




Drug and Alcohol Services in Stockton-on-Tees - Service Users

1. Introduction

1. Have you accessed support services for?				
Answer Choices			Response Percent	Response Total
1	Drugs		46.67%	7
2	Alcohol		20.00%	3
3	Both		33.33%	5
			answered	15
			skipped	0

2. What were your reasons for seeking help and support? Please choose all that apply and rank in order of importance.					
Answer Choices	Very important	Somewhat important	Not so important	Not important at all	Response Total
Health	91.67% 11	8.33% 1	0.00% 0	0.00% 0	12
Family	78.57% 11	7.14% 1	14.29% 2	0.00% 0	14
Friends	63.64% 7	18.18% 2	18.18% 2	0.00% 0	11
Other (please give more information in comments below)	85.71% 6	14.29% 1	0.00% 0	0.00% 0	7
				answered	15
				skipped	0
Comments: (10)					
1	22/11/2023 11:39 AM ID: 232150743	need help with the drgs, get back on track			
2	22/11/2023 11:49 AM ID: 232153087	I've recently been put out of Hartington Road hostel because my support had been finished with?			
3	22/11/2023 11:59 AM ID: 232155212	Myself - to get well			
4	22/11/2023 12:09 PM ID: 232157453	Love family, friends and community			
5	22/11/2023 12:34 PM ID: 232162258	Needing help to address fear of other people. I had no confidence. I thought I didn't really matter.			

2. What were your reasons for seeking help and support? Please choose all that apply and rank in order of importance.

6	22/11/2023 13:08 PM ID: 232168048	I was sick of existing in life. Lived in every borough and passed from service to service.
7	30/11/2023 10:41 AM ID: 232827782	<p>I come to realise I needed to do something about the amount of drugs and alcohol I am taking to mask out my issues with past abuse. Due to been agoraphobic I had not been able to access services as in walk ins or group sessions this massively impacted on me ever been able to recover safely.</p> <p>I made a decision when I had been on a purge of drugs and alcohol non stop for a week, I woke up outside my flat door no clue how I'd got there or what I'd done, decision made I decided to try and access first the mental health service, to be told unless the drinking was sorted they could not work with me, I then tried to access alcohol and drug service to be told I needed to sort my mental health problems. My GP would not see me I am red flagged by all services. They don't seem to understand yes I lose my temper due to frustration due to been passed from pillar to post and no one wanting to support me in reducing my habits safely. This leading to me becoming alcohol dependant</p>
8	30/11/2023 12:04 PM ID: 232837279	<p>Threat of losing children permanently. My mum currently has PR for my children. Due to the chaotic life I have with drugs the threat from social service to stop my access or me been able to visit my mum has made my situation worse, I have had to learn that this is down to me and that I need to sort my life out and make better choices. But services to support me to do this are not easy to access, turning up and every one stood outside offering you drugs, or off their head on drugs is not good. The first time I tried to entre the building some yes ago, I ended up in Redcar two days later asleep on the beech no idea how I got there and what I'd taken or done, it had taken me months to pluck up the courage to go there for help, Recovery connection, It ended up been another few months before I tried again, it was after a social service court case, I knew if I went home I would OD, but plucked up the courage and went to CGL got to the street seen people outside and backed out. it took Switch service non specialist to help me access they made an appointment for me and attended with me, stayed with me and acted as my advocate until I gained my confidence with my key worker, I was asked to work with a group but explained I needed to do 1_1 to begin with as I know the group situation didn't work for me in the past, truth is lots of people in group were dealers playing the game. Keeping me hooked, they agreed to 1-1 but said eventually I would be put in a group, in my head I had a plan do the hard bit through 1-1 support. During this time I would work closely with Switch to keep me occupied and build up my social life and look to become a volunteer with Switch. I explained this to my support worker at Switch and they worked with me to attend appointments, kept me on track, I helped out at social activities. Got permission from SS to take my children to the switch chilrend days all going well. Switch supported my mum, and I gave permission for switch to liaise between all parties when they had concerns or needed proof of my drug testing. This led to me then volunteering with switch this gave me the boost I needed that someone believed in me and kept me focused, eventually I was 6 month clean, 12 month clean, then my abuser was let out of jail and found me, I was back to square one, switch acted quickly got me in with harbour got all the service together and quickly implemented a plan, to make sure I was looked after, and made sure I didn't lose access to my children this gave me the strength to face daily living and attend recovery connections and start from scratch but I was ready this journey was much harder as I didn't have my own home living in harbour when staff went home the drugs and alcohol were rife, but Switch gave me loads to do to keep me busy, I became an official volunteer with all the training, this really boosted me and kept me on track, I got a house in another town and had to change service for my rehabilitation that was really hard and I struggled to settle, but switch stepped in an attendee with me just getting passed the people outside dealing and taking drugs was really bad, I got through it and was asked to join a group, switch encouraged me to do it, and I did complete a six week course which empowered me to realise my triggers Gave me strength to keep on track. I stayed clean for four years. I was employed by switch for nearly 3 years and used my lived exp to support others in my situation. When Switch closed I stayed clean for another year, then hit a brick wall, switch staff still supported me and I have recently entered rehab got clean and am back on track the importance of having support outside of the drug service is the gap that needs to be plugged I recognised this during my time been employed by switch and the difference I was able to make by someone been able to text me saying I'm not good today. I was able to action get</p>

2. What were your reasons for seeking help and support? Please choose all that apply and rank in order of importance.

		the people they needed and talk them through that hard hour. pick them up dust them down and hold them steady till the wobble goe that's in my head whenever I feel low. switches motto.
9	05/12/2023 14:01 PM ID: 233151809	i started with smoking weed, went on to coke and was heading down the heroin road, when the others were having little to no affect on me. alcohol has never been my thing but for a while it helped me through getting off the drugs for me to find i was starting to rely on the drink to knock me out, but it was easy for me to stop this on my own because i have never liked the stuff
10	18/12/2023 13:45 PM ID: 234124339	After explaining that had hep c & giving blood sample was told result was negative for hep c had healed. Delighted that day but it was mistake advised me 3 hrs later? This was upsetting & ut me off retirning

3. Did you know where to go for support?

Answer Choices			Response Percent	Response Total
1	If yes, where did you go first?		80.00%	12
1	22/11/2023 11:34 AM ID: 232149732	Lawson St doctors		
2	22/11/2023 11:59 AM ID: 232155212	Yes - CGL - Birdtree/fulcrom		
3	22/11/2023 12:09 PM ID: 232157453	Stockton Drug Service		
4	22/11/2023 12:34 PM ID: 232162258	It was through social services		
5	22/11/2023 12:50 PM ID: 232165045	CRI		
6	22/11/2023 13:08 PM ID: 232168048	yes and no because of moving areas		
7	22/11/2023 13:14 PM ID: 232169142	Library - told about CGL		
8	22/11/2023 13:19 PM ID: 232170115	CGL		
9	22/11/2023 13:24 PM ID: 232171300	I first went to the Moses Project		
10	30/11/2023 10:41 AM ID: 232827782	Rosebury park mental health services		
11	30/11/2023 12:04 PM ID: 232837279	Recovery connection		
12	18/12/2023 13:45 PM ID: 234124339	Dr		
2	If yes, was it helpful?		73.33%	11
1	22/11/2023 11:34 AM ID: 232149732	Yes		
2	22/11/2023 11:39 AM ID: 232150743	Yes		

3. Did you know where to go for support?

3	22/11/2023 11:59 AM ID: 232155212	Yes		
4	22/11/2023 12:34 PM ID: 232162258	Yes		
5	22/11/2023 12:50 PM ID: 232165045	Yes I got on a script		
6	22/11/2023 13:14 PM ID: 232169142	Yes		
7	22/11/2023 13:19 PM ID: 232170115	Yes		
8	22/11/2023 13:24 PM ID: 232171300	At first it was		
9	30/11/2023 10:41 AM ID: 232827782	Refused to work with me till alcohol n drug issues sorted		
10	30/11/2023 12:04 PM ID: 232837279	No not to begin with I couldn't get past the people outside felt ashamed even I thought god I hope I don't end up like that but soon realised that was me		
11	18/12/2023 13:45 PM ID: 234124339	No to busy		
3	If no, who helped you to find support?		46.67%	7
1	22/11/2023 11:49 AM ID: 232153087	No! Kellie from CGL		
2	22/11/2023 13:08 PM ID: 232168048	agencies referred me. Church. Recovery Connection.		
3	22/11/2023 13:24 PM ID: 232171300	N/A		
4	30/11/2023 10:41 AM ID: 232827782	Still don't have any support all services refused to work with		
5	30/11/2023 12:04 PM ID: 232837279	Switch project support project		
6	05/12/2023 14:01 PM ID: 233151809	Switch project		
7	18/12/2023 13:45 PM ID: 234124339	Nobody found by self place near Arc		
4	If yes or no, where else have you had support from (both good or bad)?		53.33%	8
1	22/11/2023 11:59 AM ID: 232155212	Alright		
2	22/11/2023 12:09 PM ID: 232157453	Family		
3	22/11/2023 12:34 PM ID: 232162258	I needed to be ready myself to, and take a leap, and start to trust the service.		
4	22/11/2023 12:50 PM ID: 232165045	If anything they could have got me on it a bit quicker		
5	22/11/2023 13:08 PM ID: 232168048	Church. Recovery Connection. Volunteering.		
6	30/11/2023 10:41 AM ID: 232827782	Good support from SWITCH project but they are not specialist but kept me going		

3. Did you know where to go for support?

7	05/12/2023 14:01 PM ID: 233151809	social services not good, domestic abuse services not good	
8	18/12/2023 13:45 PM ID: 234124339	Nobody	
		answered	15
		skipped	0

4. Did you have any fears before accessing support and what were they (e.g. attitude, times, location, fear, stigma)?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	15
1	22/11/2023 11:34 AM ID: 232149732	yes as I was scared as I didn't know what to expect		
2	22/11/2023 11:39 AM ID: 232150743	To get off drugs		
3	22/11/2023 11:49 AM ID: 232153087	All of the above!!!		
4	22/11/2023 11:59 AM ID: 232155212	No - confident to access		
5	22/11/2023 12:09 PM ID: 232157453	Mostly stigma/no one wants anyone to reply on them		
6	22/11/2023 12:34 PM ID: 232162258	I had no confidence, I felt like nothing. I didn't trust anyone and I had a lot of barriers up. I needed a lot of encouragement.		
7	22/11/2023 12:50 PM ID: 232165045	Yes I just		
8	22/11/2023 13:08 PM ID: 232168048	Fear, stigma, scared about change and losing "friends"		
9	22/11/2023 13:14 PM ID: 232169142	Not sure of what service would be like		
10	22/11/2023 13:19 PM ID: 232170115	Telling people of low esteem		
11	22/11/2023 13:24 PM ID: 232171300	Yes I did		
12	30/11/2023 10:41 AM ID: 232827782	Every fear you can imagine and double that drugs and alcohol are the only things I needed to block my thoughts for a couple of hours giving me some peace, but that doesn't work anymore I get no break from what I have been through the drugs and alcohol don't block it out just knock me out		
13	30/11/2023 12:04 PM ID: 232837279	Fear, stigma, just seeing others outside and in the waiting area put me off		
14	05/12/2023 14:01 PM ID: 233151809	yes not sure if i wanted to stop as it was the only thing i thought was making me function at the time of use, if was seeing a photo of myself and my family telling me how ill i looked that i started to realise i was the only person who could do this, drug services are full of drug users and most dont want to give up and try to keep you on it so going to the main stream of services was not for me. i am not saying that there not good but i didnt want to be involved, the stories i had heard and the stigma and of been seen there would be confirmation i was a drug addict, i can		

4. Did you have any fears before accessing support and what were they (e.g. attitude, times, location, fear, stigma)?

		<p>say that now i am clean but at the time it was a hard thing to label myself with, during this period which span over 4 year, i put myself in such risky situation and ended up in the criminal justice system, switch were one of the agencies i had to agree to work with to stop it going to court. to begin with i was a mess and not interested in getting involved Switch just let me talk they didnt ask any questions and at first i thought i would be able to wrap them round my finger and carry on, they got my housing, benefits, GP, debt, gas and electric sorted, they sort me funds for some clothes i had nothing, sold me soul for a hit, i had not furniture not even a bed base, even sold my cooker, Switch started to work there wy through all and it took them three months to do, still not asking me anything, i used to scream at them to get out nd they still came back. they would text me every morning and phone me mid day to check i was up, eventually i started to talk to them, they got me family to call meet up with their support, this is when i was shown photos, and my family talked to me not shouted, switch acted as mediators at each meeting. i then started to open up to my family and accepted their help, never had i seen the crap i had put them through and how far i had fallen. Switch still didnt ask me or tell me what to do. i started going to the social groups when i was told of an event they were putting on that interested me, switch met me and walked in with me one of the volunteers who had come to every visit with the staff was waiting for me when we arrived, she looked after me all day, the group of women their made me very welcome and talked to me no questions no judgement, i found myself laughing and it felt good, i had swapped phone numbers with some of the group and they promised to text me, they expalined that one day they were walking through the door not knowing anyone now they had a room full of friends and them new friends all had their own issues the were working on, over the following weeks i found i was looking forward to going to the groups and asked if my sister could come with me, that week was the first time i had done something for myself in a very long time. switch sort me some counselling they were very clear that they were not specialists but would help with getting me support when i felt ready, i was by then just smoking weed, when i was ready we made an appointment with the GP, switch came with me and explained to the GP that i could not face mainstream substance services, they were great and worked with me to have all my health check ups, i registered with a dentist and had to have quite a lot of work done due to the drug abuse, smoking. switch supported me through it all.</p>	
15	18/12/2023 13:45 PM ID: 234124339	Am a Londoner can't understand Teeside sometimes as they have different accent some can't understand me either. Some are a bit unhelpful as not a local. One told me to go back to Canada, actually @ PO Billingham. Since Wembley isn't in Canada reported racism to head office. They did zero event though it's a hate crime.	
		answered	15
		skipped	0

5. What is working well for you now?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	15
1	22/11/2023 11:34 AM ID: 232149732	Methodone	
2	22/11/2023 11:39 AM ID: 232150743	Need my life on track	
3	22/11/2023 11:49 AM ID: 232153087	Don't know	

5. What is working well for you now?

4	22/11/2023 11:59 AM ID: 232155212	Gets prescription when needed - doesn't run out	
5	22/11/2023 12:09 PM ID: 232157453	Coming down on buprenorphine/Subutex. CGL great. New walk sort of	
6	22/11/2023 12:34 PM ID: 232162258	Recovery Connections is a constant. They are always there if I need them. They have constantly encouraged me to engage in different groups. They have helped my confidence grow so much, and helped me to actually believe in myself.	
7	22/11/2023 12:50 PM ID: 232165045	Am on a different dose	
8	22/11/2023 13:08 PM ID: 232168048	Church - being around positive people who want to see you do well. Volunteering keeps my mind busy. Being part of a community.	
9	22/11/2023 13:14 PM ID: 232169142	Lots of support from hostel at Hartington Road and CGL.	
10	22/11/2023 13:19 PM ID: 232170115	On right medication. Getting right support of Moses Project too.	
11	22/11/2023 13:24 PM ID: 232171300	Cutting down on drink	
12	30/11/2023 10:41 AM ID: 232827782	Nothing as I still cannot access services due to all the above	
13	30/11/2023 12:04 PM ID: 232837279	I have just come through a bad patch. The staff from switch even though it closed still support me, they are quick to act and put things in place and they supported my mum and kids while I was going through it, they don't judge. I'm much stronger now and feel ready to start again. I have joined a couple of groups and the ex staff of switch gave me jobs to do	
14	05/12/2023 14:01 PM ID: 233151809	Switch set me up with a good GP service, they wrote everything down as part of my journey and included me when i was feeling much better, i am able to refer back to the list when something trigger and am able to speak to my family to help me, switch were always saying they were not a specialist service, but for me they were the only service i felt able to engage with, no judgement, no questions, no stigma, yes i had fear to begin with, but now looking back it wasnt fear of them it was fear of letting go of what had become my normal, Switch gave me family back to me, which in turn made me stronger, my file they gave me is my bible my life line, i even think i would if i relapsed go to the main box service to help kick start me, switch staff after it closed still support me with text and i know i can call them if i need to, the women who attended the groups still meet up and i have them for support	
15	18/12/2023 13:45 PM ID: 234124339	Dealing with it myself.	
		answered	15
		skipped	0

6. What is not working well for you?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	14
1	22/11/2023 11:34 AM ID: 232149732	The flat I've moved into	

6. What is not working well for you?

2	22/11/2023 11:49 AM ID: 232153087	Don't know	
3	22/11/2023 11:59 AM ID: 232155212	All ok	
4	22/11/2023 12:09 PM ID: 232157453	Housing - want out of Hartington Road	
5	22/11/2023 12:34 PM ID: 232162258	Everything at Recovery Connections works for me. The variety of groups is amazing. The training opportunities have helped me believe that I have a place and can do good too. My one to one worker is brilliant.	
6	22/11/2023 12:50 PM ID: 232165045	Mixing with addicts and trying to probation appointments	
7	22/11/2023 13:08 PM ID: 232168048	Mental health. Sometimes makes me cut people out and can become isolated. Them services not acting quick to realise something is wrong.	
8	22/11/2023 13:14 PM ID: 232169142	Happy wiuth support so far.	
9	22/11/2023 13:19 PM ID: 232170115	Going back to the drink - staff aware. Going to detox in next couple of weeks.	
10	22/11/2023 13:24 PM ID: 232171300	Being in my own place/house	
11	30/11/2023 10:41 AM ID: 232827782	Been locked in own head and home 24/7 going round and round knowing I'm not going to get help even though I plucked up the courage to try	
12	30/11/2023 12:04 PM ID: 232837279	The pressure and demands of services expecting me to attend hundreds of appointments in a week, this is were switch would step n and get all the agency's together and ask what was priority and set a plan that is achievable between them all for me I can't handle pressure from so many peopke	
13	05/12/2023 14:01 PM ID: 233151809	not having as many social interaction, switch tried to get me to join other groups but it was not the same, i am scared to go to mainstream stuff groups as i know the temptation would cost me everything i have worked so hard to achieve, i dont have much to look forward to but switch staff still text me things to check and do so i keep going one day at a time, social interaction is huge it affects every aspect of out life's	
14	18/12/2023 13:45 PM ID: 234124339	NHS	
		answered	14
		skipped	1

7. How do lived experience/peer support groups help?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	14
1	22/11/2023 11:34 AM ID: 232149732	They dont, I can't do groups. I flip out.	
2	22/11/2023 11:49 AM ID: 232153087	No thanks!	
3	22/11/2023 11:59 AM ID: 232155212	No - not at the minute. MH issues - don't like crowds	

7. How do lived experience/peer support groups help?

4	22/11/2023 12:09 PM ID: 232157453	Give you knowledge	
5	22/11/2023 12:34 PM ID: 232162258	You know you aren't alone. You can also see there is light at the end of the tunnel. You start to believe that you can be anything you want to be if you just keep going.	
6	22/11/2023 12:50 PM ID: 232165045	Give you something to do when you are getting clean	
7	22/11/2023 13:08 PM ID: 232168048	As part of the recovery process meeting people with lived experience inspired me and made me believe I was able to change.	
8	22/11/2023 13:14 PM ID: 232169142	Moses Project - helps a lot. Very happy with them.	
9	22/11/2023 13:19 PM ID: 232170115	Coffee mornings - give food and support	
10	22/11/2023 13:24 PM ID: 232171300	Haven't tried yet	
11	30/11/2023 10:41 AM ID: 232827782	Not able to access need to work on all before I could meet or join a group or even leave my home which is my safe place	
12	30/11/2023 12:04 PM ID: 232837279	I've used my own lived exp in many situation and know the power this has in gaining trust. Motivating other in believing they can do this lived exp people are very powerful people in influencing change in a positive way	
13	05/12/2023 14:01 PM ID: 233151809	social support groups if great if its the right one for you, during my journey with switch i hit on every aspect of above so for my journey it worked well	
14	18/12/2023 13:45 PM ID: 234124339	They don't	
		answered	14
		skipped	1

8. Do you have a preference for one-to-one or groups and why?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	13
1	22/11/2023 11:34 AM ID: 232149732	One-to-one's as I can't work well with others	
2	22/11/2023 11:49 AM ID: 232153087	No thank you because I do struggle in the company of groups etc	
3	22/11/2023 11:59 AM ID: 232155212	Prefer one to one. Don't like groups/crowds	
4	22/11/2023 12:09 PM ID: 232157453	No I've just never bothered	
5	22/11/2023 12:34 PM ID: 232162258	I love both. When I was first starting out my confidence made me think I hated groups. I know now that I love them and can get on so well with many different people.	
6	22/11/2023 13:08 PM ID: 232168048	Depends on what stage of life I am on. Low mood - 1 - 1. Good mood - group work.	

8. Do you have a preference for one-to-one or groups and why?

7	22/11/2023 13:14 PM ID: 232169142	Prefer groups to meet more people	
8	22/11/2023 13:19 PM ID: 232170115	Either	
9	22/11/2023 13:24 PM ID: 232171300	No preference - open minded	
10	30/11/2023 10:41 AM ID: 232827782	Outreach at my home to begin with would work better for me I really wanted to do this but have been let down by systems who don't do individual cases	
11	30/11/2023 12:04 PM ID: 232837279	I'm still no keen on groups but do see the benefit for organisation who don't or not able to work on 1-1 cost money it saddens me as this is not a solution for. SERVICE USER.	
12	05/12/2023 14:01 PM ID: 233151809	i like all situations at the right time, not to be forced or told its this or nothing, choice and been allowed to say when it important to someone been successful in their journey	
13	18/12/2023 13:45 PM ID: 234124339	No	
		answered	13
		skipped	2

9. What will help to maintain your recovery?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	13
1	22/11/2023 11:34 AM ID: 232149732	Don't know yet...	
2	22/11/2023 11:49 AM ID: 232153087	Don't know	
3	22/11/2023 11:59 AM ID: 232155212	Regular support - prescription	
4	22/11/2023 12:09 PM ID: 232157453	Myself and working with my workers	
5	22/11/2023 12:34 PM ID: 232162258	I just need to stay focused and keep doing everything I am doing now. Attending groups, having one to one sessions, and accessing training opportunities.	
6	22/11/2023 13:08 PM ID: 232168048	Volunteering, being around positive people, family 0 caring for my nanna. Church. I like to help people - helping people helps me.	
7	22/11/2023 13:14 PM ID: 232169142	Support - both CGL and Moses Project	
8	22/11/2023 13:19 PM ID: 232170115	Good support from staff at detox and CGL	
9	22/11/2023 13:24 PM ID: 232171300	Getting back to work	
10	30/11/2023 10:41 AM ID: 232827782	Nominated support staff, outreach. Not just the short term 6 week stuff a real commitment from both D&A/Mental health services, then some holistic support for me to learn how to leave my home make new friends and do some social stuff	

9. What will help to maintain your recovery?

11	30/11/2023 12:04 PM ID: 232837279	My children. Mum. And support from the staff at switch who no longer exist as an agency	
12	05/12/2023 14:01 PM ID: 233151809	oh this is hard, i would have to be honest and say more choice within one service as at present in each town and i have been down south and up north they are all a carbon copy of each other. more flexibility and give time to the person to open up, when you take the initial step if its not captured by the right person it could take years to get them back there	
13	18/12/2023 13:45 PM ID: 234124339	Self	
		answered	13
		skipped	2

10. Have you or would you access online support?

Answer Choices			Response Percent	Response Total
1	Would you consider technology for contact with addiction services e.g., Zoom/Skype/Facebook groups?		100.00%	12
1	22/11/2023 11:34 AM ID: 232149732	No		
2	22/11/2023 11:49 AM ID: 232153087	No!		
3	22/11/2023 11:59 AM ID: 232155212	Haven't but probably would		
4	22/11/2023 12:34 PM ID: 232162258	Possibly		
5	22/11/2023 13:08 PM ID: 232168048	Doesn't work - can't concentrate		
6	22/11/2023 13:14 PM ID: 232169142	Prefer face to face		
7	22/11/2023 13:19 PM ID: 232170115	no, prefer face to face		
8	22/11/2023 13:24 PM ID: 232171300	N/A		
9	30/11/2023 10:41 AM ID: 232827782	No		
10	30/11/2023 12:04 PM ID: 232837279	No		
11	05/12/2023 14:01 PM ID: 233151809	no		
12	18/12/2023 13:45 PM ID: 234124339	No		
2	If not, why not?		83.33%	10
1	22/11/2023 11:34 AM ID: 232149732	Can't get my head around groups		

10. Have you or would you access online support?

2	22/11/2023 11:49 AM ID: 232153087	I have trouble with my being changed earlier in life!	
3	22/11/2023 11:59 AM ID: 232155212	Never looked for it	
4	22/11/2023 12:34 PM ID: 232162258	I feel more comfortable with in person access	
5	22/11/2023 13:08 PM ID: 232168048	^^	
6	22/11/2023 13:24 PM ID: 232171300	Prefer 1 to 1 or groups	
7	30/11/2023 10:41 AM ID: 232827782	I struggle to operate technology due to drinking from the moment I get up till I pass out I would struggle to use	
8	30/11/2023 12:04 PM ID: 232837279	Face to face is important, this sounds odd but when I'm talking about really personal stuff I need to see the person's	
9	05/12/2023 14:01 PM ID: 233151809	its so impersonal, never convinced no one else was listening to me, had such bad exp with men trying to film me, i even got left from a service for refusing this type of contact. they didnt even ask me why, just a well were sorry but that all we have at present.	
10	18/12/2023 13:45 PM ID: 234124339	Don benefit from group's	
		answered	12
		skipped	3





11. What does a 'good' service look like (e.g. length of time offered, ability to turn up/no appointment, no closed door, continuation of support, additional support i.e. Men's Shed, etc)?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	14
1	22/11/2023 11:34 AM ID: 232149732	Could not tell you	
2	22/11/2023 11:49 AM ID: 232153087	Don't know!	
3	22/11/2023 11:59 AM ID: 232155212	Regular contact. Length time - appointments an be too long - ability to talk when needed	
4	22/11/2023 12:09 PM ID: 232157453	A brotherhood	
5	22/11/2023 12:34 PM ID: 232162258	Access to many different things, whether that be groups, individual support, to help seek support in other avenues, housing, financial, domestic abuse etc	
6	22/11/2023 12:50 PM ID: 232165045	Yes	
7	22/11/2023 13:08 PM ID: 232168048	Day to day drop in. Assigned key worker. Colourful and welcoming building.	
8	22/11/2023 13:14 PM ID: 232169142	No closed door, always available	

11. What does a 'good' service look like (e.g. length of time offered, ability to turn up/no appointment, no closed door, continuation of support, additional support i.e. Men's Shed, etc)?

9	22/11/2023 13:19 PM ID: 232170115	Able to speak to someone when needed	
10	22/11/2023 13:24 PM ID: 232171300	Just people who listen	
11	30/11/2023 10:41 AM ID: 232827782	For me and would imagine many others in my situation, community outreach dual service for mental health and addiction, working alongside a holistic support worker who is able to keep me right with appointments and maybe act as my advocate when I feel the anger building as I come across as aggressive when really I'm just frustrated with systems and red tape stuff and vent it in the wrong way at the professionals then get red flagged and dismissed. Someone to believe in me and work with me to turn my life around. Till I'm ready to be independent again	
12	30/11/2023 12:04 PM ID: 232837279	Through my own experience and this is from all sides, is agencies working together, more option for services users like outreach, meeting places, venues, more 1-1 offers and more holistic approach.	
13	05/12/2023 14:01 PM ID: 233151809	no time limits, it takes as long as it takes, no judgement if you dont turn up or loads of questions to were you have been, more choice as in different places for different stages of your journey, run alongside a social interaction and for different places to work together so your not forgotten or asked to constantly repeat your story. or lost in the system. more focus on the persons needs rather than ticking a box that makes them money, but leaves us worse than when we started.	
14	18/12/2023 13:45 PM ID: 234124339	Ll8v3d 35 yrs usa they are more real & upfront	
		answered	14
		skipped	1

12. What is your long-term plan in recovery?

Answer Choices			Response Percent	Response Total
1	Abstinence		30.77%	4
2	Reduction in use		7.69%	1
3	Maintenance		15.38%	2
4	Other (please specify):		46.15%	6
			answered	13
			skipped	2
Other (please specify): (6)				
1	22/11/2023 11:34 AM ID: 232149732	To get off everything		
2	22/11/2023 12:09 PM ID: 232157453	Be drug free apart from		
3	22/11/2023 13:08 PM ID: 232168048	To keep well		

12. What is your long-term plan in recovery?

4	30/11/2023 10:41 AM ID: 232827782	I think the stage I am now I will go through every one of these to hope fully get to abstinence. I'm always hopeful that may or could be possible with the right support and then not giving up on me when things get tough or I fall
5	30/11/2023 12:04 PM ID: 232837279	One DAY at a time,
6	05/12/2023 14:01 PM ID: 233151809	just to survive the day and not give in. some days its just to get to the next hour this is were switch were great they had it nailed

Any other comments: (5)

1	22/11/2023 12:34 PM ID: 232162258	I think this is the best choice for me because I have become to understand how quickly I have turned to alcohol in the past, and how quickly I become physically addicted to it.
2	22/11/2023 13:08 PM ID: 232168048	Not to be tempted back into drugs and to monitor drinking
3	30/11/2023 10:41 AM ID: 232827782	I feel very let down by all the systems in place, I feel I don't matter so long as I don't bother them and I'd be to hard to turn around, but I did pluck up the courage once to ask for help, but I have become so dependant now I'm not sure it would be possible to pull me back. I just do what I need to to get me to the next drink
4	30/11/2023 12:04 PM ID: 232837279	The relations we build with agencies is what gives us the trust and strength to face each day in a positive way, the more choice them services offer the greater the chance of us succeeding in long term abstinence. It needs more understanding longer and wider options
5	05/12/2023 14:01 PM ID: 233151809	it would be good to see services work together to make sure all the needs are met, take the pressure off the problems that contribute to the need to forget, example down south i had many issues with private landlord, rent arrears, debt collectors, probation services and social services, this took me from the odd weed to doing weed every day all day just to keep me calm, that wasn't enough and took me to coke, the more pressure the bigger the amount, when i did try to get through to them my mobile phone credit would run out leading me to pinch and sell on for cash, some cash left over more drugs the coke wasn't touching me so i bought heroin, wham had a really bad overdose woke up in hospital and knew i had to run, ended up north cannot remember how i got here, but thats when i went in a shop to pinch food and ended up on a programme and met switch, who sorted all the back ground stuff that was the pressure i couldnt cope with









13. What is your biggest motivation to succeed?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	13
1	22/11/2023 11:34 AM ID: 232149732	My own motivations		
2	22/11/2023 11:49 AM ID: 232153087	My health has drastically started struggling!		
3	22/11/2023 11:59 AM ID: 232155212	Build bridges - family and friends. Would be helpful for friends & family to speak to professionals to help understanding		
4	22/11/2023 12:09 PM ID: 232157453	'Life' and making it not just existing		
5	22/11/2023 12:34 PM ID: 232162258	My growth as a person. In turn this will mean I grow as a mother and hopefully one day my children can come back into my care.		

13. What is your biggest motivation to succeed?

6	22/11/2023 13:08 PM ID: 232168048	My daughter. My mental health. I do not ever want to feel how I did then.	
7	22/11/2023 13:14 PM ID: 232169142	For health	
8	22/11/2023 13:19 PM ID: 232170115	Health and wellbeing	
9	22/11/2023 13:24 PM ID: 232171300	Getting back to work	
10	30/11/2023 10:41 AM ID: 232827782	Was, me wanting to get back to the life I had before the abuse, family, friends, social activities, just feeling alive would have beengood	
11	30/11/2023 12:04 PM ID: 232837279	My kids	
12	05/12/2023 14:01 PM ID: 233151809	i really dont want to lose my family and the few good friends i now have, i have a lovely little home, but its really hard	
13	18/12/2023 13:45 PM ID: 234124339	Staying alive	
		answered	13
		skipped	2

14. What helps you to stay strong and focused? Please tick all that apply.

Answer Choices		Response Percent	Response Total
1	Mindfulness		14.29% 2
2	Reading		14.29% 2
3	Keeping a diary		0.00% 0
4	Family		42.86% 6
5	Friends		71.43% 10
6	Peer group		21.43% 3
7	Children		21.43% 3
8	Exercise		35.71% 5
9	Other (please specify):		21.43% 3
		answered	14
		skipped	1
Other (please specify): (3)			
1	22/11/2023 11:59 AM ID: 232155212	Go for walks - clears min	
2	30/11/2023 10:41 AM ID: 232827782	Nothing anymore, I have accepted this is my fate and I'm not afraid anymore	

14. What helps you to stay strong and focused? Please tick all that apply.

3	05/12/2023 14:01 PM ID: 233151809	my bible from switch its crazy but it makes sense to me, got a problem look at the info switch put in the book talk it through with my mum or sister who also tell me look at the bible
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15. Do you recognise your own triggers? Do you know what coping strategies help you?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	12
1	22/11/2023 11:34 AM ID: 232149732	Yeah		
2	22/11/2023 11:49 AM ID: 232153087	Yes!		
3	22/11/2023 11:59 AM ID: 232155212	Stay away from areas and certain people - recently moved		
4	22/11/2023 12:34 PM ID: 232162258	I have learned that is okay to cry, ok to talk, and ok to trust. If I keep following this I won't falter.		
5	22/11/2023 13:08 PM ID: 232168048	Being overwhelmed. Things being out of my control. Frustration.		
6	22/11/2023 13:14 PM ID: 232169142	Boredome, being at home all the time		
7	22/11/2023 13:19 PM ID: 232170115	General no triggers		
8	22/11/2023 13:24 PM ID: 232171300	No not at the minute		
9	30/11/2023 10:41 AM ID: 232827782	Been awake is now the main trigger		
10	30/11/2023 12:04 PM ID: 232837279	Yes my triggers are everyday stresses, knowing I can call family, my friends from switch. Making sure I am kept busy		
11	05/12/2023 14:01 PM ID: 233151809	yes pressure of everyday life stuff, i have learnt to take responsibility, but when i dont have the money to pay a bill i panic and that leads to the thoughts creeping in, but as i have said i look at my bible and think right get on with it		
12	18/12/2023 13:45 PM ID: 234124339	Yes		
			answered	12
			skipped	3

16. Is there anything else you would like to tell us?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	12

16. Is there anything else you would like to tell us?

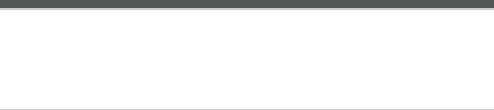

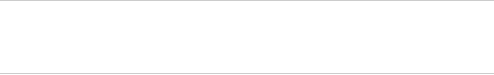




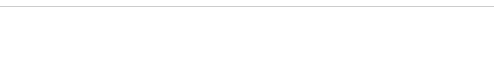


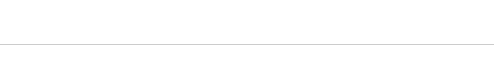


1	22/11/2023 11:34 AM ID: 232149732	No
2	22/11/2023 11:49 AM ID: 232153087	No!
3	22/11/2023 11:59 AM ID: 232155212	No
4	22/11/2023 12:34 PM ID: 232162258	Rcovery Connections is amazing! I wouldn't be the person I am now without them!
5	22/11/2023 13:08 PM ID: 232168048	Not talking about drugs and alcohol all the time - want to move forward with life - not to stay labelled. Likes arts and crafts - would like to do more.
6	22/11/2023 13:14 PM ID: 232169142	Quite happy at the moment
7	22/11/2023 13:19 PM ID: 232170115	Very happy with current service
8	22/11/2023 13:24 PM ID: 232171300	N/A
9	30/11/2023 10:41 AM ID: 232827782	I hope change can be made for the better and to meet the needs of those who are not able to access services in a normal way
10	30/11/2023 12:04 PM ID: 232837279	More options for working people as I did need to access service during my time of employment and found I had to take time out of my day which my employer had no issue with but I did as this impacted on guilt. And knowing the two hours I was not there someone may have needed my help. Do more chance is needed with more option and more choice of who and how you can access
11	05/12/2023 14:01 PM ID: 233151809	i know we are responsible for ourselves, there are many reasons why we end up with problems which lead to us falling down, with the right support when the person is ready it is achievable
12	18/12/2023 13:45 PM ID: 234124339	Said it already but despite my twang.am not only human being but English

answered	12
skipped	3

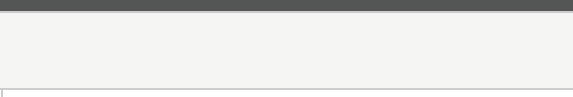








17. Which of the following best describes your ethnic group?

Answer Choices		Response Percent	Response Total
1	Asian/Asian British - Bangladeshi	0.00%	0
2	Asian/Asian British - Chinese	0.00%	0
3	Asian/Asian British - Indian	0.00%	0
4	Asian/Asian British - Pakistani	0.00%	0
5	Asian/Asian British - Any other Asian background	0.00%	0
6	Black/African/Caribbean/Black British - African	0.00%	0

17. Which of the following best describes your ethnic group?

7	Black/African/Caribbean/Black British - Any other Black/Black British background		0.00%	0
8	Black/African/Caribbean/Black British - Caribbean		0.00%	0
9	Mixed/Multiple ethnic group - White and Black Caribbean		0.00%	0
10	Mixed/Multiple ethnic group - any other mixed/multiple ethnic background		0.00%	0
11	Mixed/Multiple ethnic group - White and Asian		0.00%	0
12	Mixed/Multiple ethnic group - White and Black African		0.00%	0
13	White - English/Welsh/Scottish/Northern Irish/British		78.57%	11
14	White - any other white background		0.00%	0
15	White - Gypsy or Irish Traveller		0.00%	0
16	White - Irish		21.43%	3
17	Other ethnic group - Arab		0.00%	0
18	Other - any other ethnic background		0.00%	0
19	Prefer not to say		0.00%	0
			answered	14
			skipped	1




18. Age category

Answer Choices		Response Percent	Response Total	
1	13 - 17 years		0.00%	0
2	18 - 24 years		0.00%	0
3	25 - 34 years		33.33%	5
4	35 - 44 years		20.00%	3
5	45 - 54 years		26.67%	4
6	55 - 64 years		6.67%	1
7	65 - 74 years		6.67%	1
8	75+ years		6.67%	1
9	Prefer not to say		0.00%	0





18. Age category

answered	15
skipped	0

19. How would you describe your gender?

Answer Choices		Response Percent	Response Total
1	Female 	40.00%	6
2	Male 	53.33%	8
3	Non-binary	0.00%	0
4	Prefer not to say 	6.67%	1
		answered	15
		skipped	0

20. Sexual orientation

Answer Choices		Response Percent	Response Total
1	Asexual 	7.14%	1
2	Bisexual 	7.14%	1
3	Gay	0.00%	0
4	Heterosexual/Straight 	78.57%	11
5	Lesbian	0.00%	0
6	Pansexual	0.00%	0
7	Prefer not to say 	7.14%	1
8	Other	0.00%	0
9	Other (please specify):	0.00%	0
		answered	14
		skipped	1






Other (please specify): (0)

No answers found.

21. Religion or beliefs

Answer Choices	Response Percent	Response Total
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21. Religion or beliefs

1	Buddhist		0.00%	0
2	Christian		15.38%	2
3	Hindu		0.00%	0
4	Jewish		7.69%	1
5	Muslim		0.00%	0
6	Sikh		0.00%	0
7	No religion		53.85%	7
8	Prefer not to say		7.69%	1
9	Other (please specify):		15.38%	2
			answered	13
			skipped	2

Other (please specify): (2)

1	22/11/2023 13:19 PM ID: 232170115	Church of England
2	22/11/2023 13:24 PM ID: 232171300	Church of England







22. Marital or civil partnership status

Answer Choices		Response Percent	Response Total	
1	Single		80.00%	12
2	Married		0.00%	0
3	In a civil partnership		0.00%	0
4	Cohabiting		0.00%	0
5	Separated		6.67%	1
6	Divorced/dissolved civil partnership		0.00%	0
7	Widowed		0.00%	0
8	Prefer not to say		13.33%	2
9	Other (please specify):		0.00%	0
			answered	15
			skipped	0

Other (please specify): (0)

No answers found.

23. Carer, disability or long-term health condition? (please select all that apply)

Answer Choices			Response Percent	Response Total
1	Yes, I consider myself to be a carer		6.67%	1
2	Yes I consider myself to have a disability		40.00%	6
3	Yes, I consider myself to have a long-term health condition		53.33%	8
4	None of the above		6.67%	1
5	Prefer not to say		6.67%	1
6	Other (please specify):		33.33%	5
			answered	15
			skipped	0

Other (please specify): (5)

1	22/11/2023 12:34 PM ID: 232162258	It is long term mental health diagnosis
2	22/11/2023 13:08 PM ID: 232168048	Mental health
3	22/11/2023 13:14 PM ID: 232169142	Mobility issues, have knee problems
4	22/11/2023 13:19 PM ID: 232170115	Back problems, awaiting op
5	05/12/2023 14:01 PM ID: 233151809	mental health but is much more manageable i dont take medication i learnt to work through it