Bespoke employment support

84%

progress immediately into full-time employment in the sector

recent achievements

IN THE PREVIOUS 12 MONTHS....

- Our services worked with just under 1800 people
- We delivered on average 100 recovery support groups per week - a third of these were online/ blended groups
- Established 9 mutual aid groups in rural county locations
- Employed 15 Recovery Connector Apprentices
- Supported 126 people into employment
- 327 people engaged in voluntary work
- 51% of people achieved abstinence
- A further 46% reduced their substance use, 12% of these for 3+ months
- 624 engaged in digital support/ learning
- 470 people engaged in education & training

"DI demonstrated its commitment to effective service delivery and continuous passion for service user engagement and feedback" -

Commissioners' Annual Contract report, Jan 2023

We started the following new projects:

- Mental Health Peer Support Worker Team
- Recovery Links Nottinghamshire
- We received continuation funding for Boston Recovery Pathways
- Time Out delivered the first Gambling Harms clinic at NRN for Nottingham city residents
- Retained our 'Direct Claims' status with Skills & Education Group
- Verified our SROI to be £6 for every £1 invested in us
- Retained our ISO 9001 Quality Status
- Attracted funding from corporate and individual donors to start a new activity fund for beneficiaries, the Connect Fund
- Established a Diversity working group to increase the diversity of our workforce





learning to recover

Double Impact believes that for many, **long-term recovery and independence is built within the community** – that’s why our services act as supportive pathways that **connect people** with the wider recovery community, and the opportunities & support in their local area

Our Academies provide **learning, training, volunteering, and employment opportunities**, so people can take the first and next steps towards their goals.

The focus is on **transformative learning** as a means of **supporting, strengthening, and enriching recovery.**

Our Academy Model



We have Direct Claims Status

This means we are able to create and deliver **bespoke accredited training qualifications** to beneficiaries. We can also **award** these ourselves, rather than involve a third party, supporting beneficiaries to **progress their education/ career more quickly and easily**

To find out more about our Academy model, email us at:

team@doubleimpact.org.uk



services & projects

nottinghamshire



PROJECTS



DETAILS



Nottingham Recovery Network



Partnership delivery of Integrated recovery support across the system, consisting of psychosocial interventions, and two learning Academies, one of which, Clean Slate, specialises in working with people involved in the criminal justice system.



Recovery Links Nottinghamshire



County-wide telephone and webchat service, signposting to local and online support, online programme of recovery support groups and courses plus training & volunteering opportunities to improve skills and prospects.

Time Out Service



Our first gambling project which aims to better understand the true extent of gambling related harm within Nottingham City and provides support to those who have been affected by gambling-related harm, whether as an individual, a family member or a community.

Well for Work



ESF-funded programme supporting those who are disadvantaged but still relatively close to the labour market to tackle their barriers to enter and sustain employment. The programme is delivered by a partnership of local organisations who specialise in supporting people into work. Working alongside a range of specialist partners, Well for Work offers support to tackle barriers whether mentally, physically or financially.

New Path to Employment (IPS)



New Path to Employment is a small team of local people who work alongside the recovery teams in Nottingham Recovery Network, providing Individualised Placement Support (IPS) to support people in services to find employment.

MH Peer Support



This service provides Peer Support Workers (Substance Misuse) to Nottinghamshire Healthcare NHS Foundation Trust to work in 4 Mental Health Teams, enabling the needs of people with co-occurring substance misuse and mental health difficulties to be better coordinated and supported in the community.



lincolnshire

 **PROJECTS**

 **DETAILS**

Lincolnshire Recovery Service



Integrated recovery support across the system, delivered in partnership, consisting of psychosocial interventions, and an Academy, delivering learning, training and volunteering, as well as specialist trauma interventions.

Boston Recovery Pathways



Boston Recovery Pathways focuses on people with drug and alcohol issues in Boston and the surrounding areas, as well as providing support to families and local Eastern European communities.



OTHER INITIATIVES

"Such a fun place to work, they understand my needs as a recovering addict and always supported me in anyway I needed"

cafe sobar COMMUNITY FUND

Our social enterprise which acts as a safe social space for people in recovery and their families and friends, also provides work placements for them to gain confidence and employment skills.



Café Sobar is an innovative and vibrant alcohol-free cafe and venue in the city centre of Nottingham. It is host to a wide variety of community groups, events and initiatives.

The venue hosts a range of events and activities, including live music and comedy performances, art exhibitions, informal groups and discussions, family fun days and other varied social activities. It stays open late to host regular recovery groups and other events including our popular 'Sobar Socials'.



"Since volunteering there I've learnt new skills, I've started to believe in myself, a little bit at a time and it's helped me to realise that I am not defined by my past and I am employable"



Having survived the challenges of COVID, this unique venue is now welcoming a range of sober communities as well as acting as a vital stepping stone between services and the community. Its volunteering scheme also includes people with other barriers to employment



As a result of activity within the cafe, in the past year:

278 people in recovery experienced reduced social isolation

266 people in recovery have improved health & wellbeing





OTHER INITIATIVES

The connect fund

"It was nice to have a healthy distraction and not think about drinking or gambling. It was good to get out of the house for a more positive reason."

Rebuilding a social life in recovery from addiction is challenging, but is an important aspect of a satisfying and sustainable recovery. In recognition of this, local businesses and supporters have been making donations to our 'Connect' Fund, to help us provide these activities in Nottinghamshire and Lincolnshire.



Gifting retailer, TTK Confectionery, aka Treat Kitchen, and Howdens Joiners kickstarted the fund, which have since been supplemented by a generous 'In Memory' donation and a grant through Tesco's Bags Of Help scheme.

The first programme of trips have been a great success, with participants enjoying trips on a narrow boat, the Museum of Lincolnshire Life, Lost Adventure Golf, and The Escape Room amongst other things.



"It was good to get out and about and do something different. It is nice to connect with others outside of the Double Impact environment."



The funding has been a catalyst for re-connecting, post-COVID, with many local cultural and leisure venues in Nottinghamshire and Lincolnshire, which have so much to offer community groups.

Many people in recovery need some support and encouragement to broaden their horizons as their addictions have often resulted in them becoming isolated and limiting their world - even something as ordinary as going to a cafe can be a daunting prospect.

The visits, which are supported by staff or volunteers, provide a safe structure for participants to 'dip their toe' into what is on offer in their local community, and experience socialising without the crutch of alcohol or drugs, with the aim of building the confidence to try new things on their own in the future.



CASE STUDY



Kim's Story



6 years ago, I was broken, desperate, embarrassed, ashamed, heartbroken and in a very dark place. I had lost everything; I lost my children, home, my job, friends. I asked for help from Nottingham Recovery Network. I was given a keyworker, she was patient, understanding, honest, at the time she was the only person I trusted.

I am sure at times she wanted to give up, but she saw something in me I could not see myself. The penny finally dropped, I knew I could never drink again. Helen asked me if I would be interested in the groups they ran in the Academy.

I signed up for Relapse Prevention, which gave me the tools I needed to stay abstinent. I attended emotional resilience which helped me with my thoughts and feelings, and SMART meetings - it was great to speak the truth about my addiction without being judged.

The Academy become my safe space to have a coffee and a chat when I was feeling low.



I was invited to an interview for the Mentoring course and I was accepted - such a massive confidence booster. I was starting to feel like Kim once again, I loved it, I knew this is what I want to be and do with my life. Eventually I got a job in the Rough Sleepers' Drug Alcohol Treatment Team. Being a Recovery Connector and in recovery myself means I can help people build that picture of what recovery can look like if that is what they want.

I am now nearly 2 years sober, I have my own home now, my children, better friends, and better relationships with my family. This is how the academy helped me, they gave me the opportunity, confidence, tools, and skills to get where I am today.



CASE STUDY



Matt's Story

I have given my family their son, brother and partner back. I have given my friends the person that they know back. I have taken away the stress and worry that I was filling them with.

I had my addiction problem for the past 6 years. During this time, I was constantly living in the madness. It was a lonely place that made me feel depressed and disconnected. It made me a liar, and self-centred, and it made me feel like there was no way out. Not only was it impacting my job, it was also massively. I finally decided that I had to do whatever possible to get out of this lifestyle. That's when I came across Double Impact.

A few days after my first contact with them, I was assigned a one-to-one Recovery worker. He has been crucial to me in my recovery. He provided me with structure by advising me on which of their meetings I should attend. I also valued having someone who was supporting me on a more personal basis than the meetings.

They also taught me tools to deal with, and overcome, my addiction and everything that comes with it ...

The meetings have also been invaluable to me. They not only allowed me to create a peer network with people in a similar situation, but they also taught me tools to deal with, and overcome, my addiction and everything that comes with it – whether that be learning to deal with emotions better or understanding triggers and cravings.



I continue to speak with my recovery worker and attend meetings regularly and I am now nearly 5 months clean. I now feel as though my life has meaning and purpose. I am happy and have a drive and passion for life that I lost through my addiction. Double Impact have helped me onto this path of a better, cleaner life.

Our future

With the new government strategy emphasising the urgent need for a fresh commitment to building recovery, the need for our services is greater than ever.



Recovery First



We will champion and deliver a **'Recovery First'** approach through our services and partnership work, whereby **everyone has a right** to experience quality services which give them the best chance of achieving a **lasting recovery** from addiction.

The **wealth of lived experience** within the charity, and our own evidence base, demonstrate the **value of abstinence** as something which is achievable by many more people than are given the opportunity, and supports the long-term gains they desire.

We also are committed to use our services to **tackle the stigma** which still surrounds addiction, thereby reaching more people at an earlier stage and reducing the misery and harm which chronic addiction causes.

Equally, we will pursue our goal of using our experience to address the burgeoning issue of **harmful gambling** in society and intend to develop this into gambling recovery services.

"When I came to Double Impact I was broken – now I work for them..."

Thank you for your ongoing support of Double Impact. Together, we are making a difference!

our staff teams



with warmest thanks to our teams:

- Nottingham Recovery Network teams
- Lincolnshire Recovery Service
- Recovery Links Notts
- Well for Work, Towards Work, Opportunity & Change
- New Path To Employment
- NHS Notts MH Peer Support
- Boston Recovery Pathways
- Time Out Gambling Harm
- Cafe Sobar
- Friar Lane/Management Team



WE CAN'T DO THIS WITHOUT YOUR SUPPORT



We work with different groups, such as the government, healthcare providers, local authorities, businesses, family, friends, and service users, to give the best choice and quality to our beneficiaries.

Nottingham City CDP
Nottingham City Council
The National Lottery Community Fund
Framework Housing Association
Nottinghamshire NHS Healthcare Trust
Hoskings Charitable Trust
The Orkney Cherry Charitable Trust
The Coalfields Regeneration Trust
Eudemomics
Nottingham Building Society
200 degrees coffee
Tesco – Bags of Help

Lincolnshire County Council
We Are With You
Henry Smith Charity
Skills & Education Group
College of Lived Experience
Recovery Organisations
European Social Fund
Groundworks Greater Nottingham
The Futures Group
Al-Hurraya
TTK Confectionery




thank you to all our funders, partners, trustees, volunteers & donors




If you are interested in learning more about our work or collaborating with us, please email team@doubleimpact.org.uk or call 01623 272838 and ask to speak to Eleanor or Graham.



 team@doubleimpact.org.uk

 www.doubleimpact.org.uk

 head office: 22-24 friar lane,
nottingham, ng1 6dq

 01623 272838