



# North East Recovery Community

Together We Recover

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OUR JOURNEY SO FAR

2013-2018

THE FIRST FIVE YEARS

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## FOREWORD



I want to start by saying how privileged I feel to have been involved with North East Recovery Community (NERC), to have witnessed its birth and the recovery community growing from strength to strength.

The existing initiatives continue to develop and each one offers a supportive and caring environment for all participants. Charlie Canning, North East Recovery Day (NERD), Parkhead Addiction Recovery Café (PARC), Recovery Empowers North East Women (RENEW), Springburn Addiction Recovery Cafe (SpARC) and Sunday Social all provide a vital service to the local community and the recovery community across North East Glasgow. Recovery offers hope to people who have lost belief in themselves, and NERC provides that encouragement and inspiration on a daily basis.

The Alcohol and Drug Recovery Service, as well as other addiction services, start the journey with service users to address problematic alcohol and/or drug use. The recovery initiatives are crucial in supporting people to continue and maintain their recovery. But more than that – each of the initiatives offer warmth, friendship and a genuine willingness to help. They offer a place to feel safe and open to challenge, which is essential to people's recovery and well-being.

NERC have not only maintained the existing cafés over the past 5 years, but have responded to the community needs and developed even further. NERC are passionate about supporting people into recovery and never stop looking for new ways to do this.

We have also seen existing links with other agencies strengthening as well as the development of new relationships, providing huge benefit to people in recovery and family members across North East - Glasgow Kelvin College, CABs, Peer Mentoring Service through GEAAP, FASS, SDF, Addaction, Phoenix, and Health Improvement to name a few.

I never stop being amazed by the commitment of the volunteers, most of whom have had their own struggles. And yet they continually give their time and energy to others who require support and assistance. The volunteers provide a very real example of recovery to people who have not yet achieved stability, and engagement with the idea that 'recovery is possible' cannot be underestimated. The knowledge, skills and values of the volunteers across NERC mean that they are able to adapt their approaches with people as they come through the doors, and give a warm welcome to everyone, regardless of what stage of the journey they are on.

I would like to take this opportunity to thank the numerous organisations and staff who contribute to the recovery strategy across North East Glasgow. Most importantly though, I would like to say a massive thank you to all the volunteers across NERC, and congratulations for all that you have achieved over the past 5 years. You are a fantastic group of people and I wish NERC well for the future.

**Kelda Gaffney**

North East Addiction Service Manager



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## WHO WE ARE

### What is North East Recovery Community (NERC)?

North East Recovery Community (NERC) is a peer led voluntary organisation that provides a variety of recovery initiatives within the North East sector of Glasgow, with the aim of promoting and assisting recovery from addiction to alcohol and drugs. NERC encourages people in recovery to come together for mutual support. NERC works in partnership with relevant organisations to develop strategies, plans and structures for people in recovery, or seeking to access recovery.

NERC as an organisation was ratified as a co-ordinating body for existing volunteer initiatives in the North East Sector (Charlie Canning Centre- (CCC), North East Recovery Day – (NERD) and Sunday Social – (SS) in February 2014. The formation of NERC was agreed at a recovery community consultation event in Dec 2013, which took place at St Andrews on the Square.

NERC, since its inception has planned and developed a further three recovery initiatives, Parkhead Addiction Recovery Café (PARC), Springburn Addiction Recovery Café (SpARC) and Recovery Empowers North East Women (RENEW). NERC is now a constituted body, and is now a co-ordinating organisation for these six initiatives. NERC has also assumed responsibility to support future volunteer led recovery initiatives that are developed in the North East area.

In 2016 NERC sourced their own premises in the Bridgeton area.







## CHAIRPERSON'S REPORT



### PAUL DONNACHY 2014 - 15

Paul was the first NERC Chair and did this from 2014 – 2015. He had the responsibility of laying the foundations of the inaugural committee. He was integral in steering NERC towards completing the constitution and he designed the NERC Logo. He brought an energy, passion and commitment to seeing NERC grow into an established peer led organisation. Paul has now successfully moved on to training and employment opportunities and NERC are grateful to him for his founding work and wish him all the best for the future.



### ANNE-MARIE NEWMAN 2015 - 17

*"It always seems impossible, until it's done"*  
Team work and vision.

As Chairperson from April 2016 – April 2017, I want to say a huge thanks to the founding Chair, Paul Donnachy, who gave me a great platform from which to help the organisation move forward.

The last few years have been a time of great activity and this has generated a huge amount of energy within the army of volunteers that support NERC. As with all organisations NERC faces challenges from the changing landscape of Recovery Services within the North East. Despite these uncertainties NERC remains fully focussed on its forward journey.

Of course with all the challenges comes great opportunities for development and I am so proud of the many achievements that our fantastic volunteers have accomplished. Many are continuing their education taking on SVQ 3 qualifications through the PSP / Elevate route. Others are training with Celtic FC and Rangers FC to improve their health and well-being which promotes confidence and well-being. Ultimately most of our volunteers whilst wishing to be a productive citizen with a worthwhile gift /skill / talent to contribute in some way to their community, they want to find employment in an area that sustains their recovery. To this end I send a huge thanks to those now in employment who continue to put out their hand to the new volunteers and give back to NERC in a way that is invaluable and immeasurable.

For all the NERC volunteers, participants, staff and communities thank you for all your support and assistance to help us achieve our first office space where we will be able to deliver our induction training by Peers for Peers in our own environment. We now have another string to our bow and we will utilise this to involve the Recovery community. NERC will continue to DREAM, BELIEVE, ACHIEVE but we can't do it alone.



## SENGA LLOYD 2017 - 18

Much to my delight I was voted in as Chairperson of NERC, and did this role from April

2017 – April 2018. I would like to thank the previous Chairperson, Ann-Marie Newman who did a fantastic job, and was a hard act to follow. Ann-Marie has been a great help to me, giving advice and guiding me down the right road.

It was a big step for me to put myself forward at the time, as due to my work commitments I wasn't sure if I was able to carry out my duties as Chairperson. But with the help of the rest of the committee, Ann-Marie as vice chair, I have really enjoyed my duties.

It has been marvellous seeing the 6 Recovery Cafés going from strength to strength. Seeing volunteers moving in to SVQ placements and some onto employment. Some volunteers got the opportunity to go abroad with Elevate and experience a different way of life in recovery in a different country.

I personally have had great support from volunteers, committee members and Link Workers over the last 6 years. I had been part of the Sunday Social to begin with and then all the other cafés, after we started working together to become the strong organisation that is NERC.

It is great to see new volunteers joining NERC as others move on. Most of all is great to see how the support the cafés give to participants who are going or who have come through recovery and helping them to sustained their recovery, and some who go onto become volunteers if not with NERC but with other organisations. May every volunteer and participant go forward and reach their goals.



## STEPHEN MCGOWAN 2018 - PRESENT

I was voted in as NERC Chairperson on April 2018 from my peers and took on the position with an open mind. I seen it as a position, an opportunity, to further my recovery and people skills and personal development and self-growth. I was a volunteer with NERC at this time and it was the perfect opportunity to get more involved with the recovery community of Glasgow. I am from Stirling but found my recovery was more based in Glasgow. I have learned so much more about what happens in the wider community. This role has gave me more compassion and understanding, listening skills, and a sense of trust and responsibility. I think the work that NERC does is amazing, giving so much to the community, and also so much support to each other within the peer group. I recognise that the volunteers go above and beyond the call of duty and go to any lengths because they know what it is like to come from a place where you are needing recovery. All the cafés have different things to offer. I want to watch NERC continue to grow and do what it set out to do in the community, which is to change lives! And I would just like to thank NERC as a whole for being a massive part of my recovery.





## WHAT WE DO

NERC is part of a wider Recovery Community and is encouraged by the links with the local community and also the national supports.

We recognise that this begins with each individual who values their recovery and wants to give back to their families and communities who may have been hurt or damaged by addiction. By bringing individuals together with a collective conscience to make some civic repair and at the same time growing into a contributing citizen and giving back to the community at large.

To do this we need support from everyone involved from individuals, friends, families, community rehabs, residential rehabs, community addiction teams, gps, funders to the community on our doorsteps. Giving people the opportunity to grow and develop benefits not only that individual but everyone involved.

Come along and be part of our team, together we can recover.







## WHAT WE OFFER



### Mutual Aid Groups

These range from traditional Fellowship groups, ORT, SMART to the more informal recovery based, peer-led groups where people have an opportunity to chat and connect in a supportive, relaxed atmosphere.



### Complementary Therapies

Feeling relaxed and calm is very important in early recovery and a blend of Massage, Reiki and Auricular Acupuncture (Acu-Detox) are on offer to all our participants and are very popular.



### Counselling and Cognitive Behavioural Therapy (CBT)

Access to personal, 1 to 1 counselling is available and also to CBT to help with issues arising from addiction to drugs or alcohol. These may consist of a one off session or a six week course as required.



### Life Skills and Educational Activities

With links to the Community Resources we connect with lifelong learning, IT, Jobs and Business, Citizens Advice and many others that offer help and assistance. Some cafés have cooking groups for participants, Elevate, Glasgow Kelvin College.



### Exercise and Leisure Activities

Most cafés offer table tennis, pool and access to the Running Club. Other cafés offer darts, indoor bowls, , arts and crafts, walking groups, yoga and self-defense. Some people enjoy chess, draughts and board games.



### Refreshments

It is a very welcoming and inviting way to help people relax over a cup of tea or coffee. It makes getting to know someone a little easier. There is homemade soup and warming meals available at the cafés. Try some.



## OUR RECOVERY CAFES

Please note that the times and details of these cafes are correct at the time of printing.  
Please phone 07522 347946 for up to date information if you are unsure.



**Charlie Canning Centre**  
Mondays, Wednesdays, Fridays  
and Saturdays 12pm – 4pm.  
*Charlie Canning Centre,  
181 Shettleston Road, Glasgow, G31 5JL*



**North East Recovery Day (NERD)**  
NERD Recovery Cafe  
Saturdays 10am – 2pm.  
*1567 Shettleston Road,  
G32 9AS*



**Sunday Social**  
Sundays 11am – 3pm.  
*Glasgow Kelvin College, Easterhouse  
Campus, 1200 Westerhouse Road,  
Easterhouse, Glasgow G34 9HZ*



**Parkhead Addiction Recovery  
Café (PARC)** Wednesdays  
From 12pm till 4.30pm  
*Nazarene Church Parkhead,  
12 – 14 Burgher Street, Parkhead,  
Glasgow, G31 4TB*



**Recovery Empowers North East  
Women (RENEW)**  
Fridays 10am – 2pm.  
*Calton Heritage and Learning  
Centre, 423 London Road, Glasgow,  
G40 1AG*



**Springburn Addiction Recovery  
Café (SpARC)**  
Tuesdays 5pm – 8pm.  
*Glasgow Kelvin College,  
Springburn Campus, 123 Flemington  
Street G21 4TD*

Children are welcome at all of our initiatives although we ask that a responsible adult supervises any under 16's at all times. Two of our café's (RENEW and SpARC) have a mobile crèche available although this must be booked a week in advance."









# CHARLIE CANNING CENTRE

**Charlie Canning Centre** is based in the Parkhead area and takes place four times weekly, on a Monday, Wednesday, Friday and Saturday between 12pm – 4pm. Charlie Canning provides social support to anyone with addiction issues. The initiative is well established and attracts 15-25 people on weekdays, and between 30-40 people on a Saturday. Charlie Canning is primarily a social initiative, and provides a social structure for its members. This activity includes access to a computer suite, a variety of leisure activities, masseuse and community café.







## Facilities & Activities


### Activities

-  Indoor bowls
-  Darts
-  Pool
-  Table tennis
-  Quiz competitions
-  Volunteering


### Advice & Support

-  Informal chat
-  Employment & Education Advice
-  Welfare Rights Advice
-  Peer Support

### Therapies

-  Massage

### Refreshments

-  Light Refreshments



(formerly Safe Haven)

181 Shettleston Road (old Job Centre), Glasgow G31 5JL  
Tel: 07522 347946

**OPEN  
MON, WED,  
FRI & SAT  
12pm - 4pm**



## NORTH EAST RECOVERY DAY (NERD)

**NERD** takes place on a Saturday between 10am – 2pm. Anecdotally participants have stated that NERD offers a nice warm welcome and has filled a service gap, in that it provides support at a high risk time when most services are closed. NERD is an established recovery initiative and promotes a variety of recovery options within this setting. These options include Mutual Aid groups, complimentary therapies including massages, reiki and auricular acupuncture. NERD also provides leisure activities including Yoga and Pool.



### Facilities & Activities

#### Activities



Pool



Table tennis

#### Advice & Support



Mutual Aid Meetings



Recovery Meeting

#### Therapies



Reiki /  
Massage



Auricular  
Acupuncture



Yoga

#### Refreshments



Breakfast &  
Light Refreshments



**OPEN  
SATURDAYS  
10am - 2pm**

Fuse Youth Cafe, 1567 Shettleston Road, G32 9AS  
Tel: 07522 347946





## SUNDAY SOCIAL

**Sunday Social** as title says takes place on a Sunday between 11am-4pm in the Easterhouse area. The Sunday Social started life in the Bridge in Easterhouse but has now moved to Glasgow Kelvin College Easterhouse Campus where it continues to attract 50 to 60 participants on a weekly basis. Sunday Social provides a free soup and sandwich. It also provides community activities such as art and computing classes, which attract a diverse range of people. They also provide a walking group, a 12 step mutual aid meeting, and a recovery meeting which is central to their programme.



### Facilities & Activities

#### Activities



Walking Group



Mutual Aid Meetings



Recovery Meeting



Employment  
& Education Advice



Welfare Rights Advice



Peer Support

#### Advice & Support

#### Therapies



Reiki /  
Massage



Auricular  
Acupuncture

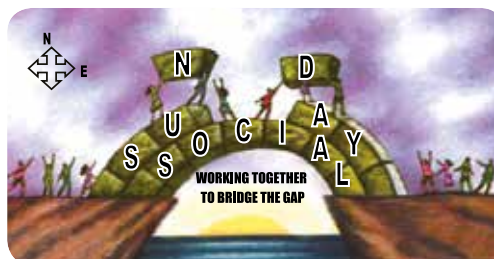


Art Therapy

#### Refreshments



Free soup  
and sandwiches



**EVERY  
SUNDAY  
11am - 3pm**

Glasgow Kelvin College, Easterhouse Campus Bridge, 1200 Westerhouse Road,  
Easterhouse, Glasgow, G34 9HZ Tel: 07522 347946

# PARKHEAD ADDICTION RECOVERY CAFE (PARC)

**PARC** has now changed its time to 12pm – 4.30pm on a Wednesday after consultation with its participants, and continues to attract 70-100 people on a weekly basis. PARC has now made a significant positive impact in an area with a high prevalence of drug/alcohol use. This has been evidenced by the church and the local Alcohol Drug Recovery Service commenting on the positive engagement of the local community with this initiative. This outcome has been achievable due to the strong recovery presence within the volunteer group that ensured the recovery structure has been maintained. It is now an established initiative and promotes a variety of recovery options within this setting. These options include, Opiate Replacement Therapy (ORT) group, generic recovery meeting. It also provides alternative therapies including massages and auricular acupuncture. The development of an Opiate Replacement Therapy meeting which has met a service gap and provides support for participants seeking to stabilize/detox from substitute prescribing, and has supported PARC in addressing the challenging issues of being based in a high prevalence drug area.



## Facilities & Activities

### Activities



Pool



Table tennis

### Advice & Support



Mutual Aid Meetings



Recovery Meeting



Employment  
& Education Advice



Welfare Rights Advice



Peer Support

### Therapies



Massage

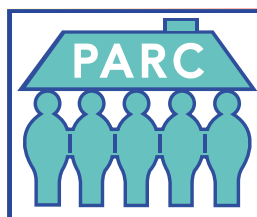


Auricular  
Acupuncture

### Refreshments



Hot Meals  
& Snacks



**Parkhead  
Addiction  
Recovery  
Cafe**

**EVERY  
WEDNESDAY  
12pm - 4.30pm**

Nazarene Church, 12-14 Burgher Street, Parkhead, Glasgow, G31 4TB  
Tel: 07522 347946



# RECOVERY EMPOWERS NORTH EAST WOMEN

**RENEW** women's group was established after reports from the other initiatives that women were requesting a recovery initiative that would meet their individual needs. This was due to issues in relation to lack of childcare provision, safety due to previous lifestyle or relationships and vulnerability, where they found it difficult to be open and honest in a unisex environment. RENEW takes place in Calton on a Friday from 10am to 2pm and attracts between 35-50 women weekly. Childcare facilities are provided to allow women volunteer opportunities, or to participate in activities within the initiative. The mobile crèche needs to be booked a week in advance. RENEW provides a generic recovery meeting, and changeable activity groups that the women decide on, Self Defence, Resilience etc. It also provides complimentary therapies including massages, reiki and auricular acupuncture or to participate in activities such as Yoga and Jewellery Making within the initiative. RENEW has supported the development of an informal women's support group out with RENEW, and participants and volunteers will meet regularly to socialise.



## Facilities & Activities

### Activities



Crèche



Resilience

### Advice & Support



Recovery Circle



Recovery Meeting



Employment  
& Education Advice



Welfare Rights Advice



Women Supporting  
Women



Family Support



Peer Support

### Therapies



Massage



**EVERY FRIDAY**  
10am ~ 2pm

Calton Heritage & Learning Centre, 423 London Road,  
Glasgow G40 1AG Tel: 07522 347946

# SPRINGBURN ADDICTION RECOVERY CAFE (SPARC)

**SpARC** takes place on a Tuesday evening between 5pm – 8pm, and attracts between 30-45 people. NERC developed this initiative after consultation with the local community. They highlighted concerns that there was a lack of recovery services within the greater Springburn area, especially in the evenings. SpARC provides a recovery meeting, Family Support Meeting, Complimentary Therapies including massage, reiki, acupuncture. In 2017 SpARC moved to Glasgow Kelvin College, Springburn Campus. This has allowed for expanding the programme to include, IT classes, five a side football, netball, Reiki, and employment and education advice. Also running alongside SpARC at the college is a Homework Club for children in the community to receive some extra tutoring and activities whilst the parents/carers access some of the supports. There is also a mobile crèche available.



## Facilities & Activities

### Activities



Football



Netball



Table Tennis



I.T. Classes



Homework Club



Crèche

### Advice & Support



Recovery Meeting



Peer Support



Employment & Education Advice



Peer Support

### Therapies



Auricular  
Acupuncture

SpARC



Springburn Addiction Recovery Café  
Glasgow Kelvin College, Springburn Campus, 123 Fleming Street, G21 5TD  
Tel: 07522 347946

**EVERY  
TUESDAY  
5pm ~ 8pm**





## NERC TIMELINE - SIGNIFICANT EVENTS

### DECEMBER 2013

Conversation Café takes place in St Andrew's on the Square on 06.12.2013. The outcome of this was that NERC was formed as an umbrella organisation for existing recovery cafés in the NE and it was identified that there was a need for recovery café in the Parkhead area.



### JANUARY 2014

Steff Kerr Recovery Co-Ordinator for NE Glasgow is employed.

### FEBRUARY 2014

NERC committee is formed.

### APRIL 2014

PARC is formed and begins at the Nazarene Church in Parkhead.



### JUNE 2014

Conversation Café takes place and it is identified that there is a need for a women's recovery café.

### SEPTEMBER 2014

RENEW is formed with a launch event at Fullarton Park Hotel.



### OCTOBER 2014

RENEW begins operating weekly at Calton Heritage and Learning Centre

### MAY 2015

NERC had its first volunteer development trip away to Wiston Lodge in Biggar, with nearly 40 volunteers in attendance. This was a great success with team building and development activity. This event supported the development of an action plan for the coming year.



## **JUNE 2015**

RENEW women's group had a Recovery Walk to support and empower women. This was an inspirational day with over 100 women walking through the local area to promote women's recovery in the NE of Glasgow.



## **JULY 2015**

NERC and Hepatitis Scotland hosted a conversation café for World Hepatitis Day, "Hep C and Me" to raise awareness about Hepatitis and new treatments, also Waverly Care were part of the event providing testing.



## **AUGUST 2015**

NERC volunteers were involved in the organisation of the inaugural Recovery 10k in partnership with other recovery organisations. The Recovery Run in Glasgow Green was a fantastic event with over 220 participating from all walks of life, with many runners from mainstream clubs running alongside those involved in Recovery.



## **SEPTEMBER 2015**

In celebration of recovery month NERC organised a recovery/community/family gala event at the Sunday Social. The event attracted over 400 people from the local community, and was successful in promoting recovery to a wide range of people.



## **OCTOBER 2015**

NERC also opened its sixth initiative in Springburn on the 13th October called SpARC.(Springburn Addiction Recovery Café). This was after numerous planning meetings in which a group of local volunteers formed to replicate the successful formula of the other NERC initiatives. Over 150 people were in attendance to celebrate its opening in an area where it was needed.





## NOVEMBER 2015

Due to funding received by the North East Violence against Women partnership we were able to Train 13 Volunteers in the ancient Japanese healing art of Reiki. All participants now have a recognised teaching certificate. Following on from the Training we held a Women's Circle of Energy Healing in December. This was a public Event to raise awareness of Domestic and Global Violence against Women. This Event was very well attended.

We had 110 participants and the feedback we got was so encouraging that we now offer Complimentary Reiki therapy to the Women who attend RENEW.



## MARCH 2016

Family support event in partnership with FASS took place at PARC. In excess of 120 were in attendance, including a significant amount of children.

RENEW held a joint Event " a Vintage Tea Party" at the G31 Centre/Banburry in the East end of Glasgow with our partners the GCA and the West of Scotland Housing to celebrate International Women's Day. This Event was open to the general public and over 100 Women attended. Volunteers from RENEW offered alternative Therapies to the Women attending. Feedback from the day was very positive and encouraging.



## MAY 2016

A second development weekend is attended by over 50 volunteers.

## AUGUST 2016

NERC office at Bridgeton opens.

## SEPTEMBER 2016

Overdose awareness day event takes place at Bridgeton

## DECEMBER 2016

City wide Christmas event takes place in the Legacy Hub with over 100 recovery community volunteers from all over the city in attendance to enjoy a social evening in recognition of all the hard work done throughout the year.





## MAY 2017

3rd Development weekend takes place at Wiston Lodge, with over 50 volunteers and partners working on personal and organisational goals for NERC. Sarah-Jane McMahon, previous NERC volunteer begins new NHS funded full-time post to support the work of NERC.

## JUNE 2017

RENEW/FASS open day takes place with over 100 attending

## JULY 2017

NERC and various partners collaborate to start a new Homework Club/ Family Support initiative to run alongside existing Sparc recovery café.

## AUGUST 2017

Sparc moves to Glasgow Kelvin College, Springburn, and over 100 attend the launch night. Naloxone Peer Education and Supply Model Pilot starts citywide and supported by NERC.

## SEPTEMBER 2017

Overdose awareness event takes place with over 100 attending and 70 being trained and 51 supplied in Naloxone. NERC, in partnership with North West Recovery Communities and South Community Recovery Network are involved in providing and supporting a month of citywide events including 10k recovery runs, comedy evenings, open events, and taking 3 buses to Dundee for the annual Recovery Walk.

## DECEMBER 2017

NERC development day at Calton Heritage learning Centre takes place and over 40 volunteers and partners attend for seminars on personal and organisational growth.

## MAY 2018

Sean Hewitt starts an NHS funded part-time post hosted by Addaction and seconded out to support NERC as administrative and finance officer.

## JULY 2018

A fourth successful development weekend at Wiston Lodge takes place with over 50 volunteers and partners engaging in training sessions and outdoor team building activities and identifying areas of growth for the organisation.

## AUGUST 2018

Overdose awareness event takes place at Bridgeton Learning Campus with over 100 attending and 100 receiving training and 55 supplies of Naloxone.

## DECEMBER 2018

A celebration event takes place at St Andrews on the Square where it all started 5 years ago to mark the 5th anniversary of the formation of NERC and to look ahead and set a vision for the future moving forward . . . . .





# NERC VOLUNTEERS

## What is Volunteering?

Volunteering is the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual, beneficiaries, groups, organisations, communities, environment and society at large. It is a choice undertaken of one's own free will, and is not motivated by financial gain or for wage or salary (Scottish Executive Volunteering Strategy 2004)

NERC could not exist and function without its army of committed and passionate volunteers. Due to their dedication in giving up their own time, NERC is able to offer supports to over 250 people per week in the community. In return NERC recognises that it is important to value this commitment by offering support, training, and development opportunities for all volunteers. All volunteers can expect to receive:

- Three day induction training
- Free PVG application (which can be a benefit to future job applications)
- Support and Supervision from a professional worker from a partner organisation.
- Ongoing training and development opportunities
- Expenses - NERC has a policy of ensuring that no volunteer will be left out of pocket whilst offering their time to NERC. Therefore travel and meal expenses will be provided

Anyone can become a NERC volunteer if they have an interest in supporting individuals with addiction issues. Having "lived experience" yourself with addiction issues is not seen as a barrier to volunteering at NERC. It is actually seen as an asset.

If you would like to enquire further about volunteering with NERC please get in touch or speak to a lead volunteer at one of the cafés.





## EMPLOYMENT & TRAINING

Since NERC was founded many of the volunteers have moved on to full time and part time employment, education, training and other placements. Below are some of the figures recorded for these outcomes:

### Employment

- 53 gained full time employment
- 2 gained part time employment
- 7 gained employment with SAM-H
- 5 gained employment with Simon Community
- 4 gained employment with Aspire
- 2 gained employment with Salvation Army
- 2 gained employment with Turning Point Scotland
- 2 gained employment with Addaction
- 2 gained employment with The Mungo Foundation
- 1 gained employment with NHS Scotland in a recovery support role
- 1 gained employment with Glasgow Council on Alcohol
- 1 returned to previous occupation within a printing firm
- 1 gained employment with Waverly Care
- 1 gained employment with Scottish Christian Alliance (ARCH supported accommodation)
- 1 returned to previous employment at Greggs bakers
- 1 returned to previous occupation within legal services
- 1 returned to previous occupation as building safety advisor
- 1 gained employment with Fairshare
- 1 gained employment with Marks and Spencer
- 1 gained employment in hairdressing
- 1 gained employment in auxiliary nursing
- 3 gained employment in construction
- 1 gained employment in domestic cleaning services
- 1 gained employment in security industry
- 2 masseuses who provide massage therapy within the NERC initiatives have now started their own businesses due to the stable employment that NERC have been able to provide
- 1 who provides music workshops at one of NERC's initiatives has used that as a springboard to start up own business
- 2 have gained employment with care agencies
- 2 gained employment in the hospitality industry
- 9 accessed or completed paid placements with SDF/Elevate PSP



## Education/Training/Qualifications/Placements

- 25 accessed or completed SVQ level 2 or 3 in Social Care
- 3 completed HNC Social Care courses
- 1 accessed HNC in Accountancy
- 2 completed HNC in Sports and Fitness
- 2 accessed full time university courses
- 1 completed SVQ in Community Development
- 1 completed SVQ in Training and Development
- 2 completed SVQ in Business Administration
- 2 accessed or completed Community Development courses at university
- 9 accessed or completed SVQ placements in partnership with PSP
- 6 completed the SVQ SAMH trainee course (SVQ Social Care)
- 3 accessed or completed SDF Trainee Addiction Worker programme (SVQ Social Care)
- 8 completed or accessed a COSCA counselling certificated course
- 1 accessed CBT course
- 1 completed a Community Chef qualification
- 1 completed a NEBOSH qualification in Health and Safety
- 1 completed Double Entry Bookkeeping and Financial Accountancy course
- 1 completed Forklift Licence and Warehousing Certificate
- 6 completed Celtic Gateway to Health Award
- 1 completed Rangers Gateway to Health Award
- 58 NERC volunteers also completed Community Achievement Awards at various levels in partnership with Glasgow Kelvin College
- 20 NERC volunteers completed Recovery College facilitated by SRC, which includes the Steps to Excellence programme
- 35 completed 5 Day Auricular Acupuncture Practitioner course
- 6 completed level 1 or 2 Reiki course
- 6 completed Mindfulness Training
- 7 accessed other volunteering placements at with other agencies such as: Waverly Care, CAB, Phoenix Futures and Addaction
- 8 completed Erasmus Foreign placement trips
- 2 received outstanding student recognition – John Wheatley Award

NERC volunteers have also been provided with a variety of training to support the maintenance and development of the recovery cafés. This included Acupuncture, Reiki, Food and Hygiene, First Aid, Training for Trainers etc.

## EMPLOYABILITY

"North East Recovery Community is keen for volunteers to be able to grow and develop in their recovery journey. Each volunteer's growth will be individual and unique to themselves but there is a common emphasis on allowing opportunities for training, education, employment and welfare rights advice. Below is a description from one of our partners Jobs and Business Glasgow who offer services to NERC volunteers. We are also



grateful to all our other partners who provide support in these areas such as Glasgow Kelvin College, Elevate, Wisegroup – Way Ahead, Citizen's Advice Bureau, and Remploy.

Jobs & Business Glasgow have become embedded within North East Recovery community complimenting the excellent work that's already getting done.

The Bridging Service provides citywide, client- centred, holistic advice and support to individuals referred by professionals from Health & Social Work and commissioned services. We understand the importance of providing tailored support at a pace that suits an individual's needs. We can help with building structure and routine, increasing confidence and self-esteem, personal development and provide access to local support services, all of which can support individuals move into employment, education, training or voluntary work.

Support available:

- Dedicated advisor providing one to one support
- Assessment and identification of personal barriers to progression
- Creation of an individual action plan identifying goals and aims
- CV Development, application support, interview preparation & job searching
- Access to Job vacancies and advice regarding education and voluntary work
- Professional business start- up advice
- In-work support and ongoing mentoring
- Expertise on financial, counselling and learning support services



## NALOXONE

Naloxone peer training is an area that NERC has developed due to concerns regarding the prevalence of drug related deaths. In relation to this NERC set up a monthly meeting to co-ordinate Naloxone delivery across the sector, and city if required. NERC has worked in close co-operation with partner agencies to provide peer facilitators to deliver this training to their service users and staff. Kits given out have increased significantly with this practice. In relation to this success NERC have now been instrumental in the development of this system/practice citywide. Since NERC began supporting the Naloxone Peer Education programme there has been over 500 individuals trained and supplied with Naloxone. In August 2017 the programme changed to a city wide peer educator and supply pilot which allows peers to train individuals and supply them with Naloxone kits themselves without the need for medical staff. This has led to over 100 kits being supplied every month now. A full report will follow, reviewing the progress of the new model.



## NERC FAMILIES

If I was to express what NERC has done for my mum I would need to give a brief background at the start of her journey with her illness back in 2006/7 . At first I was not aware of her problems as she could hide her demons inside and on the outside appear that everything was well, But later in the year I moved to London and didn't return for a year due to schooling and such. It wasn't until then I realise the toll that drink had taken on her. I had seen a beautiful, strong and mentally tough women being replaced by someone that had no confidence and was riddled with guilt and regret. My relationship with my mum in the preceding years was in my mind none existent at that time. I also believe that for mum it was lowest she had been in her life.

In December 2013 it had got to the point were I would get updates about my mum from my older brother and he told me that mum had went into a rehab. At that time recovery groups and rehabs in my mind didn't mean much as I have had family members go 5 to 10 times a piece and just thought it was a market for a business to take advantage of people in need of help and not actually doing so. It took me a long time to believe that mum was making real progress with her illness. It wasn't until she started regularly contacting me and opening up about what was going on during the dark times and we started forming a great relationship again and probably being closer than we have ever been before. She then started going from strength to strength in her personal life as well as her professional life finding her true calling in a career within NERC by helping people that she could relate to and now she loves what she does for a living. The most positive that has came out of her recovery is that fact that she has custody of my little brother and is giving him a great life which he deserves. I believe that my mum hit rock bottom in her life to bounce back 10 times higher than she even was before.

So I would just like to thank NERC for being the place that all these great things started and may not have happened if it wasn't for the foundation that gave mum the opportunity to begin the start of the rest her life.





## EVENTS

As well as the “bread and butter” services that NERC provide on a weekly basis, NERC also provide and are involved in various Events and Outreach Opportunities throughout the year.

### Pop Up Cafes

Several times a year NERC will go out into the wider community to provide a “pop-up café” in an environment such as a workplace, or accommodation unit where individuals may feel more comfortable coming along and trying out the activities in a setting that they are more comfortable in. The aim of this would be that a wider group is reached by NERC services who may then start to come along to the main cafes once they feel comfortable enough to do so. NERC takes some of the services such as massages, acupuncture, and recovery meetings in to these settings for new participants to try out. Places that NERC have taken the pop-up cafes to so far include, McVities biscuit factory, Aspire. If you would be interested in NERC coming in to your workplace to provide a pop up café please get in touch.



### Birthdays/ Anniversaries

Each café/initiative celebrates its anniversary each year on the relevant date. These are promoted around all partner agencies as an open day and most often over 100 people attend on the day and experience free buffets, live music, guest speakers and tasters of all the usual services and activities that are usually on offer on a normal week at the café.

### City-Wide events

NERC regularly works in partnership with our city wide colleagues at South Recovery Community Network and North West Recovery Communities to provide citywide events. In September 2017 a series of events was put on throughout the month in collaboration with all the city wide recovery communities. This included comedy/social nights, overdose awareness days, woman’s recovery walks, and open days.

### Social events

Nerc volunteers often take a break from all the hard work they do to “let the hair down” and have some social time together. Nights out at the bowling, for nice meals, quizzes, karaoke, and dancing all help the team to bond, relax and have fun!





## TESTIMONIALS - VOLUNTEERS

Ashleigh Lead Volunteer at Sparc and Renew

*"I am a lead volunteer with NERC. I have found since I started volunteering in 2016 that my confidence has grown massively and also learned to grow as a person. I have had the chance to do so much training such as Naloxone, acudetox and so much more. I have also learned how to build up positive relationships with people and have great passion for my recovery with the help of NERC."*

Boab - Sunday Social Chairman

*"My names Boab, I'm a chairman for the Sunday Social and also a volunteer for NERD. Volunteering has given me the ability to grow as a person and build my self esteem and confidence. I have had a lot of training such as acudetox, naloxone and I also attend ECAF and sub-group committees to represent NERC. I feel a lot better within myself and I can build up good positive relationships with other people on a day to day basis. I can also get support and help from the link workers."*

Adam - Charlie Canning Centre Volunteer

*"I'm Adam, I'm a volunteer for NERC at the Charlie Canning Centre. Volunteering gives me structure in my recovery and more interaction with people in recovery. I also volunteer at the NERC running club and invite anyone along to help them with their recovery."*

Louise – Chair at NERD

*I'm Louise a volunteer for NERC. I'm a lead volunteer at NERD and I also volunteer at Sunday Social. I have had lots of training like acudetox, reiki, naloxone. I love volunteering, I have grown in confidence and self-esteem. I like giving back for what was done for me.*







## TESTIMONIALS - SERVICE USERS

### Maureen's Story . . .

I was attending a community rehab 5 days a week when it closed. I had to find something else to help my recovery. I was still on methadone and although I was reducing I hadn't really considered coming right off of it. I was concentrating on not using street drugs and as the rehab was closing I wanted to stay on the same dosage. I was signposted to North East Recovery Day (NERD) part of NERC. I feel like I was a different person back then, lacking in confidence, direction and motivation. When I started attending the NERC cafes I met others who had come off of methadone. People who were worse than me during their addiction and they had got drug free and were now volunteering with NERC and moving on to employment. It was inspiring. I started reducing methadone which was easier with the support from my peers in the cafes.

I started volunteering with NERD which was a boost to my confidence and something I really enjoyed. As my confidence grew I began attending other cafes and getting involved in other activities, women's groups, netball, crafts, acudetox training. Having a positive support network has been so important for my recovery. Within the cafes I have made friends and love supporting others in their recovery.

2 years on from coming along to a NERC café I am now a committed volunteer who supports a number of cafes. I have been drug-free for 15 months and in that time have gained a variety of qualifications and I am working towards gaining full time employment. At present I am working on my COSCA counselling skills with Elevate, something I would never have dreamed of doing without being involved with NERC!

**Katrina. . .**  
I love coming to the meetings, hearing people share, being made to feel so welcome, and identifying with these shares.

**Stuart. . .**  
I like NERD as is safe environment and the volunteers give you a warm welcome. I also enjoy the pool tournaments and spending time with fellow peers in recovery.

**Mariette. . .**  
Renew feels like my other family after my own, which makes me feel really good.

**Cathy. . .**  
Renew has played a big part in my recovery and I'm also grateful for this very strong women led recovery group.

**Ian. . .**  
I wouldn't know what to do if it wasn't for this place.

**John. . .**  
I like the people here and the atmosphere and what is on offer.

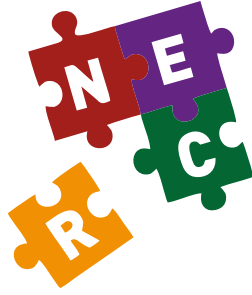




## PARTNER AGENCIES

NERC are very grateful to all our partner agencies who are essential to help NERC function as it does. The partners below are vital in supporting NERC by providing link-workers, funding, grants, use of premises, support staff, volunteers, employment/education/welfare rights advice, therapeutic group work, practical support, housing and homelessness supports, tutoring, training, creative therapies, catering services, Health Improvement Resources and a general goodwill towards ongoing success!





North East  
Recovery Community  
Together We Recover

Tel: 07522 347946



RENEW

SUNDAY  
SOCIAL