



‘Building Recovery’

Success Mapping Report of
The Nehemiah Project in South London

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The
 **Nehemiah**
Project

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Executive Summary

This report is a systematic mapping of the stories of success from The Nehemiah Project (TNP), and it aims to identify the unifying factors of transformation in each of the participants’ histories.

By carrying out in-depth interviews and gathering rich and robust data sets, we identified seven key factors of success that act as a practical move towards recovery. The aim of this report is to enable TNP to understand the key factors to success, so they can continue to replicate these features for continuous successes. In addition, by being able to adapt and build on these factors, individuals will be more able to manage their circumstances, and in turn, achieve their desired goals.

The seven factors of success include:

1. Desire to change, obtained through personal strength

- i. Individual motivation elicits a sense of agency
- ii. Development of mental strategies creates meaningful change
- iii. Increased hope motivates vision and direction
- iv. Faith and spirituality results in increased mental strength

2. Therapeutic and counselling services

- i. Therapy improves self-care and provides coping mechanisms for past trauma
- ii. Therapy acts as healthy channel to process raw feelings and emotions

3. Support from The Nehemiah Project staff

- i. Similar histories result in a feeling of unity and inspiration
- ii. Compassionate, welcoming and encouraging staff create a community
- iii. Supportive staff leads to an ability to openly express oneself

4. Peer support and guidance

- i. Group sessions allow participants to share
- ii. Informal interactions allow a sense of community and reduction in social isolation

5. Effectiveness of programme at The Nehemiah Project

- i. TNP’s structure instils routine
- ii. Exposure to the world outside enables a sense of freedom
- iii. Opportunities and new activities encourage the realisation of new interests

6. Knowledge of life skills

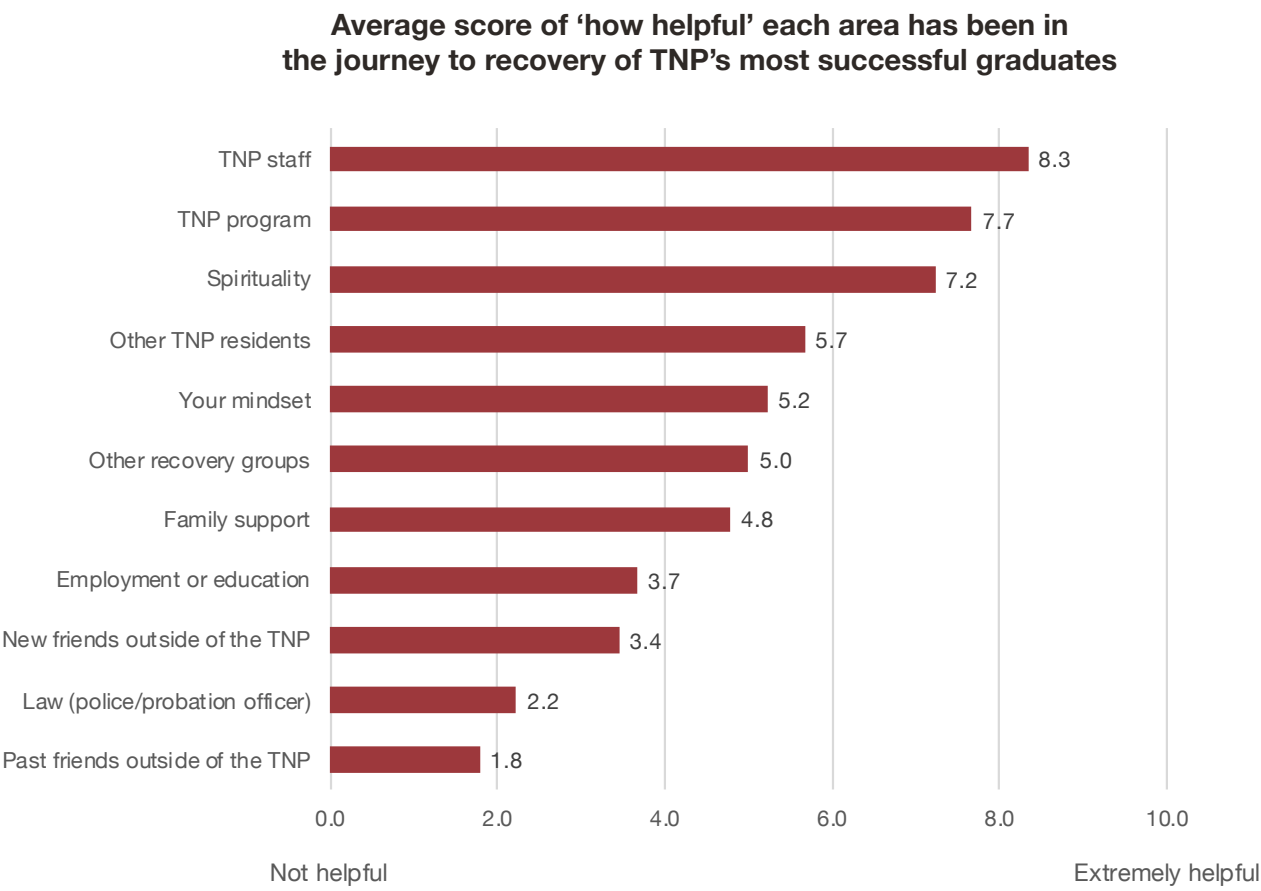
- i. Life skills support with effective stress management and positive behaviour
- ii. Life skills encourage prioritisation and goal setting

7. Living in a safe space

- i. Physical safety establishes feelings of security
- ii. Safe spaces create a transparent and non-judgemental environment

Alongside the qualitative findings, **respondents also ranked 11 areas of their life in order of ‘how helpful’ each were in their journey towards recovering.**

In line with the overall results, these responses showed that TNP Staff, TNP Program, and Spirituality were on average the most helpful areas.



Introduction

The Nehemiah Project (TNP) provides a home and support for men with a history of addiction and crime. TNP aim to transform these mens' lives to become valuable members of a community, rather than marginalised members of society. This report is a systematic mapping of the stories of success from TNP, and aims to identify the unifying factors of transformation in each of the participants' histories.

We have documented seven key factors of success which act as a practical move towards recovery. These have been commented on in detail so as to allow TNP to identify and replicate them in their future work. Through absorbing these supportive factors of success, participants commented on their involvement in positive career paths since leaving the supported accommodation, such as being a director of a charity, working for established sports venues and acting as dedicated volunteers at local charities and food banks. Each participant has made progress, in their own unique, subjective way. One participant aptly commented that "progress for me is the freedom I have from knowing I don't have to act on my impulses".

The steps to recovery and combating addiction has been a well researched area, particularly in public and mental health literature. Understanding recovery has become an increasingly vital feature of international addiction policy and practice, and has become a key public health priority (Neale et al, 2014). By understanding what makes an effective recovery, we can evidence this in government to reform drug and alcohol strategies, generate funding support for additional mutual aid groups and tailor service delivery. Neale et al (2014) have identified 14 key changes to measure recovery, which include psychological health, physical health, social functioning and identity. The aim of their research was to explore ways of measuring addiction recovery and the extent of agreement between service providers on possible recovery indicators. Through this research they recognised that recovery is a largely complex process which "extends beyond simply [a] quantitative measure of drug use and offering and encompasses other less tangible [...] changes" (ibid, 2014: 322).

This report is a systematic mapping of the stories of success from TNP, and aims to identify the unifying factors of transformation in each of the participants' journeys towards recovery.

One participant aptly commented that "progress for me is the freedom I have from knowing I don't have to act on my impulses".

Similarly, the Public Health Institute at Liverpool John Moores University (LJMU) (2017) have conducted an extensive evaluation of recovery communities across the UK. Their main question was: "how do the recovery communities help people to maintain abstinence?". Through a mixed methods approach, the research focused on the exploration of key recovery outcomes and the impact each community has on the recovery of the people who use them. It identified that to sustain recovery, one can refer to four key elements: human capital, social capital, physical and economic capital, and cultural capital (LJMU, 2017).

Whilst previous literature emphasises the importance of recovery, there is a lack of evidence on practical approaches that support transformative outcomes, beyond those in traditional substance misuse treatment (LMJU, 2017). More intangible outcomes, which are difficult to empirically measure, are acknowledged as a "challenge when looking to identify key predictors of what supports or maintains behaviour change and abstinence" (ibid, 2017: 10). The approach taken by this report for TNP provides insight into the nuances of service delivery which are most key; in turn ensuring these services are replicated to maximum effect.

In summary, this report hopes to identify the key moments that were both unique as well as universal amongst the participants, enabling TNP to better understand what are the key moments and features of their program that bring about the change they are seeking, so they can replicate those features for future, ongoing successes.

Methodology

Through consultation with TNP staff, we were able to identify a selection of some of the most successful residents over the past years. Once a total of 10 participants were identified, qualitative interviews were chosen to elicit in-depth views, experiences and perceptions regarding what has been beneficial (and less beneficial) on their journey to recovery. A semi-structured interview template was used to allow the freedom to express views in participants' own terms, as well as providing reliable, comparable qualitative data. Each interview was audio recorded and later transcribed. In analysing the interview material we adopted a grounded theory approach in order to allow the thematic framework to emerge from the data through an iterative coding process.

There is a lack of evidence on effective approaches that support positive transformative outcomes, beyond those in traditional substance misuse treatment.

Key factors of success

This section will allow us to understand what makes a successful recovery. A successful recovery can be characterised by individuals “voluntarily taking control of the problems associated with substance misuse, and becoming empowered to take on roles and responsibilities which enable them to lead healthy, productive and meaningful lives” (LJMU, 2017: 11).

It is key to recognise that each strand is not in silos, but is part of a holistic framework which provides a solid foundation for the participants to build lives on. A key factor of this framework is that it considers the broader social, environmental and physical determinants of health which supports participants in their journey to continue to avoid crime and substance misuse. Identifying the strategies, behaviours and actions which lead to recovery allow TNP to understand what has supported participants to achieve recovery, and understand the routes taken to achieve such desired goals. **We have identified seven key factors of success which will be detailed in full below, in no particular order. For each strand, we have identified the historic barrier to recovery, the positive ways around these barriers, and the desired effect.**

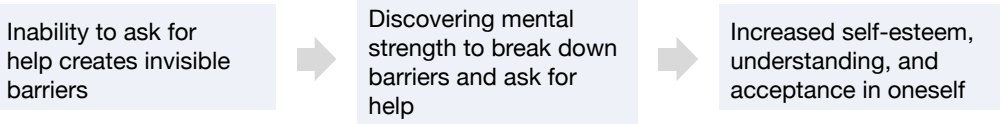
1

Desire to change, obtained through personal strength

“TNP can lead you to the well, the rest is up to you”

The most common key to recovery identified by all participants was the desire to change, or often referred to in associated literature as the ‘epistemological shift’ (Shaffer and Jones, 1989). This feature was paramount to many participants. Through identifying the importance of specific awakenings or realisations in their life, the decision to give up drugs was cemented. The key to this recovery process lies in the realisation that their damaged sense of self must be restored, combined with a revival of their old identities, or the creation of new ones. Through the interviews, it became apparent that this turning point is usually accompanied by an experience or event, which serves to stimulate or prompt the decision. These prompts are variable in nature and include a realisation of mortality, spiritual awakenings, hope of starting a new life or a need to understand one’s motivations for substance misuse or crime.

i. Individual motivation elicits a sense of agency



Throughout their lives participants have built up a psychological barrier, which has deterred them from asking for support and guidance. This may be due to not having the support networks available to them, or more likely, not having the courage and inner strength to verbalise their struggles. Once there had been a realisation that they themselves, have a sense of duty in this change, they wanted to take recovery seriously: “I think it is my responsibility now and I know when I am struggling I do need support and I ain’t ashamed to open up and ask for help”. This quote also clearly documents how participants broke down their invisible barrier of asking for help, to get the desired result of recovery. Through this desire to change, participants commented on the value of learning to understand themselves, which in turn leads to an acceptance of oneself and elicits a sense of agency. Individual motivation and a sense of self-esteem highlights the significant role participants can play in their own recovery, “I changed my ways [and] I know my mindset was focused and changed”.

ii. Development of mental strategies create change



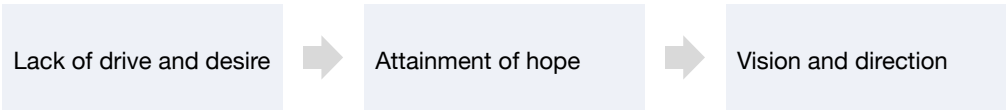
Participants also commented on recovery being a lonely journey, which in turn makes it a personal act, “it is something only the individual can do”. In order to keep motivated along this path, they spoke of varying different physical and mental strategies that enable them to keep focused. This ownership and shift in mindset allowed participants to begin to develop mental strategies and recognise that to set personal goals one has to have determination and strength. There was a recognition that “if you’re not ready or you’re not willing to push yourself to have the change you want, you have more time to relapse and [in turn] more times you will fail”.

There was a clear sense of perseverance which showed a maturity in understanding, acceptance and positivity:

“things end up working out if you stick to it, there’s always going to be hurdles, life ain’t easy, but if you let it get you down and you slack, more negative comes towards you, but if you keep pushing up, something will end up happening. Recovery has helped my mental health and if things get hard, I keep on pushing”.

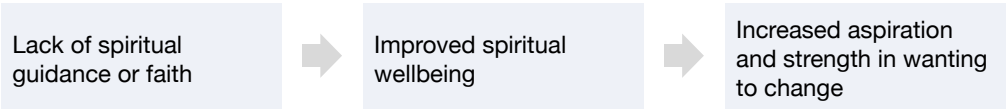
Indeed, participant’s ‘mindset’ was also highlighted in the quantitative questions (see graph in executive summary), and ranked as the fifth most helpful area of their life.

iii. Vision and direction obtained from hope



Along with attainment of hope, having direction and vision were further identified as being vital paths to recovery. It was documented that one can only gain direction and vision from their personal mental strength, “the hope of starting a new life gave me the mindset I needed”. One participant who spent his teenage years and early twenties involved in substance misuse and crime, mentioned that, “I have seen it a lot, people that don’t have the hope, don’t usually make it”.

iv. Mental strength gained from faith and spirituality



Whilst spirituality was alluded to as not being a significant part of participants lives before recovery, a key driver of mental strength and change was improved spiritual well being. This was identified by some participants as being monumental in their general journey towards recovery. Indeed, based upon the quantitative data (see graph in executive summary), spirituality was on average ranked as the third most helpful area of participant’s lives. “My faith is the number one thing”, said one participant. “Spirituality is fundamental to my recovery and it still is”, added another. One participant referred to spirituality as being the key first step in his journey:

“I cried out to God when I was in my lowest point, I said ‘I can’t do this anymore, it’s down to you’. The next day I reached for my half a bottle of vodka but I didn’t want it. From then on the spell of the wrong relationship with alcohol had gone. There is only way that could happen, that was through no human intervention.”

Whilst clearly a key in starting on the journey towards recovery, what was particularly interesting was that some participants also referred to spirituality as being a key in preventing relapse once this journey had begun. “It is my reliance on God that keeps me sober”, said one participant. “The more I [engage with God], the stronger it gets. Without God I couldn’t do it.” Referring to relapses in the past, another participant added “I truly believe recovery didn’t work well [in the past] because I didn’t have spirituality” and “spirituality is fundamental to my recovery, and it still is”.

In each case, it is key to note the incredibly personal nature of this spirituality. Rather than being very open and external about it, one participant said he was worshipping and praying a lot, but did not share this with anyone. “I didn’t want to articulate it too much or interfere with it” he said believing it might “sound wacky to someone else and it was between me and Him”. Another distinguished between his internal faith and the external place of organised religion, “God and religion are separate entities in my eyes, I go with God”, and a third concluded “I am no religion, but I am spiritual”.

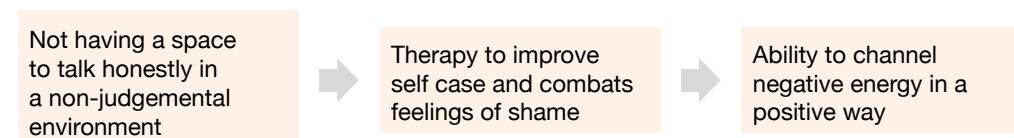
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Therapeutic and counselling services

“The most important antidote is opening up and getting it all out and with the 1:1s, I can open up on an individual basis and I can understand my own story better, understand my strengths and weaknesses”

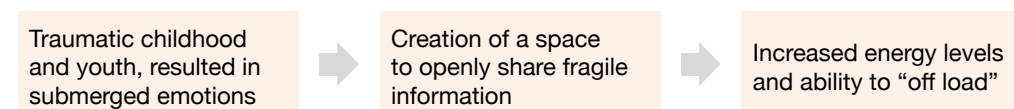
An additional strand towards successful recovery is therapeutic and counselling services, which provide a space for participants to share openly in a non-judgemental space.

i. Therapy improves self-care and provides coping mechanisms for past trauma



Through counselling, participants have commented on the space where they can establish safety and containment within the therapeutic framework. There was a large weighting on therapeutic approaches improving self-care, combating feelings of shame and teaching participants effective coping mechanisms. Participants commented that therapeutic services allow them to understand the trials and tribulations of life, as well as showing them the best way to channel their negative energy.

ii. Therapy acts as healthy channel to process raw feelings and emotions



Having been given the tools to process this trauma internally, the therapeutic sessions provided a healthy space to channel and process these raw feelings and emotions externally.

It was noted by one resident who suffered an extremely traumatic childhood that they had never had the opportunity to express themselves externally, “if someone suffered from abuse, they are now really stuck inside themselves [...]”

they have so much shame and don’t dare tell anyone else the truth”. However, through therapy, these unresolved emotional issues which have been submerged by addiction, have come to the surface.

By creating this space, and being able to share sensitive information with therapists and counsellors, the therapeutic sessions enable participants to no longer be “stuck inside themselves”. As another participant said it allowed him to “off load and [in turn] have the energy to do life”. This latter point highlights the crucial result of these therapy sessions, as offloading negative emotions from the past allows a significant increase in energy in the present.

Another participant commented on the in-house counselling at TNP being “world changing”. After having negative preconceptions of counselling, he mentioned how it’s helped him:

“deal with a lot of stuff that crops up and I wasn’t able to touch them at the time, but now it gives me a space to openly talk about them, without being judged... It is a free space, where I can explain how I am feeling. I have always learnt something. That has been monumentally significant in my journey to recovery”.

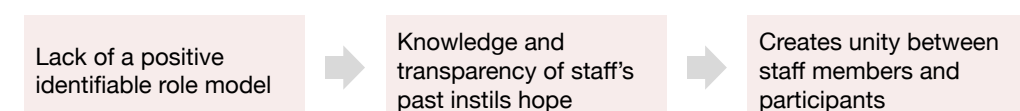
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Support from The Nehemiah Project staff

“I found it very welcoming here, I had time to bed down my recovery”

A vital strand to success identified by the participants was the support and guidance provided by the staff members at TNP, “without staff, without this place, I would be nowhere”. These have been broken up into three subsections to look at the holistic, in depth service provision and assistance provided.

i. Similar histories result in a feeling of unity and inspiration



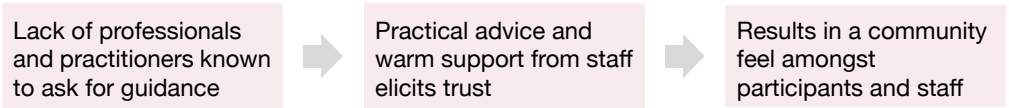
Participants spoke of the importance of the staff members’ life history. It was noted that those staff members who had been transparent enough to share their journeys and entrust participants with their personal histories, instilled a sense of inspiration and hope in the participant. The staff’s openness and transparency

when reflecting on their addiction behaviour, created a sense of unity, which in turn broke down a barrier. One participant mentioned that they trusted the staff and believed everything they said:

“They spoke to me and were honest. They wanted me to really help myself and recover. I wasn’t given any special [treatment], and they wouldn’t take any nonsense from anyone. They became a family I inherited/ found. Everything they said or did has helped tremendously, so I can’t fault them”.

As the staff members were adaptable and showcased being “streetwise” it enabled participants to feel a similarity and relatability in the staff. TNP staff provided light, hope and inspiration for participants who felt that “if they can do it, why can’t I?”. Having this sense of adaptability and empathy on both sides encouraged a sense of solidarity and rapport. It was noted that the TNP staff are one of the key reasons why participants are successful in recovery, “it’s all down to myself and the staff at TNP, which is a Godsend, because if it wasn’t for TNP I’d either be doing a big sentence or I’d be dead”.

ii. Compassionate, welcoming and encouraging staff create a community



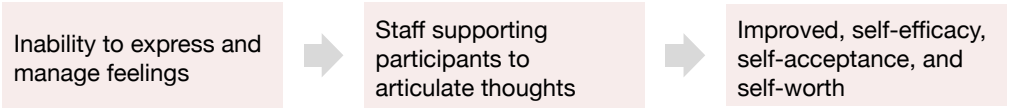
As well as staff members having relatable histories, they have often been regarded as family members who provide “every bit of help” needed. Through the professional and supportive nature of the staff, participants have felt reassured by the practical advice given to them. It was recognised that staff members generally help with every issue, and if a solution wasn’t easily identifiable, staff would go out of their way to find an answer. One clear example of this is when a participant eluded to a court case regarding old car fines. He was feeling anxious and did not want to be associated with the criminal justice system again. However, his anxiety was overridden by the “unbelievable” involvement by the staff who represented him and resolved the issue, assistance for which the participant remained extremely grateful. Another participant commented on the fact that if staff members cannot find a solution to the problem at hand, “they go above their way pretty much all the time, to make things better and if they can’t make things better, they will try and find a solution to work out how to make it better”.

In addition to the practical support given to participants, the care, warmth and protection of TNP staff was widely commented on. They have been described as “incredibly helpful, incredibly loving and incredibly kind”. Often participants come to live at TNP without having had much attention and affection in their lives prior, and so the support given at TNP has come as a surprise to individuals. Thus, it

elicits a sense of trust, for “it takes two things for a person to sort their life out, it’s my desire and their support, and they guide me the way and I just trusted them to do that”. This trust forms a bond and openness between both parties where the participants feels fully supported, “my key worker is the person I talk to if I have any issues in life, or if I’m having a bad time. We weigh up opportunities, he is my port of call for life [...] he knows what triggers me [and is] massively helpful”.

The welcoming environment that is nurtured by TNP staff has enabled participants to feel a part of a community. They have recognised that through the “absolutely flawless” staff who listen and give them support, they have someone who believes in them, gives them encouragement and praise, as well as recognises their potential. All of which is positive affirmation which has not previously been experienced in the lives of the participants, but is warmly welcomed and recognised as being a focal part of their recovery journey and a positive step towards creating a life for themselves.

iii. Supportive staff leads to an ability to express oneself



Many participants spoke about their inability to verbally express and manage their feelings before coming to the TNP and holding feelings of shame and guilt. This was down to either, implicitly or explicitly being told that showing emotion is a sign of weakness. Also, some participants commented that in prison, if men were to deviate from the traditional masculine norms by being emotionally expressive and talking about their feelings, they would be targeted. With this mindset, one participant mentioned that:

“you need a defensive mechanism when you are in prison and you bring that to the house at the beginning [...] I was very challenging at the beginning, and staff were very patient. I realised as I progressed through, what progress I was making of understanding I am responsible for my decision making, my actions and reactions”.

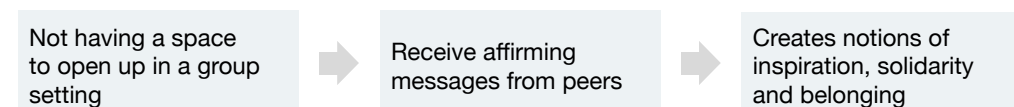
Not speaking to anyone about their emotions, participants “hid in a bottle”, however through the conversations and support by the TNP staff, participants began to talk openly and share their thoughts. This ability to verbalise emotions, has improved self-efficacy, self-acceptance and self-worth in the lives of participants. As well as this, it has generated trust in others through breaking down invisible, emotional barriers and attaining gratitude. One participant mentioned that, “for men like me, at my age they never opened up and discuss things like this [...] it’s just not on their radar, so when you start engaging with things like that [...] it’s quite revealing [...] and refreshing”.

4

Peer support and guidance

"We had an incredibly diverse group of people but we all just gelled. We got it, we were all on the same track and we were trying not to go backwards"

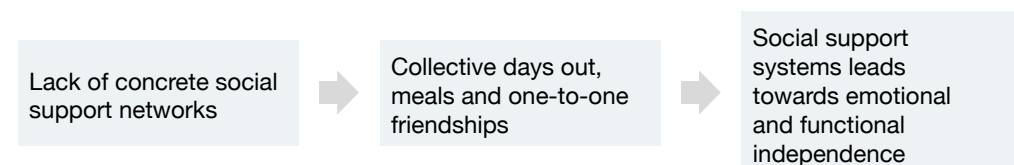
i. Group sessions allow participants to share



The group sessions at TNP and other recovery group sessions (AA/ NA/ CA) allowed for the participants to share their lives with their peers, discarding flawed messages carried subconsciously from their formative years. By being in a space with other recovery addicts, and receiving affirming messages from peers, participants learnt to construct a new, positive version of themselves and learn how to internally value themselves, "these people know you, they all know which situation they're in, because they're all the same. I get stuff from them and I think, 'that's it, that's how I feel!'".

One participant commented that despite being very shy, he found he was comfortable talking in the group sessions. Furthermore, the supportive nature of these groups enabled participants to feel a strong sense of belonging by "being in a community with other people who were going through the same thing".

ii. Informal interactions allow a sense of community and reduction in social isolation



Peer support was not only attained in group sessions, but also through more informal interactions with other residents, in collective days out, dinners at home and one to one friendships:

"People I meet in meetings that grow into friendships because we share the same common goal and same common issue, that is a very special thing because that is two massive things we have in common, that is a really great foundation for a good friendship".

The days out provided by TNP were seen by participants as a day of bonding with one another, allowing them to feel "normal" as it "helps you to appreciate life and how better life is now [...] compared to drugs, where it is one big blur". This created a sense of community, resulting in reduced social isolation. By acquiring these social support systems, it leads to healthy relationships, and moves towards emotional and functional independence, abandoning former, negative relationships (Neale, 2014).

An additional key aspect to peer support was the desire to provide a support service, by which helping others helps oneself, "I helped him and he helped me, by two addicts engaging in conversation it's absolutely incredible". This in turn leads to enhanced social functioning, improved social integration and better self-management. Being validated by one's own peer group, was documented as being "the most powerful medicine in the world", highlighting the importance given to peer support.

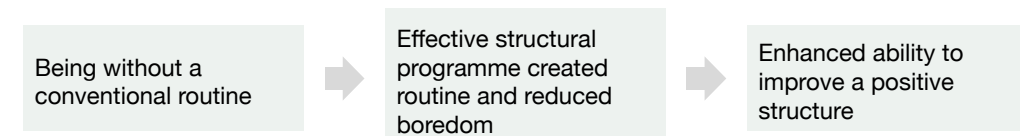
5

Effectiveness of the programme at The Nehemiah Project

"Coming to TNP was one of the best places I have ever come, a rehab that really cleaned and sorted me out"

One of the most prominent and influential factors of success amongst all participants was their involvement with TNP. TNP was simultaneously seen as a guide, a saviour and a strong family network. The support of the TNP has been divided into three sections to highlight the most effective tools towards a successful recovery.

i. TNP's structure instils routine



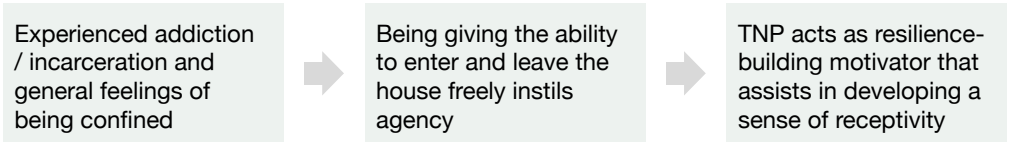
The structure provided by TNP was seen as invaluable as it gave the participants routine. One participant mentioned that "TNP saved my life 100% and put me on the structural road to what I've always been looking for". Being kept busy with chores, key work meetings, journal writing, volunteering opportunities, groups sessions and hosting events with family members, it allowed participants to "work on [challenges] and see what's going on instead of hiding it" and "recognise that

[they] have to not be idle, [as] action is recovery”. This meaningful use of time led to reduced boredom and increased participation in leisure activities, which resulted in an enhanced ability to impose a positive structure on one’s own life.

Through structure it was recognised that TNP gives participants the time and space to work on themselves to allow them to set strong foundations and identify what they do and do not find interesting. A way in which they do this is through the support with obtaining volunteering roles. This allowed residents to get “experience of working with vulnerable people, which shows you how important recovery is and how important it is to have somewhere like this (TNP) to show you where you want to go”. Through volunteering and securing a stable role in society participants achieved a sense of fulfilment, perspective and purpose as they could give back to the community:

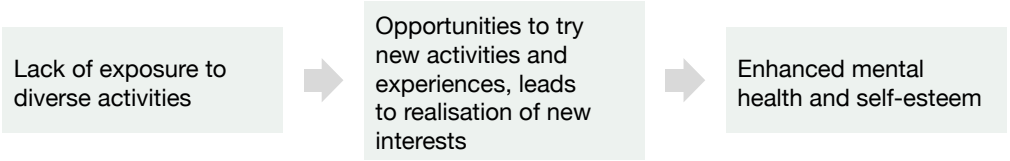
“helping vulnerable people showed me how hard people have got it. Some people are stuck in that rut and have no way out. It might be hard at the moment, and things happen out of control, and some people give up which makes me feel stronger ”.

ii. Exposure to the world outside enables a sense of freedom



It was noted that “the rules in the house aren’t rules that imprison you, because the door is always open”, which highlights the autonomy to enter and leave the house when participants wanted. By giving participants space, in both the physical and psychological sense, it enabled independence which prepared them for reality once they leave the supportive environment of TNP. This instilled a sense of agency in their lives and allowed them to not feel trapped or “hid in a bubble”. Thus, TNP acts as a resilience-building motivator that assists in developing a sense of receptivity by way of activities, strengthening supportive social networks and having access to supportive living accommodation (Neale et al, 2014).

iii. Opportunities encourage the realisation of new interests



The opportunities at TNP were identified as a pathway to a successful recovery, “I felt very privileged and lucky, so I took this opportunity and ran with it and did what was suggested for me”. One participant commented that simply being at the house and being given a chance, instilled a strong sense of gratitude for this opportunity. Whilst another participant warmly noted that the opportunity of being at TNP guided him through his journey out of substance misuse:

“Places like this essentially hold your hand and try and fix and rebuild and mend you. If it wasn’t for this place and the opportunity [I] got to rebuild [...] I wouldn’t have made it because I didn’t have the foundation this place provides”.

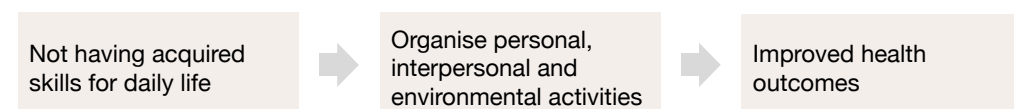
Whilst these participants have commented on a chance given to them in a holistic sense, other participants specifically mentioned nuanced opportunities provided by the TNP. Through TNP’s encouragement of eating healthy and exercise, a participant commented how attending the gym enabled him to effectively channel the energy he had pent up. This opportunity resulted in a realisation of new interests and an understanding that exercise is a means to maintain and enhance good mental health, self-esteem and mood state.

6

Knowledge of life skills

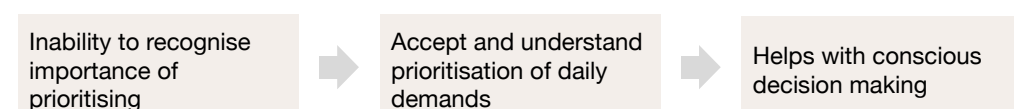
"I learnt the fundamentals of how to live life relatively hassle free. I learnt how to get on with things and not panic so much. TNP facilitated growth in who I am [and] gave me more confidence and understanding of responsibility".

i. Life skills support with effective stress management and positive behaviour



The term 'life skills' can incorporate a large range of socio-psychological skills such as budgeting, prioritising, looking for employment or voluntary experiences and learning how to make achievable plans for the future. One participant found knowledge of life skills at TNP particularly helpful, "because it is a way of training your mind how to think, and we do the circle of change and other things which help me in my day to day life". Through acquiring such skills, participants can organise personal, interpersonal and environmental actions, so as to lead to improved health outcomes, which in turn leads to more physical, psychological and social comfort (Moshki, 2014). These life skills continue to support participants in their everyday existence and due to learning such "new tools, courses on how to reorganise your life, how to engage with people," one participant specifically mentioned that he daily keeps everything he learnt with him, "I have a different outlook on life, I am more open than I used to be and have made more friends".

ii. Life skills encourage prioritisation and goal setting



As well as these skills acting as tools for effective stress management and positive behaviour, some participants spoke of how living at TNP has shown them how to live like an adult. Life skills have enabled them to recognise the importance of prioritisation, "the little work we do helps us think, what is important, what is less important, and what can wait". Equipped with these skills, the participant can begin to accept and understand the daily demands and expectations of him, which help make conscious decisions, communicate effectively, in turn, adopting a purposeful lifestyle, with realistic goals.

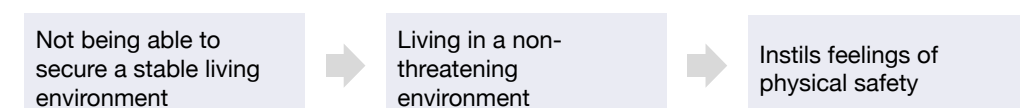
7

Living in a safe space

"TNP gives you a sanctuary where you know the integrity of this place has the purity where you can get yourself well and the support that comes from this is invaluable"

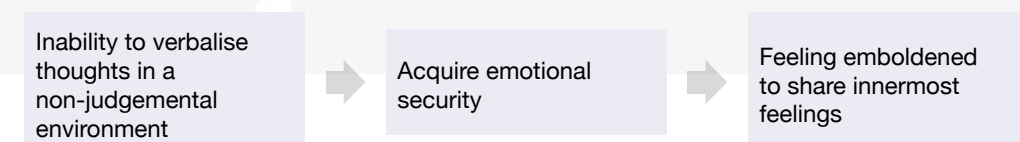
Participants appreciated the safe space that was provided for them by TNP. This 'space' is referred to in both the physical and psychological sense.

i. Physical safety establish feelings of security



Firstly, participants valued the secure, stable and appropriate housing. By "having a safe space to come home [and] having my own room and putting stuff in there without worrying it'd get nicked", participants have an accepting environment to live in. These participants may feel ostracised elsewhere, and so the value of a non-threatening space is paramount.

ii. Safe spaces create a transparent and non-judgemental environment



Living in a safe space relates to interacting in a non-judgemental environment which provides emotional security and enables participants to "feel a part of something". This concept of safe space relates to participants who felt that the house offered a space where you could be listened to through conditional positive regard. People spoke of the importance of openly sharing in this safe space, in turn allowing them to feel a "better grounded, smoother, calmer human being". It is key to identify that the healing and nurturing environment created by TNP, has enabled participants to feel emboldened to share their innermost feelings. These feelings have then been heard, supported and respected.

Conclusions and recommendations

Despite the participants sharing tales of their traumatic childhoods and abuse inflicted youth, **through these influential factors of success they have remarkably left a life of addiction and crime behind them, moving towards a brighter future.** As has been shown, both directly and indirectly, TNP has been a vital part of these factors to success, and should replicate and build upon these same causal routes in the future.

Whilst TNP has been positively regarded as a thoughtful and comprehensive service provider, below are some recommendations to take from this success mapping, to continue effective service delivery and support:

- Host more activities and days out for residents to bond informally
- TNP to promote themselves more (i.e. in prisons) so the service can become well known nationally
- Tangibly support residents find housing once they have left TNP, either through bespoke advice sessions, signposting or collaborating with referral partners
- Continue to ensure a strong routine and structure to resident's habitual lives
- Continue to employ encouraging staff who have relatable pasts
- Pairing newly arrived residents with "buddies" who have been living in the supported accommodation from a longer period of time
- Every new arrival should document key targets and goals with their key worker to enable a sense of purpose
- Staff to continue recognising that this is not a homogenous group, but each individual has their own unique history
- Increase the number and length of individual key work sessions

This report has been written as a guide to enable TNP to understand the key factors of success. By being able to adapt these factors, individuals will be more able to manage their circumstances and achieve their personal and professional goals. This will then empower them to realise their full potential, reach a strong quality of life and positively engage in society.

Both directly and indirectly, TNP has been a vital part of these factors of success, and should replicate and build upon these same causal routes in the future.

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About the author

Saliha is a qualitative researcher at Eido Research, who has expertise working with minority communities in the UK and further afield. She has undertaken multiple research posts with University of Oxford and University of Sussex, exploring forced eviction, law enforcement and border controls. Saliha has previously worked within policy where she partnered with NHS England to produce a guide which examines how local voluntary and community sectors can help NHS organisations better engage with marginalised communities.

Saliha has an MSc in Migration, Mobility and Development from the School of Oriental and African Studies and her masters' dissertation used an intersectional approach to address multiple grounds of labour market discrimination. She is interested in advocating for the rights of marginalised communities, promoting public health and creating community cohesion.



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Eido Research is a research partnership that helps faith-based groups and charities measure and grow their impact in society. We do this through conducting research, training sessions, and advising leaders.

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