

*Janet Robinson, Social Researcher*

# ENGAGEMENT CHANGE CONTROL



# LIFE. RESTORED.

## Longitudinal Service User Evaluation

2019-2023

«I've never seen a model more successful than Tiglin»  
~ Minster for Health, Stephen Donnelly

# Mission Statement

To provide individuals with effective and comprehensive solutions to life-controlling problems. Tiglin, operating under a Christian ethos, endeavours to help people become psychologically well, socially adjusted, physically healthy, and spiritually alive.

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# Researcher

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**Janet Robinson, Social Researcher**

Janet has worked in the addiction sector for many years. She is an experienced researcher with expertise in the following [areas](#):

- The development of evidence bases to inform policy and practice
- The development and management of a drug trend monitoring system and a client management system for family support services
- The impact of drug and alcohol use on the individual, the family and society
- Irish drug policy and practice

Janet's research experience encapsulates how losing and regaining control is central to people's experiences of addiction, treatment, family support and youth services.



# Introduction

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Tiglin is a registered charity that works with people in addiction. Tiglin's services include long-term residential treatment centres and aftercare programmes for men and women. Tiglin operates under a Christian ethos and provides a health-led approach to addiction, seeking to support the whole person by considering the biological, psychological, social, and spiritual aspects of an individual's treatment plan.

The involvement of service users in the design and delivery of programmes is of paramount importance to improve the quality of care within these programmes. Measuring service user satisfaction provides valuable feedback about programme effectiveness. For five years, from 2019 to 2023, Tiglin has engaged in an evaluation to measure the effectiveness of group programmes operated in the Men's, Women's and Aftercare Centres from the service user's perspective. This identifies Tiglin's commitment to quality improvement, and service user's participation in this process ensures that services are meeting their needs.

This commitment to person-centred healthcare is in line with National quality standards proscribed in the National Drug and Rehabilitation Framework and HIQA's Safer Better Healthcare Standards (Doyle & Ivanovic, 2010; HIQA, 2012). In addition, the design and delivery of Tiglin's quality improvement process encompasses the six drivers outlined in the HSE's Framework for Improving Quality (HSE, 2016). These drivers are Leadership for Quality, Person and Family Engagement, Staff Engagement, Use of Improvement Methods, Measurement for Quality, Governance for Quality.



# Executive Summary

Tiglin provides addiction treatment through long-term residential and aftercare programmes grounded in a Christian ethos, focusing on the biological, psychological, social, and spiritual wellbeing of individuals. From 2019 to 2023, Tiglin conducted a comprehensive evaluation of its group programmes across the Men's, Women's, and Aftercare centres. It assessed service user satisfaction and programme effectiveness through quantitative and qualitative methodologies. A total of 2,375 evaluations were collected across 289 groups, providing valuable insights into service user satisfaction rates.

The evaluation finds that service users' experiences of Tiglin's group programmes in the Women's, Men's and Aftercare Centres highlight the value of and need for these treatment programmes.

**Service users identify components of recovery capital that these programmes foster, including tools for emotional regulation and relapse prevention, increasing self-awareness, and the development of guiding and supportive relationships with service providers, peers, and spirituality.**

These components provide service users with the opportunity for self-development and the motivation to progress through treatment. Through engagement with Tiglin's group programmes, service users are empowered to change and gain control of their addiction. Indeed, the high rates of satisfaction reported by service users attending Tiglin's group programmes identify this effectiveness in engaging clients and supporting recovery. *In particular, service users reported rates of satisfaction with key group components that ranged from 74% to 92%.* These components focused on group contents, service delivery methodologies, and outcomes. Group contents were defined as requiring relevance and usefulness to service users. Service delivery methodologies included facilitator expertise and the encouragement of group participation. Outcomes included the assimilation of programme content and the cultivation of motivation and independence. Service users identified these group components as strong contributors to programme success, essential for engagement and progression through treatment and, the development of recovery capital.

While acknowledging the high rates of satisfaction across the three centres, the data identifies that the most satisfaction is reported by service users attending Aftercare. Highest rates of satisfaction with the group contents were reported by service users from Aftercare. Highest rates of satisfaction with the service delivery methodologies and outcomes were reported by service users from the Women's Centre and Aftercare. The evaluation also highlighted the possibility that programme delivery methods, facilitation styles, group sizes, and gender specific topics may have an impact on satisfaction rates and require further investigation.

The data represents clear evidence of the effectiveness of Tiglin's group programmes for meeting the needs of men and women in these centres. Overall, Tiglin demonstrates a commitment to continuous quality improvement in its addiction treatment services. The involvement of service users in the design and delivery of programmes is of paramount importance to improve the quality of care within these services.

In terms of recommendations, as high rates of satisfaction were reported, recommendations are directed towards quality improvement, the continuity of these standards and considerations for future recovery practices and policy:

- Develop a monitoring system to ensure the standards of service delivery contents and methodologies remain high and fit for purpose.
- Ensure training of evidence-based models continues to be externally accredited to ensure fidelity with and effectiveness of the models.
- As some factors were identified that could influence satisfaction rates, further consideration should be given to the areas of group content, facilitation style and skill, gender differences, setting, and delivery methods.
- The continuous integration of spiritual, psychological and practical supports systems in recovery programmes

This study is significant as it not only highlights the effectiveness of Tiglin's holistic, person-centred approach but also underscores the importance of spiritual engagement within the rehabilitation process. The inclusion of spirituality as a foundational aspect of the programme, alongside emotional and social development, reflects a well-rounded approach to recovery. The findings from this study offer valuable insights for future practices and policies, emphasising the need for continuous integration of spiritual, psychological, and practical support systems. Moreover, the data could inform broader addiction treatment policies by advocating for a more comprehensive, individualised approach, helping to shape the future of rehabilitation practices and ensuring that service users' diverse needs are met effectively.



# Methodology

A service user evaluation has been completed for five years, from 2019 to 2023, to measure the effectiveness of Tiglin group programmes in the Women's, Men's and Aftercare Centres from the service users perspective. This evaluation used a quantitative and qualitative survey to develop an evidence base for service users' experiences of these programmes. The survey measured the effectiveness of the group programmes utilising seven key group components which focused on service users' satisfaction with group contents, service delivery methodologies and outcomes. Data was also gathered concerning the usefulness of the group programmes to service users' recovery.

## 1 Group contents

- Relevant group topics
- Group contents useful in recovery

## 2 Service delivery

- Encouraged group participation
- Trainer knowledgeable of group topics

## 3 Outcomes

- Fostered independent thinking
- Better understanding of group topics
- Motivated to change





The survey was administered by Tiglin service providers, and where possible, these service providers did not facilitate the groups under investigation. As service users completed the surveys anonymously, the number of evaluations is reported rather than the number of service users that participated in the evaluation. To maintain anonymity, where less than two groups have been evaluated, qualitative data has not been included.

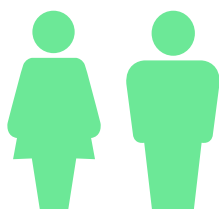
### Service user evaluation by number of groups and evaluations, Women's & Men's Centre & Aftercare



Data was collected from **82 groups** at the Women's Centre and there were **576 evaluations** of these groups



Data was collected from **74 groups** at the Men's Centre and there were **986 evaluations** of these groups



Data was collected from **133 groups** at the Aftercare Centre and there were **813 evaluations** of these groups

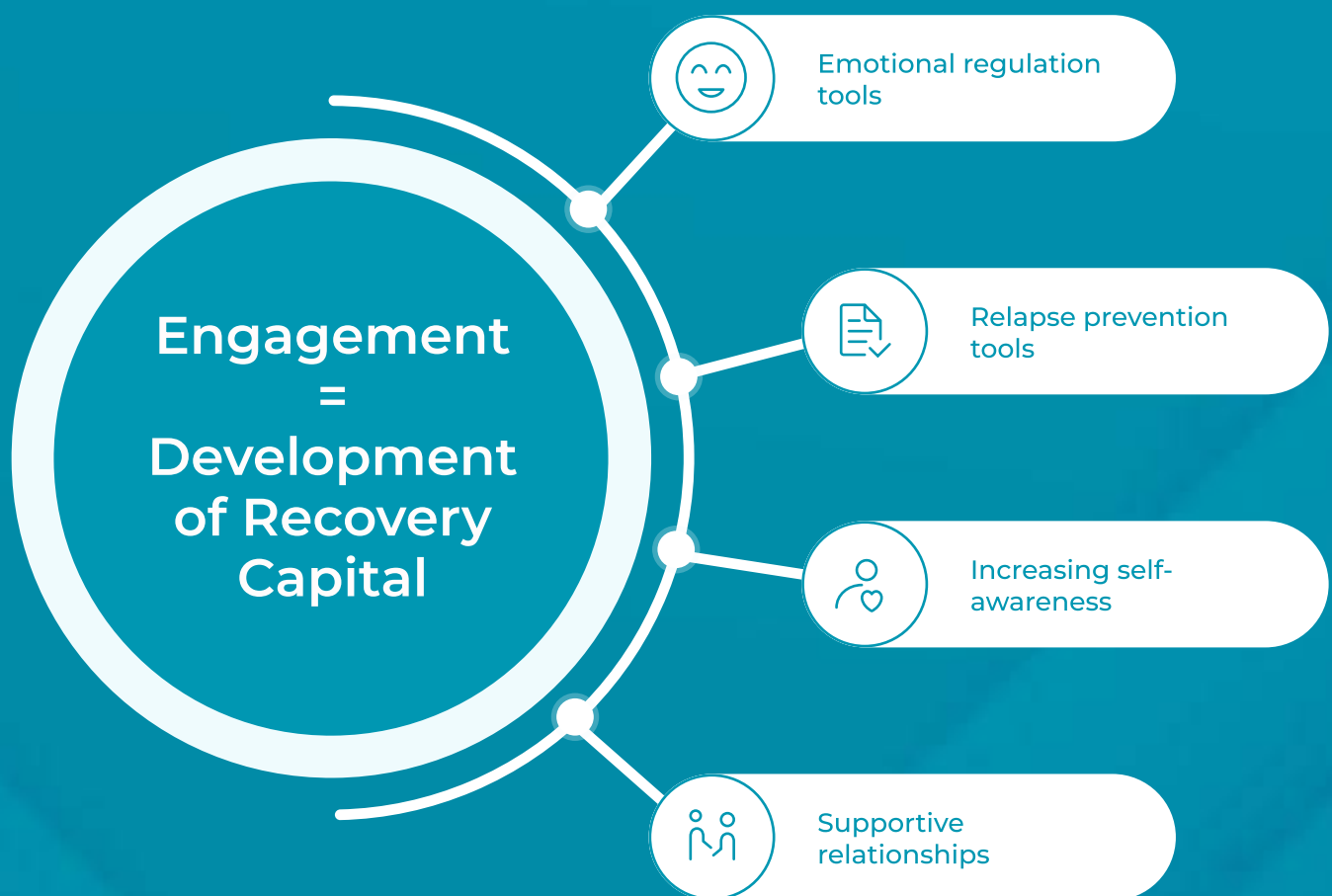


In total, data was collected from **289 groups** operated in the Women's, Men's and Aftercare Centres and there were **2375 evaluations** of these groups

In relation to the survey scoring method, where service users ticked two values i.e. 'strongly agree' and 'agree', their vote was split between the two values, resulting in 0.5 being added to the total for each value. This survey facilitated the identification of group components operating effectively, while also providing suggestions for improvements in service delivery.

Service users' high satisfaction rates with the group programmes in Tiglin's Women's, Men's and Aftercare Centres identifies how engagement with these programmes can empower people to change and gain control of their addiction.

Service users reported that this engagement provided the opportunity for self-reflection and the growth of self-awareness which assisted with the identification of changes required to progress into recovery. The positive impact of the group programmes for assisting with the identification and development of protective factors to gain control of addiction was also highlighted.



## Engagement

=

Change

+

Control

These themes of engagement, change and control have also been identified in a longitudinal research study concerning the impact of treatment programmes in Dublin 15 (BLDATF, 2021). The clients who participated in the research reported that when they started treatment their lives were chaotic and their drug use was out of control. As they engaged with and progressed through treatment, they became empowered to change and gain control of their addiction. The clients reported the positive impact of identifying and implementing protective factors to reach and maintain a drug free status. The integral role treatment services played in their recovery, and the importance of the interpersonal relationship with service providers for engagement was highlighted. The clients reported that the shared experience of peer support improved their wellbeing. This analysis also identifies how engagement with treatment programmes can empower people to gain control of their addiction.

The themes of change and control were also highlighted when service users were asked if the group programmes provided in Tiglin's three centres will be helpful to their recovery. They stated that these outcomes were central to their experiences of these programmes. Service users reported that engagement with group programmes provided the opportunity for self-reflection and the growth of self-awareness which assisted with the identification of changes required to progress into recovery.



#### Women's Centre, Celebrate Recovery

*«Starting to realise I am the problem.»*

#### Men's Centre, SMART Recovery

*«I think this will be very helpful to my recovery because I used to think about traumas in my life very negatively but [I am] starting to change. I am finding positives which is making me happy.»*



Service users reported the positive impact of the group programmes for assisting with the identification and development of protective factors to gain control of addiction. This development of recovery capital included learning tools for emotional regulation and relapse prevention, an increasing self-awareness, and the development of relationships with service providers, peers and spirituality.



### Women's Centre, Anger Management

«It has helped me manage my emotions and understand what to do when I feel different ways and not go straight to drugs.»

### Men's Centre, Relapse Prevention

«The class has helped me to identify triggers. Where I am on the wheel of change, and areas of my life where I relapsed and how I can prevent such an occurrence in the future. I found this module very draining at times because of the level of work involved. However, when I was out for my weekend home, I reaped the benefits of that hard work... things that triggered me in the past had no power of me, and I could stop the thinking process»



The importance of the interpersonal relationship between service user and service provider for client engagement and motivation was highlighted. The motivational value of peers was also reported, whereby the shared experience provided opportunities for self-development and improved wellbeing. Service users stated that the groups were inspirational and provided hope for the future.



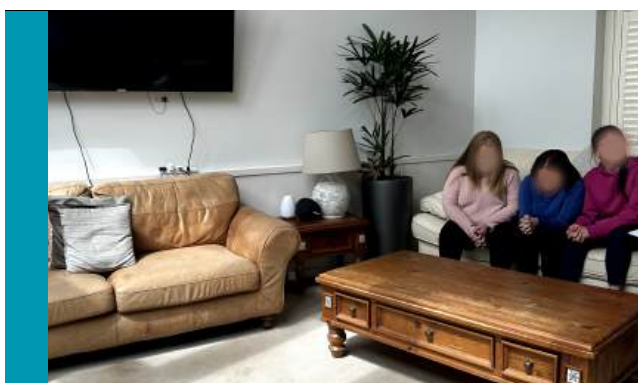


### Women's centre, Recover Me

«The lecturer is inspirational and inspiring, full of hope and personality. It was really helpful and engaging.»

### Aftercare, Celebrate Recovery

«The sharing of testimonies is a fantastic way of connecting the group and helping people identify with each other. The feeling like an alien in an unknown world and being scared and lonely is something I connect with.»



### Aftercare, Self-Compassion

«Good group. I learnt from others in the group...I learnt that I need to listen to others point of view more»

### Men's Centre, SMART Recovery

«Teacher was very knowledgeable and shared his own experiences which must not be easy...created a scenario where the class felt comfortable in sharing, and was very engaging with students thoughts, even if they are differed with his own opinions»



Service users reported that the spiritual aspect of the group programmes was a significant supportive component of their recovery, spirituality was viewed as recovery capital.



### Women's centre, Celebrate Recovery

«[This group] will be helpful as it lets me know how I can trust in myself, and it will all be good as God is with me»

### Men's Centre, Celebrate Recovery

«I found the class very good. Deep down I believe if you don't get Jesus or some sort of higher power you will not stay clean.»



### Aftercare, Celebrate Recovery

«I gained wisdom from sharing around my faith and listening to others»





Several mechanisms that facilitated group participation were reported including small group numbers, respect for peers and clear communication.



#### Men's Centre, SMART Recovery

«Best class to date, the smaller group was much better. People who would not usually speak were comfortable speaking.»



This analysis identifies how engagement with Tiglin's treatment and aftercare programmes can empower people to change and gain control of their addiction.

# Treatment & Aftercare programmes

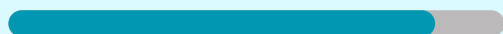
## Treatment & Aftercare programmes

From 2019-2023, 2,375 evaluations of 289 groups in Women's, Men's & Aftercare Centres  
Rates of satisfaction with group components in Women's, Men's Centre & Aftercare Centres:

### Group contents

Relevant group topics

86% (2,034.5)



Group contents useful in recovery

84% (1,988)



### Service delivery

Encouraged group participation

89% (2,112.5)



Trainer knowledgeable of group topics

87% (2,058)



### Outcomes

Fostered independent thinking

77% (1,834.5)



Better understanding of group topics

83% (1,971.5)



Motivated to change

81% (1,922)



## Women's treatment programme

From 2019 to 2023, 576 evaluations of 82 groups in Women's Centre  
Rates of satisfaction with group components

### Group contents

Relevant group topics

86% (497.5)



Group contents useful in recovery

86% (493.5)



### Service delivery

Encouraged group participation

90% (520)



Trainer knowledgeable of group topics

90% (516)



### Outcomes

Fostered independent thinking

82% (472.5)



Better understanding of group topics

86% (493)



Motivated to change

86% (498)





# Treatment & Aftercare programmes

## Men’s treatment programme

In 2023, 986 evaluations of 74 groups in Men’s Centre  
Rates of satisfaction with group components

### Group contents

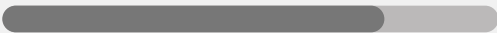
Relevant group topics

80% (787)



Group contents useful in recovery

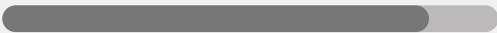
77% (758.5)



### Service delivery

Encouraged group participation

86% (847.5)



Trainer knowledgeable of group topics

82% (810)



### Outcomes

Fostered independent thinking

73% (723.5)



Better understanding of group topics

77% (756.5)



Motivated to change

74% (731)



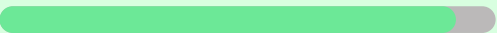
## Aftercare programme

From 2022 to 2023, 813 evaluations of 133 groups in Aftercare  
Rates of satisfaction with group components

### Group contents

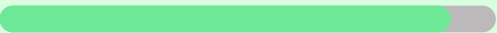
Relevant group topics

92% (750)



Group contents useful in recovery

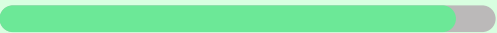
91% (736)



### Service delivery

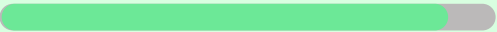
Encouraged group participation

92% (745)



Trainer knowledgeable of group topics

90% (732)



### Outcomes

Fostered independent thinking

79% (638.5)



Better understanding of group topics

89% (722)



Motivated to change

85% (693)



# Impact and Key Findings of Tiglin's Treatment & Aftercare programmes

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Key findings of Tiglin's service user evaluation reports the utilisation of the themes of engagement, change and control to describe the impact of Tiglin's treatment and aftercare programmes. Service users report that engagement with these programmes empowers personal change which overpowers addiction. Tiglin inspires and facilitates human agency to address addiction. Service users highlight the following key findings:

- Engagement with Tiglin's programmes can empower individuals to change and gain control of their addiction
- Tiglin's rehabilitation centres encourage client engagement, the development of recovery capital and progression through treatment
- Engagement with Tiglin's group programmes increases self-awareness, supports the development of relapse prevention tools and recovery capital
- Facilitators play an important role in encouraging engagement and progression
- The spiritual aspect of the programmes is a significant supportive component of recovery
- Group size can impact the level of engagement and participation
- Tiglin's programmes demonstrate a strong commitment to service user satisfaction and quality improvement standards

# Tiglin Group Programmes

From 2019 to 2023, 26 specific groups operated across the three centres. The table below reports the groups and identifies those that operate in more than one centre. A summary of each of the group programmes is presented in the report [Tiglin Service User Evaluation Data](#).

The [Tiglin Group Programmes](#) utilise a range of modalities including:

- Whole Person Model
- Cognitive Behavioural Therapy (CBT)
- Rational Emotive Behaviour Therapy (REBT)
- Gestalt Therapy

These models are used to help each individual identify and challenge barriers they face in each area of their lives in accordance with Tiglin's Biological, Psychological, Social, and Spiritual model.

According to Dr. William R. Miller, a prominent psychologist and addiction specialist:

*"The human spirit represents an essential dimension in the treatment of addiction. Without attention to spiritual needs, the process of healing and recovery remains incomplete. Spirituality can provide a sense of meaning, purpose, and connection that can significantly aid the journey to recovery."*

Dr. Patrick G. Williams, an expert in behavioural medicine, adds:

*"Effective addiction treatment involves addressing not just the physical and psychological aspects of the individual, but also the spiritual. There is growing evidence that spiritual well-being is associated with positive recovery outcomes, suggesting that the healing of the soul is a crucial component in the journey toward sobriety."*



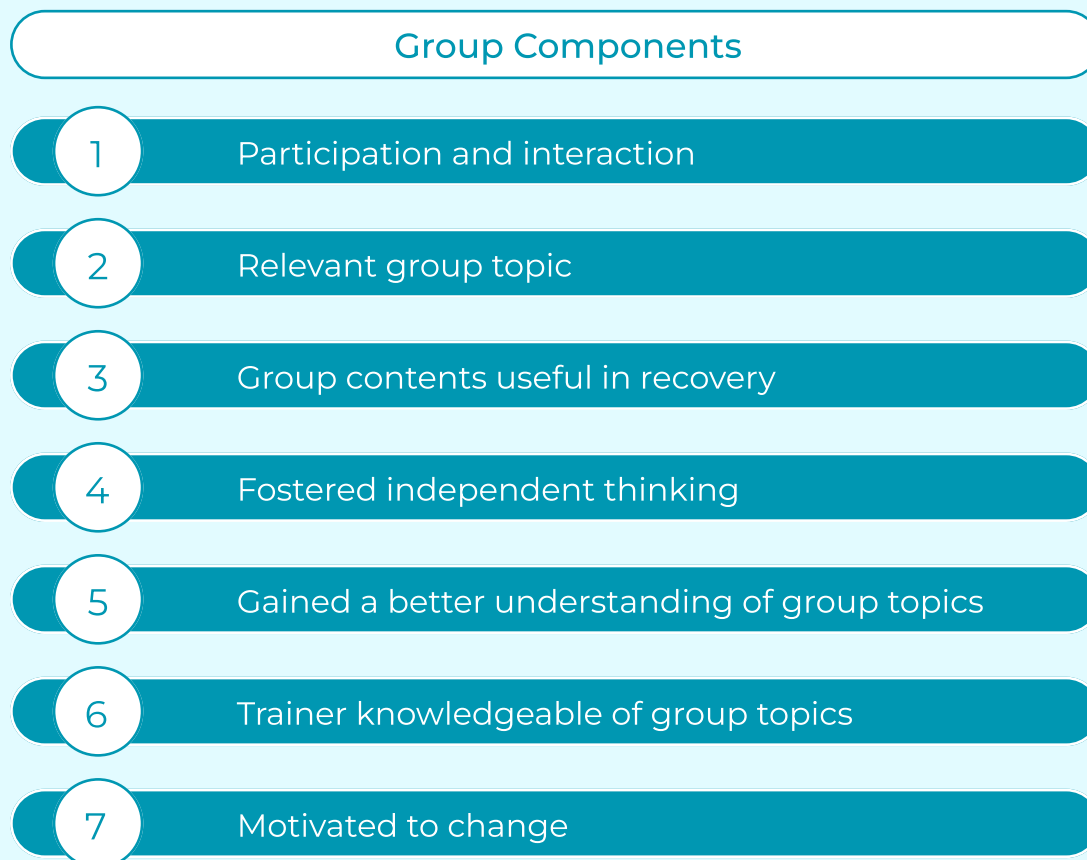
Table 1. Tiglin Group Programmes

Groups	Women's	Men's	Aftercare
<b>Recovery Groups</b>			
Celebrate Recovery (12 Steps)	✓	✓	✓
SMART Recovery	✓	✓	✓
Recover Me	✓		
<b>Tiglin Therapeutic Curriculum</b>			
Relapse Prevention	✓	✓	✓
Interpersonal Relationships	✓	✓	
Anger Management	✓	✓	
Identity	✓	✓	
Attitudes	✓	✓	
Obedience & Authority	✓	✓	
Growing through Failure	✓	✓	
Self-Acceptance	✓		
Christian Spirituality	✓		
Relapse & Relationships	✓		
<b>Topical Therapy Groups</b>			
Humility vs Pride			✓
Observations & Value Systems			✓
Relationships			✓
CRA Happiness Scale & Goals of Counselling			✓
Self-Compassion			✓
Self-Esteem			✓
Spirituality & Mental Health			✓
Communication			✓
<b>Additionat Groups</b>			
Drama	✓		
Physical Health & Wellness			✓
Living Life with a Pulse			✓
Outdoor Behaviour Therapy			✓
Organic Food & Fitness			✓
<b>Groups per Programme</b>	<b>14</b>	<b>9</b>	<b>15</b>



# Service user satisfaction with Group Programmes

Service users' experiences of Tiglin's residential treatment and aftercare programmes measures the effectiveness of these programmes utilising seven [Key Group Components](#).



These [Group components](#) are focused on service users' satisfaction with:

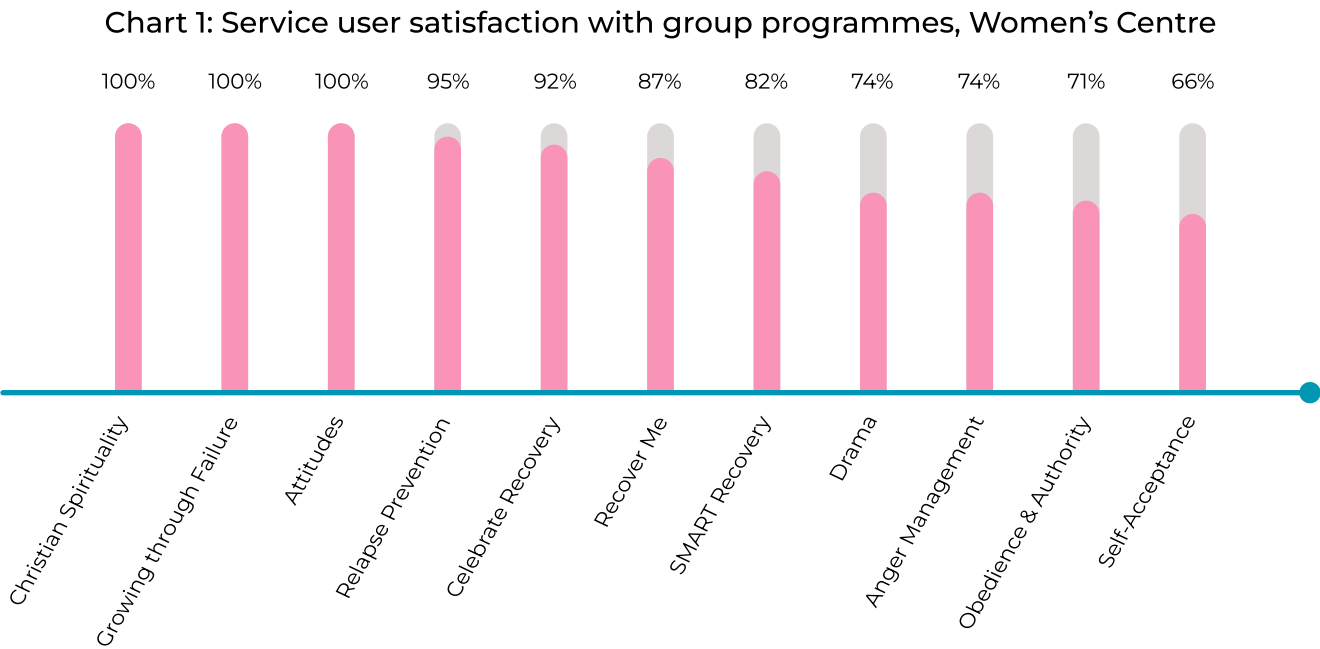
- Group contents
- Service delivery methodologies
- Outcomes

## Service user satisfaction with group programmes

The following analysis reports the service users’ overall satisfaction with the groups operating in the Women’s, Men’s and Aftercare Centres.

### Women’s centre

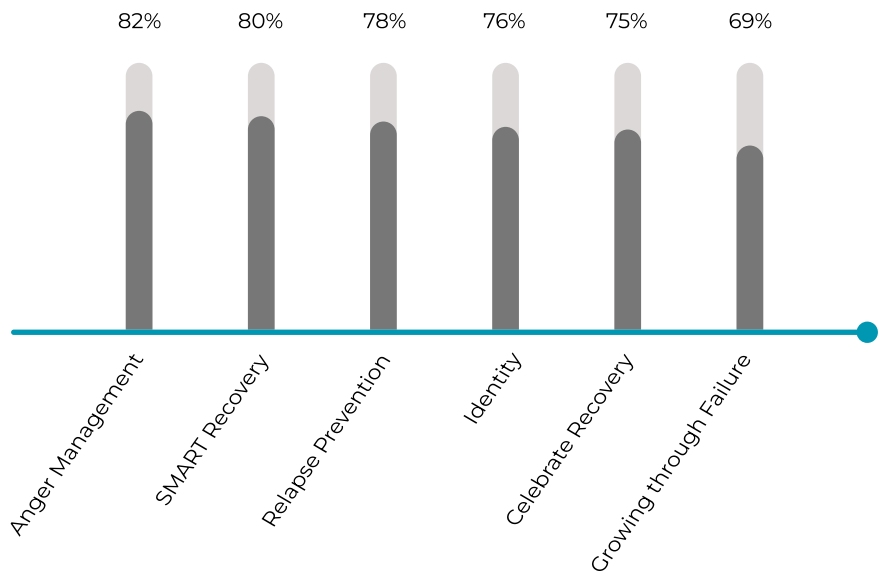
In terms of what group works best at the Women’s Centre, service users reported the highest rates of satisfaction with Christian Spirituality, Growing through Failure and Attitudes (Chart 1). High rates of satisfaction were also reported among groups with a higher number of evaluations including Relapse Prevention, Celebrate Recovery and Recover Me. Rates of satisfaction ranged from 100% for Christian Spirituality to 66% for Self-Acceptance.



Men’s centre

In terms of what group works best at the Men’s Centre, service users reported the highest rate of satisfaction with Anger Management followed by SMART Recovery and Relapse Prevention (Chart 2). Rates of satisfaction ranged from 82% for Anger Management to 69% for Growing through Failure.

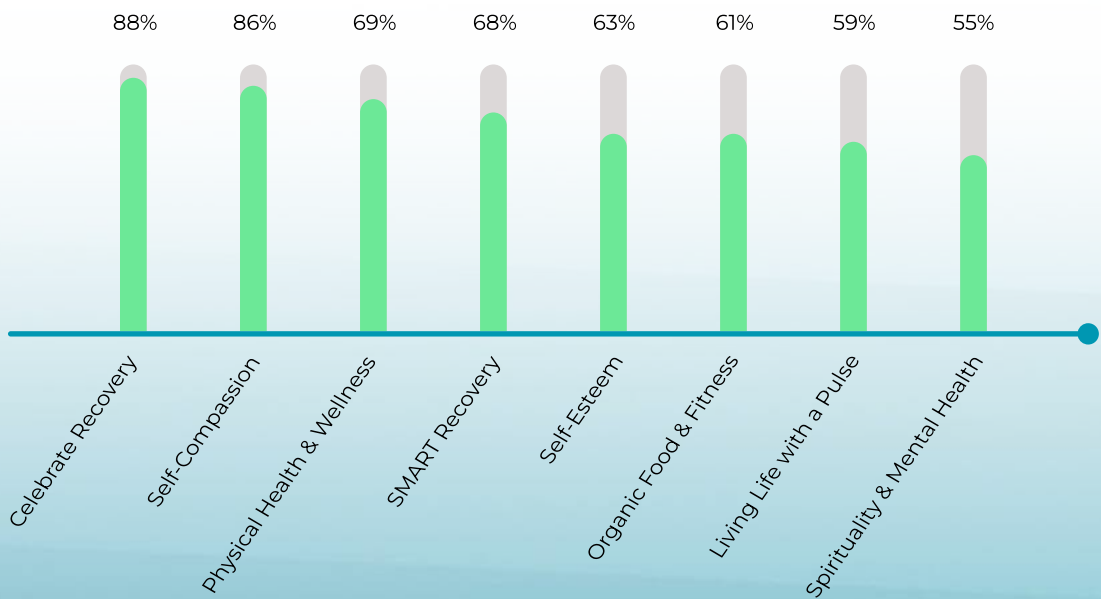
Chart 2: Service user satisfaction with group programmes, Men’s Centre



Aftercare centre

In terms of what group works best at the Aftercare programme, service users reported the highest rate of satisfaction with Celebrate Recovery, followed by Self-Compassion (Chart 3). Rates of satisfaction ranged from 88% for Celebrate Recovery to 55% for Spirituality & Mental Health.

Chart 3: Service user satisfaction with group programmes, Aftercare





## Groups operating across the men's, women's & aftercare centres

Nine groups operated in more than one Tiglin programme. The table below reports the three groups that operated across all Tiglin programmes, and another six groups that operated in the Women's and Men's Centres (Table 2).

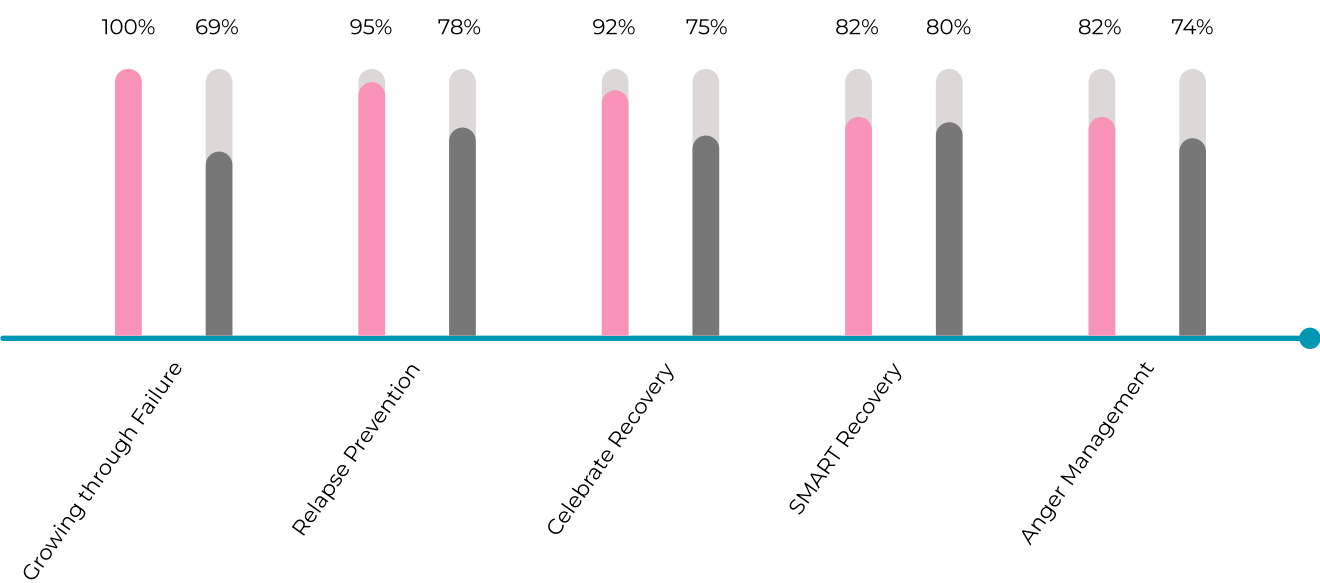
**Table 2: Group programmes operating in more than one Tiglin Centre, Women's, Men's and Aftercare Centres**

Groups	Women's	Men's	Aftercare
<b>Recovery Groups</b>			
Celebrate Recovery (12 Steps)	✓	✓	✓
SMART Recovery	✓	✓	✓
<b>Tiglin Therapeutic Curriculum</b>			
Relapse Prevention	✓	✓	✓
Anger Management	✓	✓	
Growing through Failure	✓	✓	
Interpersonal Relationships*	✓	✓	
Identity*	✓	✓	
Attitudes*	✓	✓	
Obedience & Authority*	✓	✓	

\* To uphold confidentiality, the data from some groups have not been reported. In the Men's Centre these groups are Interpersonal Relationships, Attitudes, Obedience & Authority. In the Women's Centre these groups are Interpersonal Relationships, Identity, Relapse & Relationships; see Tiglin Service User Evaluation Data report for details of these groups.

A comparison of the three groups that operated across all Tiglin programmes cannot be provided because the delivery method in the Women’s and Men’s Centres is more intensive and thus different to the delivery method in Aftercare. A comparison of the groups operating in the Women’s and Men’s Centres identifies high rates of satisfaction with group components (Chart 4). While acknowledging these high rates of satisfaction, clients in the Women’s Centre reported the highest rates of satisfaction with the Growing Through Failure, Relapse Prevention, Celebrate Recovery, SMART Recovery and Anger Management groups. It is possible that gender differences could explain the different satisfaction rates reported in these centres for some of the groups. Other factors such as facilitation style and skill, group content, setting, and group delivery methods should also be considered.







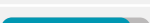


















Chart 4: Service user satisfaction with group programmes, Women’s & Men’s Centre



Satisfaction rates across all group programmes

Satisfaction rates for all three centres identify that the highest rate of satisfaction with group programmes is reported by service users attending Christian Spirituality in the Women’s Centre (Table 3). High rates of satisfaction were also reported among groups with a higher number of evaluations including Celebrate Recovery in the Women’s Centre and Aftercare. Rates of satisfaction ranged from 100% for Christian Spirituality in the Women’s Centre to 55% for Spirituality & Mental Health in Aftercare.

Table 3: Satisfaction rates with group programmes, Women's &amp; Men's Centre &amp; Aftercare

Groups	Satisfaction Rate		Tiglin Centre
Christian Spirituality		100% (8)	●
Growing through Failure		100% (7)	●
Attitudes		100% (6)	●
Relapse Prevention		95% (30)	●
Celebrate Recovery		92% (137)	●
Celebrate Recovery		88% (376)	●
Recover Me		87% (93)	●
Self-Compassion		86% (69)	●
SMART Recovery		82% (98)	●
Anger Management		82% (43)	●
SMART Recovery		80% (274)	●
Relapse Prevention		78% (21)	●
Identity		76% (24)	●
Celebrate Recovery		75% (350)	●
Drama		74% (41)	●
Anger Management		74% (14)	●
Obedience & Authority		71% (21)	●
Physical Health & Wellness		69% (43)	●
Growing through Failure		69% (25)	●
SMART Recovery		68% (61)	●
Self-Acceptance		66% (11)	●
Self-Esteem		63% (17)	●
Organic Food & Fitness		61% (20)	●
Living Life with a Pulse		59% (17)	●
Spirituality & Mental Health		55% (14)	●
Relapse Prevention	●		●
Interpersonal Relationships	●		● ●
Identity	●		●
Attitudes	●		●
Obedience & Authority	●		●
Relapse & Relationships	●		●
Humility vs Pride	●		●
Observations & Value Systems	●		●
Relationships	●		●
CRA Happiness Scale & Goals of Counselling	●		●
Communication	●		●
Outdoor Behaviour Therapy	●		●

● To uphold confidentiality, group data has not been reported; see Tiglin Service User Evaluation Data report for details of these groups

● Women's    ● Men's    ● Aftercare



## Service user satisfaction with group components

Service users in all centres reported high rates of satisfaction for all group components, with rates ranging from 92% to 74% (Table 4 & 5). While acknowledging the high rates of satisfaction across the three centres, the data identifies that the most satisfaction is reported by service users attending Aftercare. Highest rates of satisfaction with the group contents were reported by service users from Aftercare. Highest rates of satisfaction with the service delivery methodologies and outcomes were reported by service users from the Women's Centre and Aftercare. Lower rates of satisfaction for some group components were also reported, especially in the Men's Centre.

**Table 4: Service user satisfaction with group components, Women's, Men's and Aftercare Centres**

Group contents	Women's	Men's	Aftercare
Encouraged group participation	90% (520)	86% (847.5)	92% (745)
Relevant group topics	86% (497.5)	80% (787)	92% (750)
Group contents useful in recovery	86% (493.5)	77% (758.5)	91% (736)
Fostered independent thinking	82% (472.5)	73% (723.5)	79% (638.5)
Better understanding of group topics	86% (493)	77% (756.5)	89% (722)
Trainer knowledgeable of group topics	90% (516)	82% (810)	90% (732)
Motivated to change	86% (498)	74% (731)	85% (693)

Table 5: Highest rate of satisfaction with group components by Tiglin centre, Women's, Men's and Aftercare Centres

Groups components	Highest rate of satisfaction
<b>Group contents</b>	
Relevant group topics	●
Group contents useful in recovery	●
<b>Service delivery</b>	
Encouraged group participation	●
Trainer knowledgeable of group topics	● ●
<b>Outcomes</b>	
Fostered independent thinking	●
Better understanding of group topics	●
Motivated to change	●

● Women's      ● Aftercare





**The following analysis  
provides a more detailed  
examination of the group  
components**

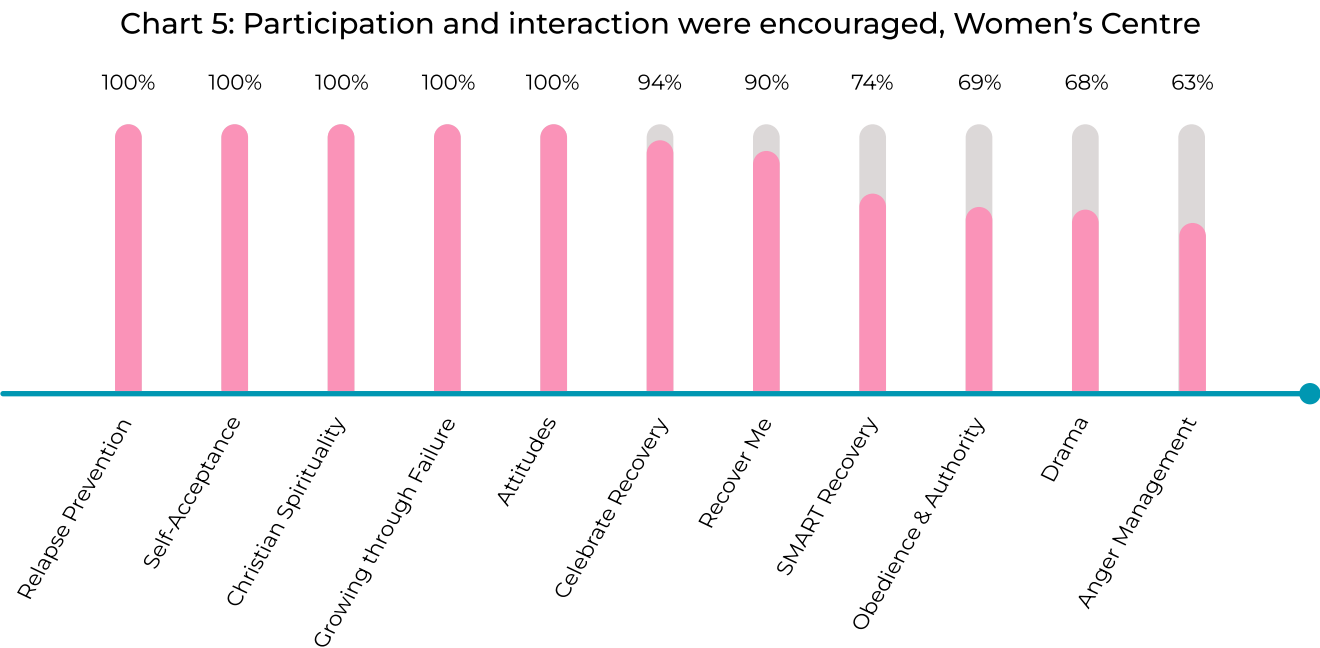


## Group component: Participation & interaction

The Participation and interaction are important components of group work and client engagement with a programme. Service users reported high rates of satisfaction with the level of encouragement for group participation in all centres. The highest rates in **Aftercare** and the **Men's Centre** were reported in **SMART Recovery**, and in the **Women's Centre** was reported in **Relapse Prevention** (Charts 5 to 7).

### Women's centre

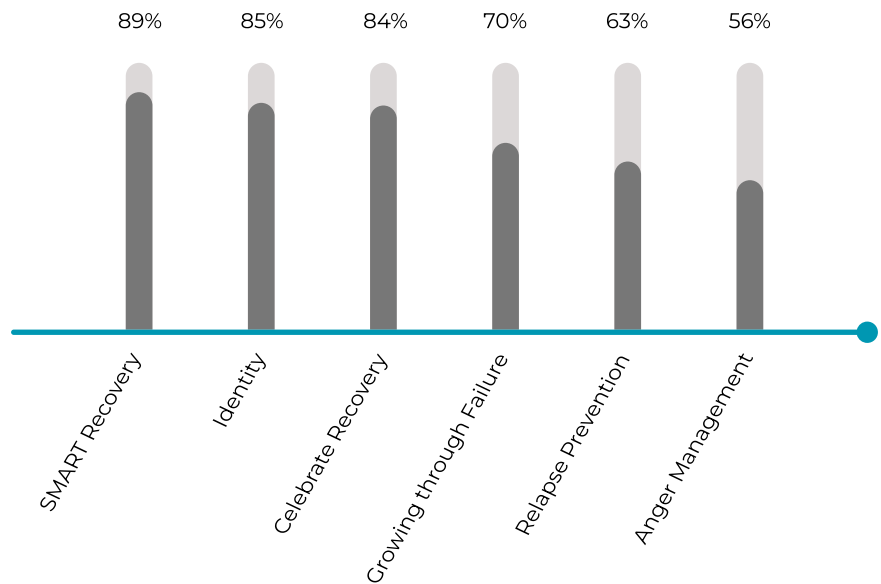
At 100%, service users reported the highest rates of satisfaction with the level of encouragement for group participation in Relapse Prevention and Self-Acceptance. Lower rates of satisfaction were reported in some groups including the Obedience & Authority, Drama and Anger Management.



Men's centre

At 89%, service users reported the highest rates of satisfaction with the level of encouragement for group participation in SMART Recovery. Lower rates of satisfaction were reported in some groups including the Relapse Prevention and Anger Management groups.

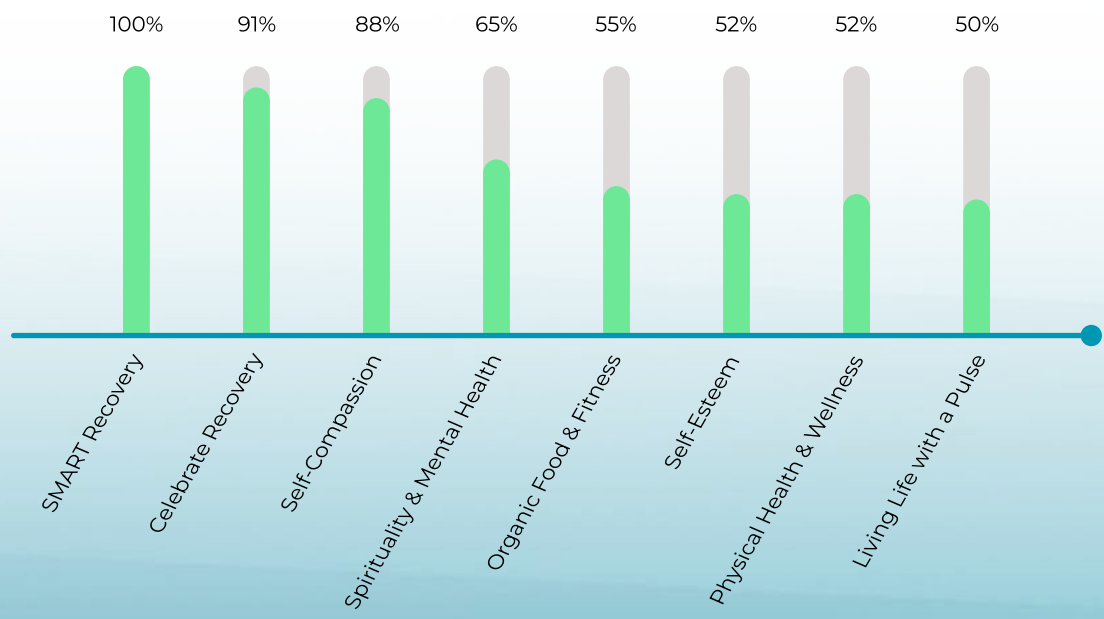
Chart 6: Participation and interaction were encouraged, Men's Centre



Aftercare centre

At 100%, service users reported the highest rates of satisfaction with the level of encouragement for group participation in SMART Recovery. Lower rates of satisfaction were reported in some groups including the Spirituality & Mental Health, Organic Food & Fitness, Self-Esteem, Physical Health & Wellness, and Living Life with a Pulse groups.

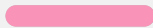


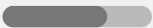






Chart 7: Participation and interaction were encouraged, Aftercare



## Groups operating in the Men's & Women's centres

A comparison of the groups operating in the Men's and Women's Centres identifies rates of satisfaction with the level of encouragement for group participation range from 100% to 56% (Table 6). While acknowledging high rates of satisfaction in most groups, in Celebrate Recovery group participation was encouraged more in the Women's Centre, and in SMART Recovery group participation was encouraged more in the Men's Centre. Due to the low number of evaluations in the Women's Centre for the Anger Management and Growing through Failure groups, and the Relapse Prevention group in the Men's Centre, it is challenging to draw conclusions from this data.

**Table 6: Participation and interaction were encouraged, Women's & Men's Centres**



















































Group contents	Women's	Men's
Relapse Prevention	 100% (32)	 63% (17)
Growing through Failure	 100% (7)	 70% (25)
Celebrate Recovery	 94% (140)	 84% (391.5)
SMART Recovery	 74% (88.5)	 89% (302)
Anger Management	 63% (12)	 56% (29)



## Satisfaction rates across all Group programmes

Satisfaction rates for all three centres identify that the highest rate of satisfaction with the level of encouragement for group participation is reported by service users attending SMART Recovery in Aftercare (Table 7). High rates of satisfaction were also reported among groups with a higher number of evaluations including Celebrate Recovery in the Women's Centre and Aftercare. Rates of satisfaction ranged from 100% for SMART Recovery in Aftercare to 50% for Living Life with a Pulse in Aftercare.



Table 7: Satisfaction rates with participation and interaction, Women's, Men's and Aftercare Centres

Groups	Satisfaction Rate		Tiglin Centre
SMART Recovery		100% (90)	
Relapse Prevention		100% (32)	
Self-Acceptance		100% (16)	
Christian Spirituality		100% (8)	
Growing through Failure		100% (7)	
Attitudes		100% (6)	
Celebrate Recovery		94% (140)	
Celebrate Recovery		91% (388)	
Recover Me		90% (97)	
SMART Recovery		89% (302)	
Self-Compassion		88% (70)	
Identity		85% (27)	
Celebrate Recovery		84% (391)	
SMART Recovery		74% (88.5)	
Growing through Failure		70% (25)	
Obedience & Authority		69% (20)	
Drama		68% (20)	
Spirituality & Mental Health		65% (17)	
Relapse Prevention		63% (17)	
Anger Management		63% (12)	
Anger Management		56% (29)	
Organic Food & Fitness		55% (18)	
Physical Health & Wellness		52% (32)	
Self-Esteem		52% (14)	
Living Life with a Pulse		50% (14)	

 Women's     Men's     Aftercare

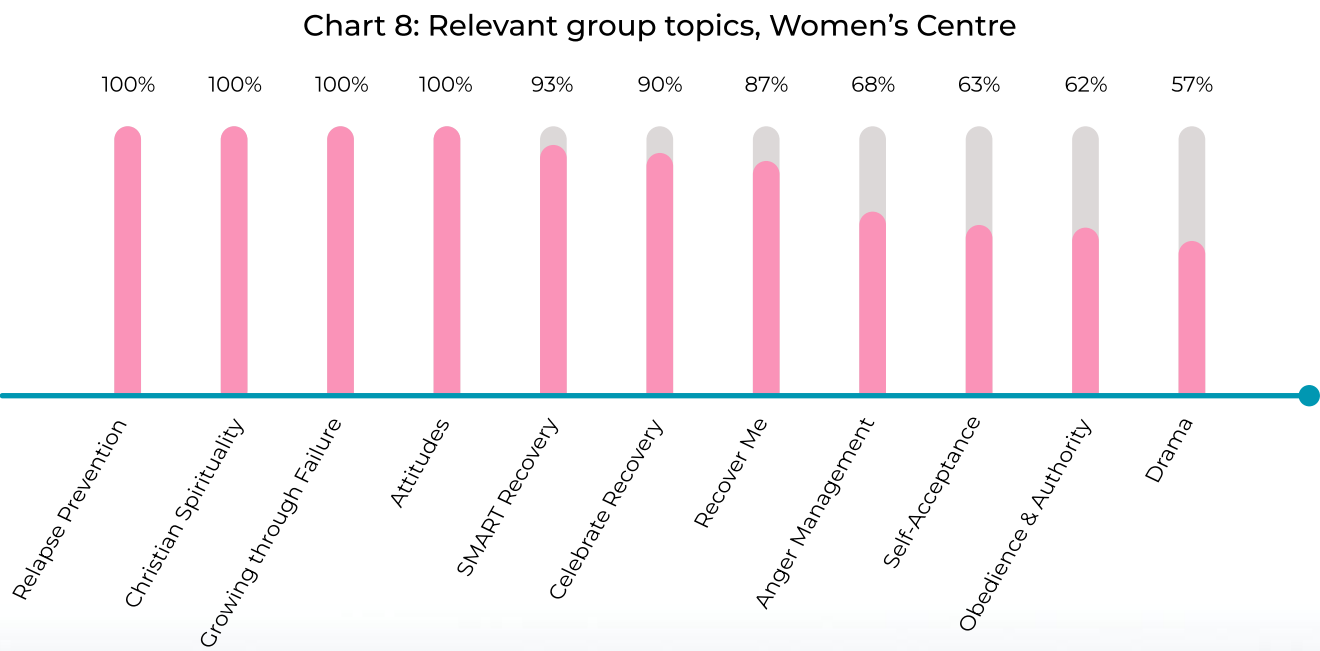
Overall, high rates of satisfaction the level of encouragement for group participation are reported by service users attending the majority of groups in each centre. Lower rates of satisfaction are also reported. It is important to note that when considering participation some groups require more participation than others. Facilitations style and skill should also be considered here as some facilitators may have more of a teaching style with others encouraging more participation of group discussion.

### Group component: Relevant group topic

Group topics require relevance to service users to facilitate engagement with a treatment programme. The majority of service users in all centres strongly agreed or agreed that the group topics were relevant to them. The highest rate of satisfaction with the relevance of group topics in [Aftercare](#) was reported in [Self-Esteem](#), in the [Men's Centre](#) was reported in [Anger Management](#), and in the [Women's Centre](#) was reported in [Relapse Prevention](#) (Charts 8 to 10).

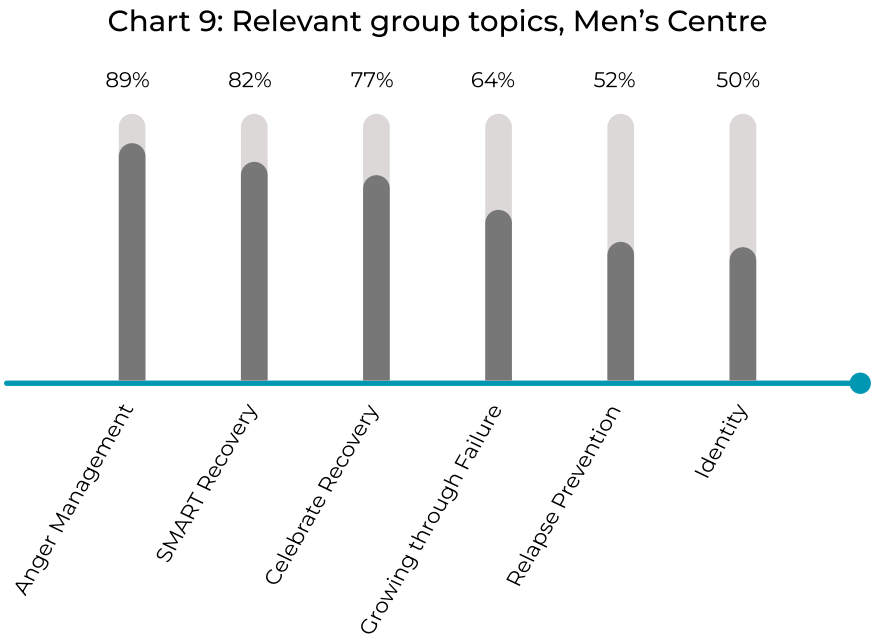
#### Women's centre

At 100%, the highest rates of satisfaction with the relevance of group topics were reported in the Relapse Prevention, Christian Spirituality and Growing through Failure groups. Lower rates of satisfaction were reported in some groups including the Anger Management, Self-Acceptance, Obedience & Authority, and Drama groups.



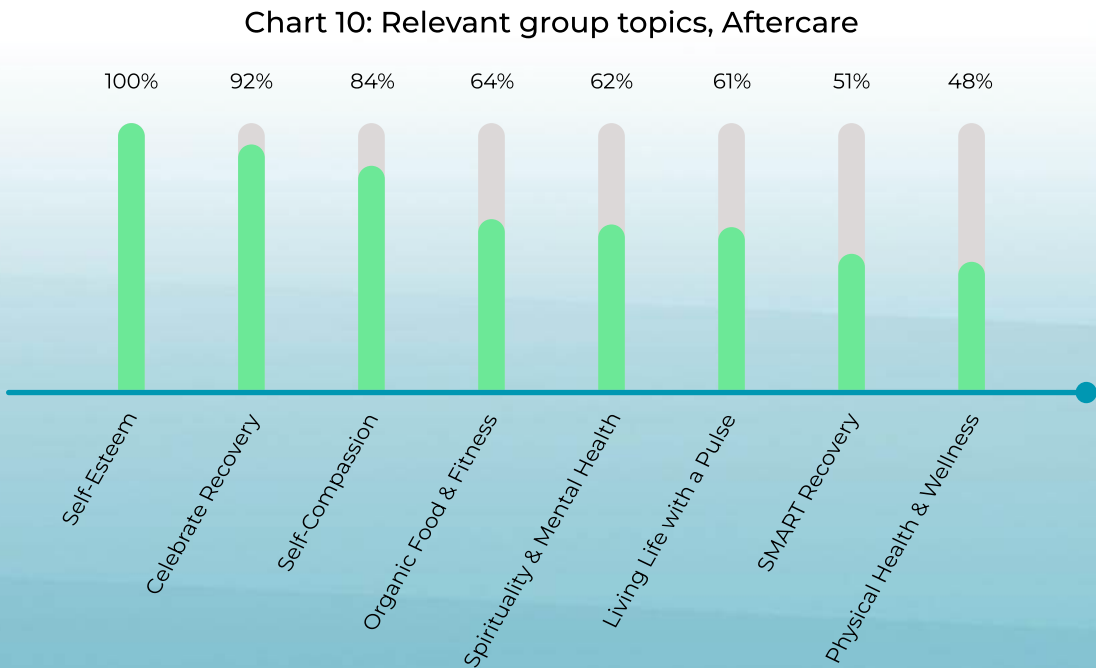
Men's centre

At 89%, the highest rate of satisfaction with the relevance of group topics was reported in the Anger Management group. Lower rates of satisfaction were reported in some groups including the Growing through Failure, Relapse Prevention and Identity groups.



Aftercare centre

At 100%, the highest rate of satisfaction with the relevance of group topics was reported in the Self-Esteem group. Lower rates of satisfaction were reported in some groups including the Organic Food & Fitness, Spirituality & Mental Health, Living Life with a Pulse, SMART Recovery, and Physical Health & Wellness groups.



## Groups operating in the Men's & Women's centres

A comparison of the groups operating in the Men's and Women's Centres identifies rates of satisfaction with the relevance of group topics that range from 100% to 52% (Table 8). While acknowledging high rates of satisfaction in most groups, in SMART Recovery service users were more satisfied with the relevance of group topics in the Women's Centre, and in Celebrate Recovery service users were more satisfied in the Men's Centre. It is possible that gender differences could explain the different satisfaction rates reported for these groups. Due to the low number of evaluations in the Women's Centre for the Anger Management and Growing through Failure groups, and the Relapse Prevention group in the Men's Centre, it is challenging to draw conclusions from this data.

Table 8: Relevant group topics, Women's & Men's centres

Group contents	Women's	Men's
Relapse Prevention	100% (32)	52% (14)
Growing through Failure	100% (7)	64% (23)
SMART Recovery	93% (111)	82% (281)
Celebrate Recovery	70% (104.5)	77% (359)
Anger Management	68% (13)	88% (46)

\* To uphold confidentiality, data has not been reported


























^ Group did not operate in Aftercare

## Satisfaction rates across all Group programmes

Satisfaction rates for all three centres identify that the highest rate of satisfaction with the relevance of group topics is reported by service users attending Relapse Prevention in the Women's Centre, followed by Self- Esteem in Aftercare (Table 9). High rates of satisfaction were also reported among groups with a higher number of evaluations including SMART Recovery in the Women's Centre and Celebrate Recovery in the Women's Centre and Aftercare. Rates of satisfaction ranged from 100% for Relapse Prevention in the Women's Centre to 48% for Physical Health & Wellness in Aftercare.



Table 9: Satisfaction rates with relevance of group topics, Women's, Men's and Aftercare Centres

Groups	Satisfaction Rate		Tiglin Centre
Relapse Prevention		100% (32)	●
Self-Esteem		100% (27)	●
Christian Spirituality		100% (8)	●
Growing through Failure		100% (7)	●
Attitudes		100% (6)	●
SMART Recovery		93% (110.5)	●
Celebrate Recovery		92% (393.5)	●
Celebrate Recovery		90% (135)	●
Anger Management		89% (46)	●
Recover Me		87% (93)	●
Self-Compassion		84% (67)	●
SMART Recovery		82% (281)	●
Celebrate Recovery		77% (359)	●
Anger Management		68% (13)	●
Growing through Failure		64% (23)	●
Organic Food & Fitness		64% (21)	●
Self-Acceptance		63% (10)	●
Obedience & Authority		62% (18)	●
Spirituality & Mental Health		62% (16)	●
Living Life with a Pulse		61% (17)	●
Drama		57% (32)	●
Relapse Prevention		52% (14)	●
SMART Recovery		51% (45.5)	●
Identity		50% (16)	●
Physical Health & Wellness		48% (30)	●

● Women's ● Men's ● Aftercare

Overall, high rates of satisfaction with the relevance of group topics are reported by service users attending the majority of groups in each centre. However, lower rates are also reported. It is possible that for some of the topical groups gender differences may have an impact on the relevance of that topic. For other groups, like SMART Recovery and Celebrate Recovery, the setting may need to be taken into consideration. It is interesting to note that SMART Recovery has its lowest satisfaction rate in the Aftercare programme, further consideration is needed here.

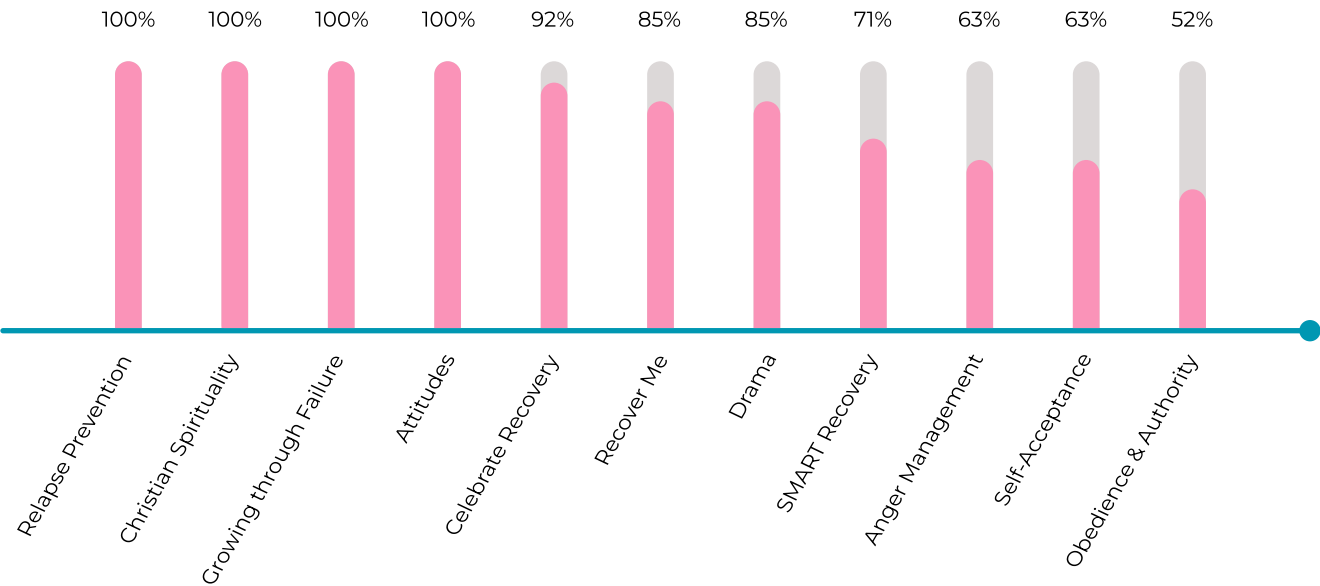
### Group component: Group contents useful in recovery

Group contents must be useful to service users to facilitate progression through a treatment programme. The majority of service users in all centres strongly agreed or agreed that the group topics were useful in recovery. The highest rate of satisfaction with the usefulness of group contents to recovery in [Aftercare](#) was reported in [Celebrate Recovery](#), in the [Men's](#) and [Women's Centres](#) were reported in [Relapse Prevention](#) (Charts 11 to 13).

#### Women's centre

At 100%, the highest rates of satisfaction with the usefulness of group contents to recovery were reported in the Relapse Prevention, Christian Spirituality and Growing through Failure groups. Lower rates of satisfaction were reported in some groups including the Anger Management, Self-Acceptance and Obedience & Authority groups.

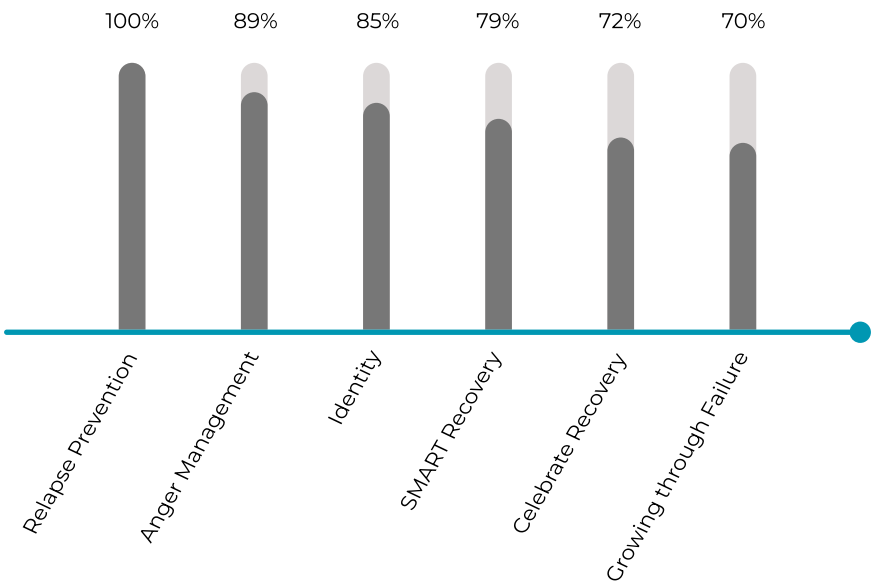
Chart 11: Group contents useful in recovery, Women's Centre



Men's centre

At 100%, the highest rate of satisfaction with the usefulness of group contents to recovery was reported in the Relapse Prevention group. Lower rates of satisfaction were reported in some groups including the Growing through Failure group.

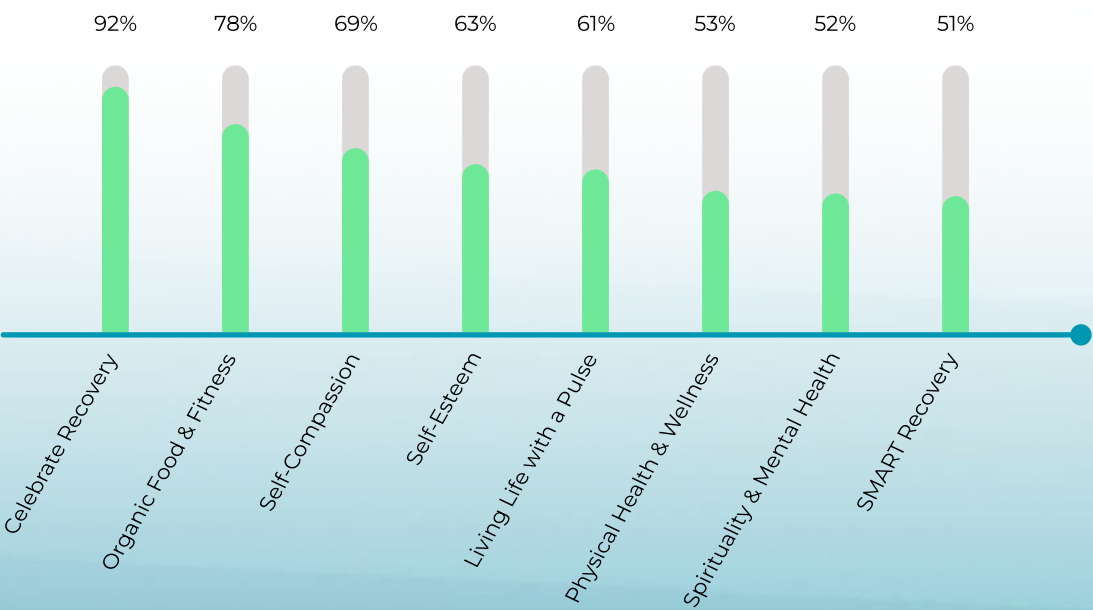
Chart 12: Group contents useful in recovery, Men's Centre



Aftercare centre

At 92%, the highest of rate satisfaction with the usefulness of group contents to recovery was reported in the Celebrate Recovery group. Lower rates of satisfaction were reported in some groups including the Self-Compassion, Self-Esteem, Living Life with a Pulse, Physical Health & Wellness, Spirituality & Mental Health and SMART Recovery groups.


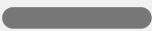

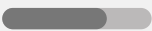



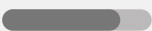


Chart 13: Group contents useful in recovery, Aftercare



## Groups operating in the Men's & Women's centres

A comparison of the groups operating in the Men's and Women's Centres identifies rates of satisfaction with the usefulness of group contents to recovery range from 100% to 63% (Table 10). While acknowledging high rates of satisfaction in most groups, in SMART Recovery service users were more satisfied with the usefulness of group contents to recovery in the Men's Centre, and in Celebrate Recovery service users were equally satisfied in both centres. Due to the low number of evaluations in the Women's Centre for the Anger Management and Growing through Failure groups, and the Relapse Prevention group in the Men's Centre, it is challenging to draw conclusions from this data.

Table 10: Group contents useful in recovery, Women's & Men's Centres

Group contents	Women's	Men's
Relapse Prevention	 100% (32)	 100% (27)
Growing through Failure	 100% (7)	 70% (25)
Celebrate Recovery	 72% (107.5)	 72% (336.5)
SMART Recovery	 71% (85)	 79% (401)
Anger Management	 63% (12)	 89% (46)

\* To uphold confidentiality, data has not been reported


























^ Group did not operate in Aftercare

## Satisfaction rates across all Group programmes

Satisfaction rates for all three centres identify that the highest rate of satisfaction with the usefulness of group contents to recovery is reported by service users attending Relapse Prevention in the Women's and Men's Centres (Table 11). High rates of satisfaction were also reported among groups with a higher number of evaluations including Celebrate Recovery in the Women's Centre and Aftercare. Rates of satisfaction ranged from 100% for Relapse Prevention in the Women's Centre to 51% for SMART Recovery in Aftercare.



Table 11: Satisfaction rates with usefulness of group contents to recovery, Women's, Men's and Aftercare Centres

Groups		Satisfaction Rate	Tiglin Centre
Relapse Prevention		100% (32)	●
Relapse Prevention		100% (27)	●
Christian Spirituality		100% (8)	●
Growing through Failure		100% (7)	●
Attitudes		100% (6)	●
Celebrate Recovery		92% (390)	●
Celebrate Recovery		92% (137.5)	●
Anger Management		89% (46)	●
Recover Me		85% (90)	●
Drama		85% (48)	●
Identity		85% (27)	●
SMART Recovery		79% (270)	●
Organic Food & Fitness		78% (26)	●
Celebrate Recovery		72% (336.5)	●
SMART Recovery		71% (85)	●
Growing through Failure		70% (25)	●
Self-Compassion		69% (86)	●
Self-Esteem		63% (17)	●
Anger Management		63% (12)	●
Self-Acceptance		63% (10)	●
Living Life with a Pulse		61% (17)	●
Physical Health & Wellness		53% (33)	●
Obedience & Authority		52% (15)	●
Spirituality & Mental Health		52% (13.5)	●
SMART Recovery		51% (46)	●

● Women's    ● Men's    ● Aftercare

Overall, high rates of satisfaction with the usefulness of group topics to recovery are reported by service users attending the majority of groups in each centre. However, lower rates are also reported. It is possible that for some of the topical groups gender differences may have an impact on the usefulness of that topic. For other groups, like SMART Recovery and Celebrate Recovery, delivery methods and setting may need to be taken into consideration. It is interesting to note that SMART Recovery has its lowest satisfaction rate in the Aftercare programme, further consideration is needed here.

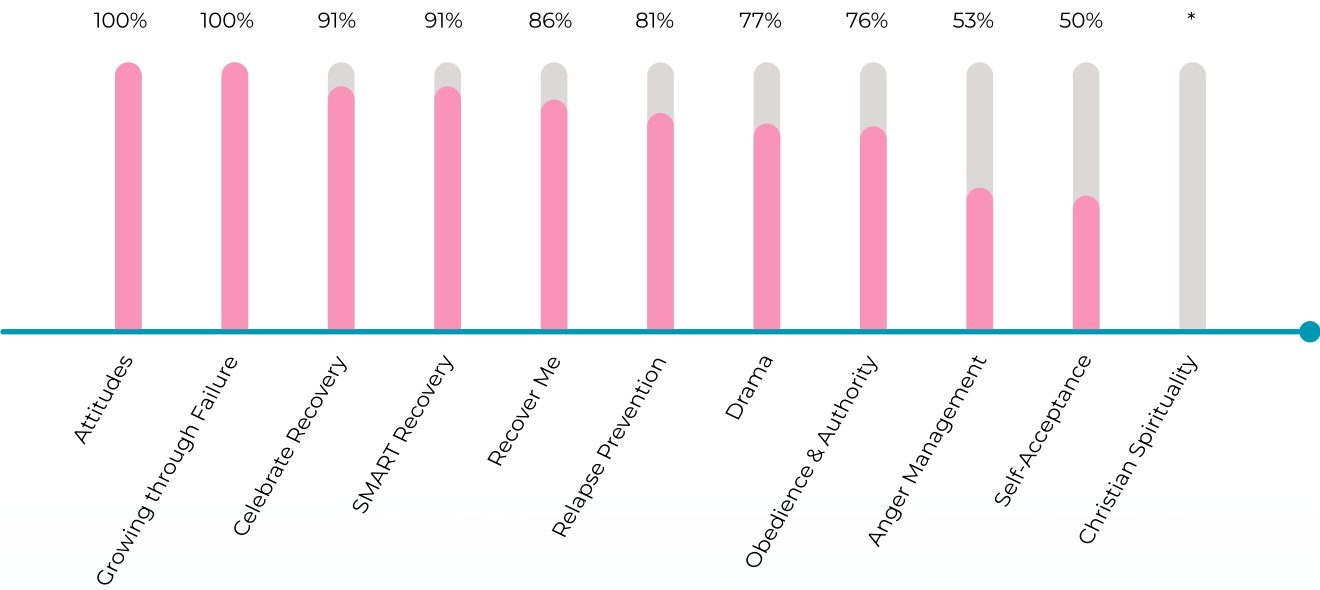
## Group component: Fostered independent thinking

The development of recovery capital to control addictive behaviours includes the development of the self which incorporates independent thinking. The majority of service users in all centres strongly agreed or agreed that the groups fostered independent thinking. The highest rate of satisfaction with the groups abilities to foster independent thinking in [Aftercare](#) was reported in [Physical Health & Wellness](#), in the [Men’s Centre](#) was reported in [Relapse Prevention](#), and in the [Women’s Centre](#) was reported in [Growing through Failure](#) (Charts 14 to 16).

### Women’s centre

At 100%, the highest rates satisfaction with the groups abilities to foster independent thinking were reported in the Growing through Failure and Attitudes groups. Lower rates of satisfaction were reported in some groups including the Anger Management and Self-Acceptance groups. A small number of service users from the SMART Recovery and Drama groups reported that their individuality was suppressed due to group dynamics.

Chart 14: Fostered independent thinking, Women’s Centre

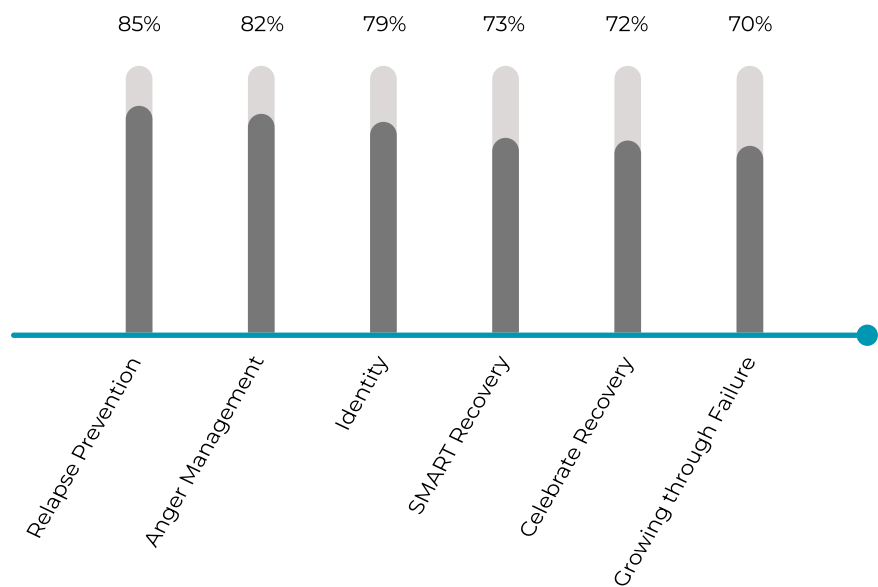


\* To uphold confidentiality, data has not been reported

Men's centre

At 85%, the highest rate satisfaction with the groups abilities to foster independent thinking was reported in the Relapse Prevention group. Lower rates of satisfaction were reported in some groups including the Growing through Failure group.

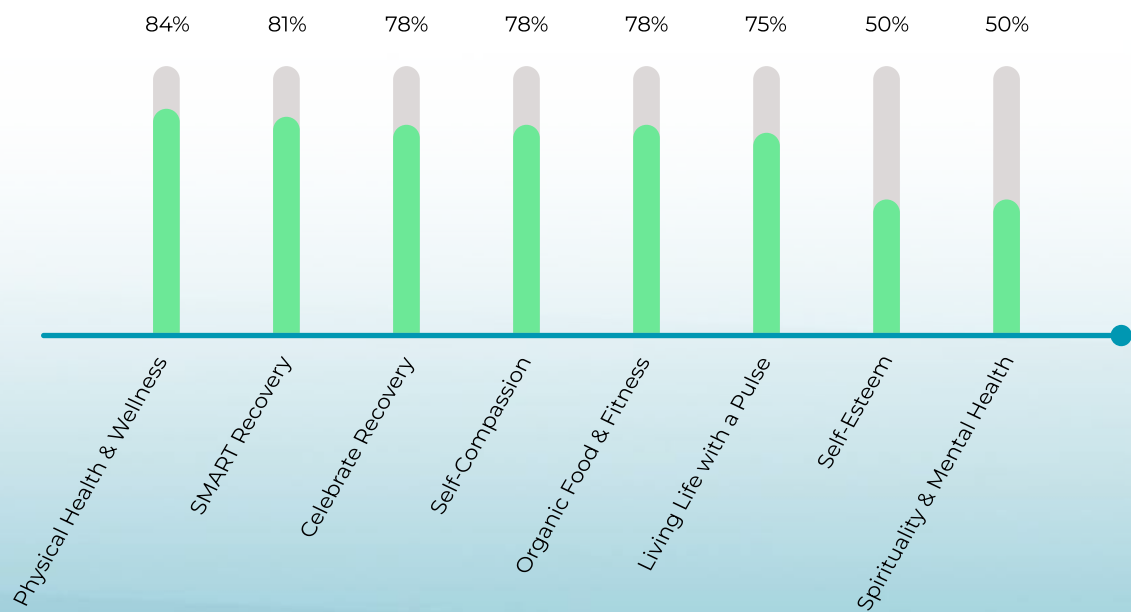
Chart 15: Fostered independent thinking, Men's Centre



Aftercare centre

At 84%, the highest rate satisfaction with the groups abilities to foster independent thinking was reported in the Physical Health & Wellness group. Lower rates of satisfaction were reported in some groups including the Self-Esteem and Spirituality & Mental Health groups.

Chart 16: Fostered independent thinking, Aftercare



## Groups operating in the Men's & Women's centres

A comparison of the groups operating in the Men's and Women's Centres identifies rates of satisfaction with the groups abilities to foster independent thinking range from 100% to 53% (Table 12). While acknowledging high rates of satisfaction in most groups, in SMART Recovery and Celebrate Recovery, service users were more satisfied with the groups abilities to foster independent thinking in the Women's Centre. Due to the low number of evaluations in the Women's Centre for the Anger Management and Growing through Failure groups, and the Relapse Prevention group in the Men's Centre, it is challenging to draw conclusions from this data.

Table 12: Fostered independent thinking, Women's Centre

Group contents	Women's	Men's
Growing through Failure	100% (7)	70% (25)
SMART Recovery	91% (108)	73% (251.5)
Celebrate Recovery	91% (136)	72% (332)
Relapse Prevention	85% (23)	81% (26)
Anger Management	53% (10)	82% (43)

\* To uphold confidentiality, data has not been reported

























^ Group did not operate in Aftercare

## Satisfaction rates across all Group programmes

Satisfaction rates for all three centres identify that the highest rate of satisfaction with the groups abilities to foster independent thinking is reported by service users attending Growing through Failure in the Women's Centres (Table 13). High rates of satisfaction were also reported among groups with a higher number of evaluations including Celebrate Recovery and SMART Recovery in the Women's Centre. Rates of satisfaction ranged from 100% for Growing through Failure to 50% for Self-Acceptance in the Women's Centre.



Table 13: Satisfaction rates of fostering independent thinking, Women's, Men's and Aftercare Centres

Groups	Satisfaction Rate		Tiglin Centre
Growing through Failure		100% (7)	●
Attitudes		100% (6)	●
Celebrate Recovery		91% (136)	●
SMART Recovery		91% (108)	●
Recover Me		86% (91.5)	●
Relapse Prevention		85% (23)	●
Physical Health & Wellness		84% (52)	●
Anger Management		82% (43)	●
SMART Recovery		81% (73)	●
Relapse Prevention		81% (26)	●
Identity		79% (25)	●
Celebrate Recovery		78% (330.5)	●
Self-Compassion		78% (62)	●
Organic Food & Fitness		78% (26)	●
Drama		77% (43)	●
Obedience & Authority		76% (22)	●
Living Life with a Pulse		75% (21)	●
SMART Recovery		73% (251.5)	●
Celebrate Recovery		72% (332)	●
Growing through Failure		70% (25)	●
Anger Management		53% (10)	●
Self-Esteem		50% (13.5)	●
Spirituality & Mental Health		50% (13)	●
Self-Acceptance		50% (8)	●
Christian Spirituality			●

● To uphold confidentiality, group data has not been reported; see Tiglin Service User Evaluation Data report for details of these groups

● Women's    ● Men's    ● Aftercare

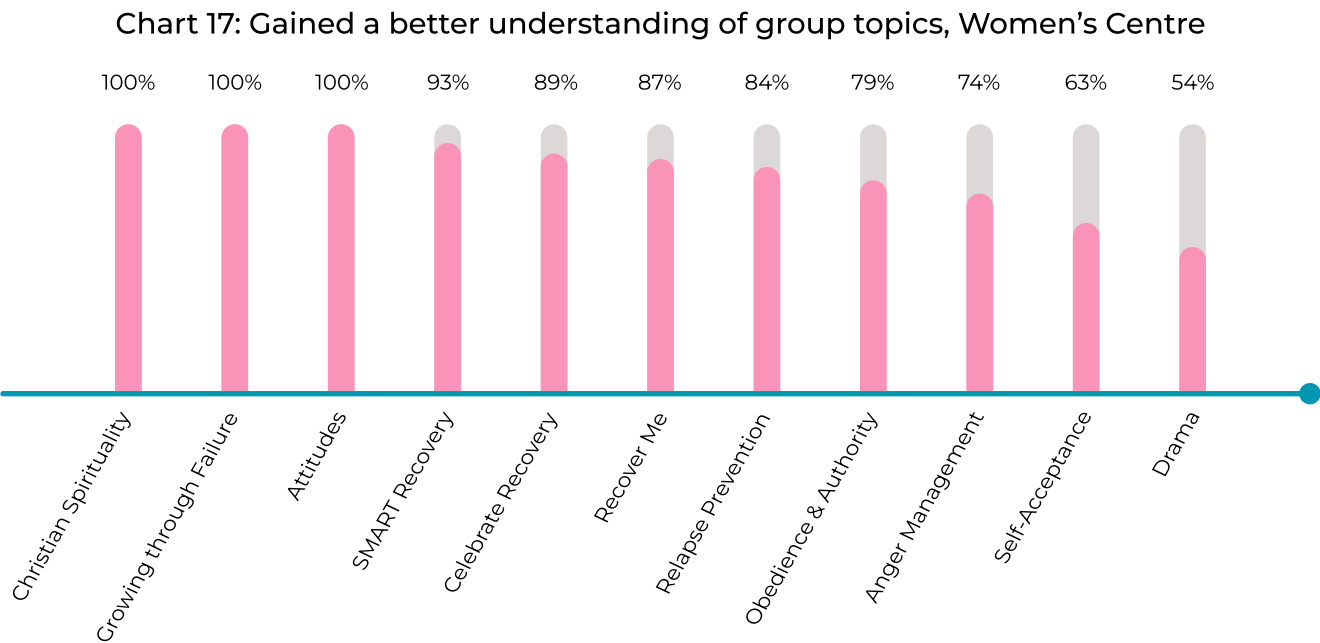
Overall, high rates of satisfaction with the groups abilities to foster independent thinking are reported by service users attending the majority of groups in each centre. However, lower rates are also reported. It is possible that for some of the topical groups gender differences may have an impact on the satisfaction rates. However, gender differences cannot account for the satisfaction rates for SMART Recovery and Celebrate Recovery which have a much higher satisfaction rate in the Women's Centre than in the Men's Centre. Group delivery methods should be explored at both centres. Further consideration is needed here.

## Group component: Gained a better understanding of group topics

Service users need to gain an understanding of group topics to facilitate engagement with a treatment programme. Service users in all centres reported high rates of satisfaction of understanding group topics. The highest rate of satisfaction in **Aftercare** was reported in **Physical Health & Wellness**, in the **Men’s Centre** was reported in **Anger Management**, and in the **Women’s Centre** was reported in **Christian Spirituality** (Charts 17 to 19).

### Women’s centre

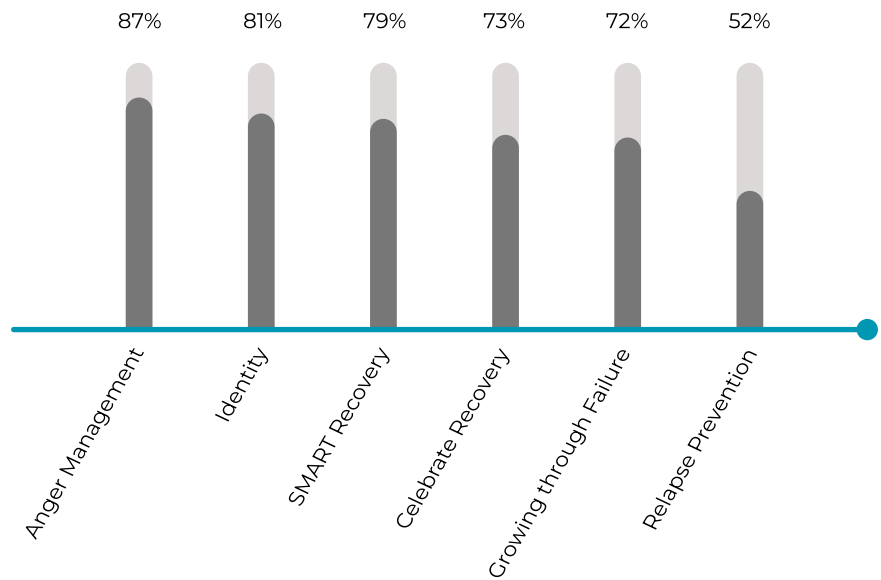
At 100%, the highest rates satisfaction of understanding group topics were reported in the Christian Spirituality, Growing through Failure and Attitudes groups. Lower rates of satisfaction were reported in some groups including the Self-Acceptance and Drama groups.



Men's centre

At 87%, the highest rate satisfaction of understanding group topics was reported in the Anger Management group. Lower rates of satisfaction were reported in some groups including the Relapse Prevention group.

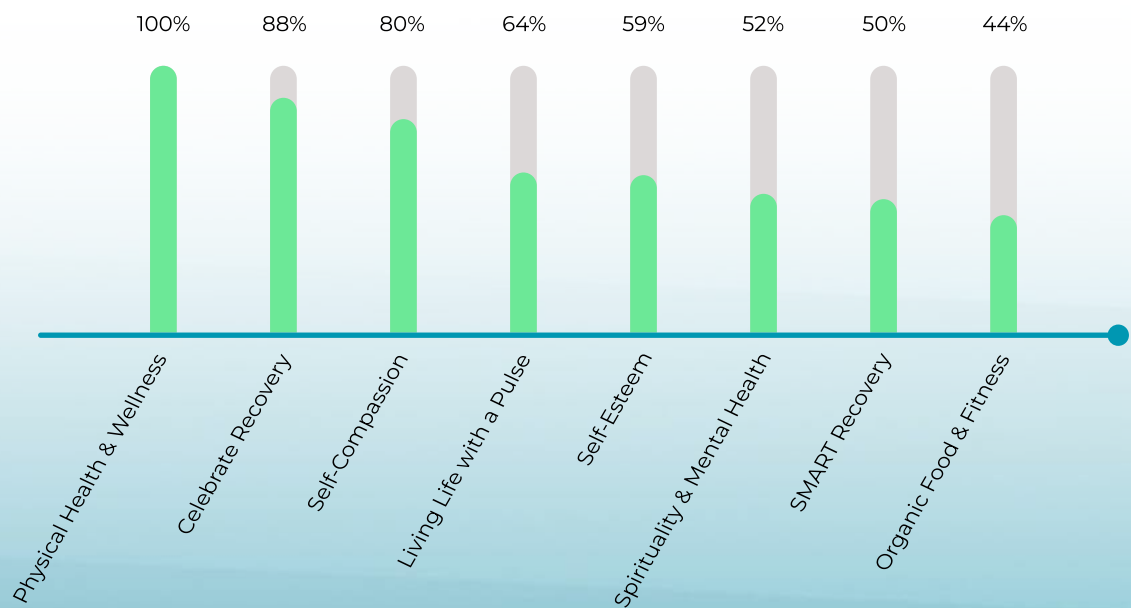
Chart 18: Gained a better understanding of group topics, Men's Centre



Aftercare centre

At 100%, the highest rate satisfaction of understanding group topics was reported in the Physical Health & Wellness group. Lower rates of satisfaction were reported in some groups including the Living Life with a Pulse, Self-Esteem, Spirituality & Mental Health, SMART Recovery, and Organic Food & Fitness groups.

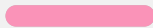
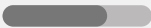

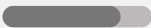






Chart 19: Gained a better understanding of group topics, Aftercare



## Groups operating in the Men's & Women's centres

A comparison of the groups operating in the Men's and Women's Centres identifies rates of satisfaction of understanding group topics range from 100% to 52% (Table 14). While acknowledging high rates of satisfaction in most groups, in SMART Recovery and Celebrate Recovery, service users were more satisfied with understanding group topics in the Women's Centre. Due to the low number of evaluations in the Women's Centre for the Anger Management and Growing through Failure groups, and the Relapse Prevention group in the Men's Centre, it is challenging to draw conclusions from this data.

Table 14: Gained a better understanding of group topics, Women's & Men's Centres

Group contents	Women's	Men's
Growing through Failure	 100% (7)	 72% (26)
SMART Recovery	 93% (110)	 79% (272)
Celebrate Recovery	 89% (133)	 73% (339)
Relapse Prevention	 81% (27)	 52% (14)
Anger Management	 74% (14)	 87% (45.5)

\* To uphold confidentiality, data has not been reported



















































^ Group did not operate in Aftercare

## Satisfaction rates across all Group programmes

Satisfaction rates for all three centres identify that the highest rate of satisfaction of understanding group topics is reported by service users attending Physical Health & Wellness in Aftercare (Table 15). High rates of satisfaction were also reported among groups with a higher number of evaluations including Celebrate Recovery and SMART Recovery in the Women's Centre. Rates of satisfaction ranged from 100% for Physical Health & Wellness to 44% for Organic Food & Fitness in Aftercare.



Table 15: Satisfaction rates of understanding group topics, Women's, Men's and Aftercare Centres

Groups	Satisfaction Rate		Tiglin Centre
Physical Health & Wellness		100% (62)	
Christian Spirituality		100% (8)	
Growing through Failure		100% (7)	
Attitudes		100% (6)	
SMART Recovery		93% (110)	
Celebrate Recovery		89% (133)	
Celebrate Recovery		88% (375)	
Recover Me		87% (93)	
Anger Management		87% (45.5)	
Relapse Prevention		84% (27)	
Identity		81% (26)	
Self-Compassion		80% (64)	
SMART Recovery		79% (272)	
Obedience & Authority		79% (23)	
Anger Management		74% (14)	
Celebrate Recovery		73% (339)	
Growing through Failure		72% (26)	
Living Life with a Pulse		64% (18)	
Self-Acceptance		63% (10)	
Self-Esteem		59% (16)	
Drama		54% (30)	
Relapse Prevention		52% (14)	
Spirituality & Mental Health		52% (13.5)	
SMART Recovery		50% (45)	
Organic Food & Fitness		44% (14.5)	

 Women's     Men's     Aftercare

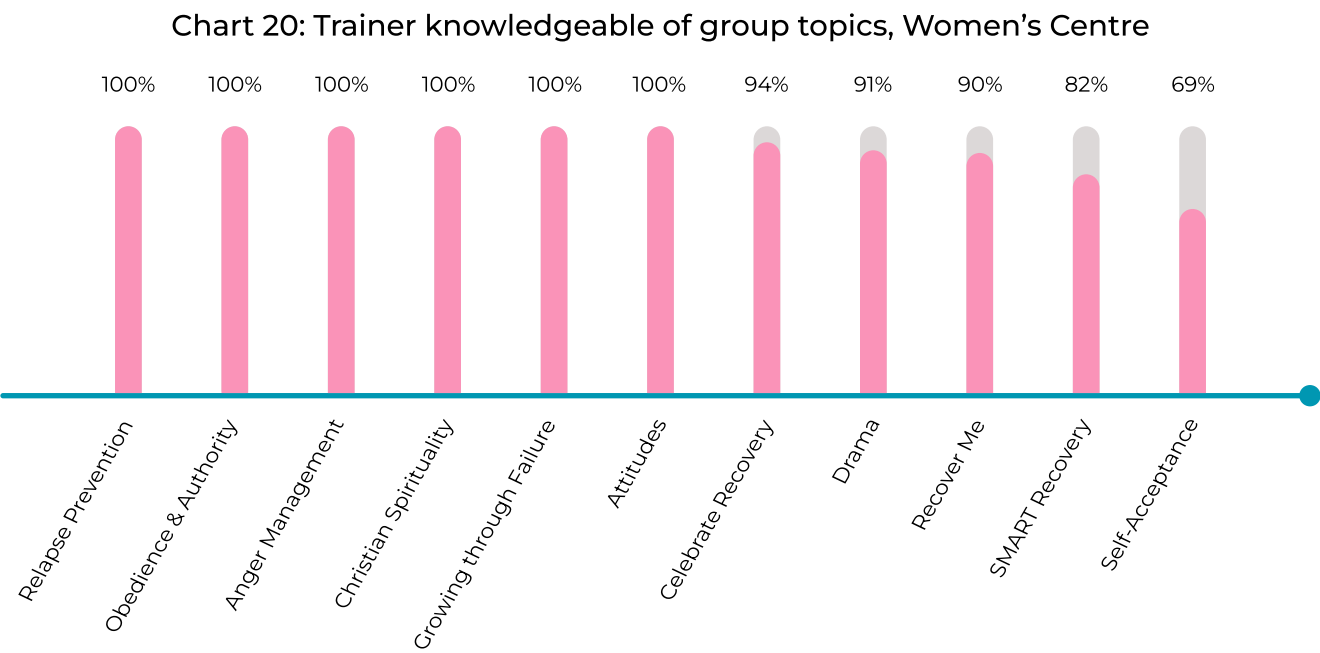
Overall, high rates of satisfaction of understanding group topics are reported by service users attending the majority of groups in each centre. However, lower rates are also reported. It is possible that for some of the topical groups gender differences may have an impact on the satisfaction rates. However, gender differences cannot account for the satisfaction rates for SMART Recovery and Celebrate Recovery groups which have a much higher satisfaction rate in the Women's Centre than in the Men's Centre. Group delivery methods should be explored at both centres. Further consideration is needed here.

## Group component: Trainer knowledgeable of group topics

Expert facilitators are an essential component of treatment programmes to assist service user engagement, development of recovery capital and progression through treatment. Service users in all centres reported high rates of satisfaction with facilitators knowledge of the group topics. The highest rate of satisfaction in [Aftercare](#) was reported in [Physical Health & Wellness](#), in the [Men's](#) and [Women's Centres](#) were reported in [Relapse Prevention](#) (Charts 20 to 22).

### Women's centre

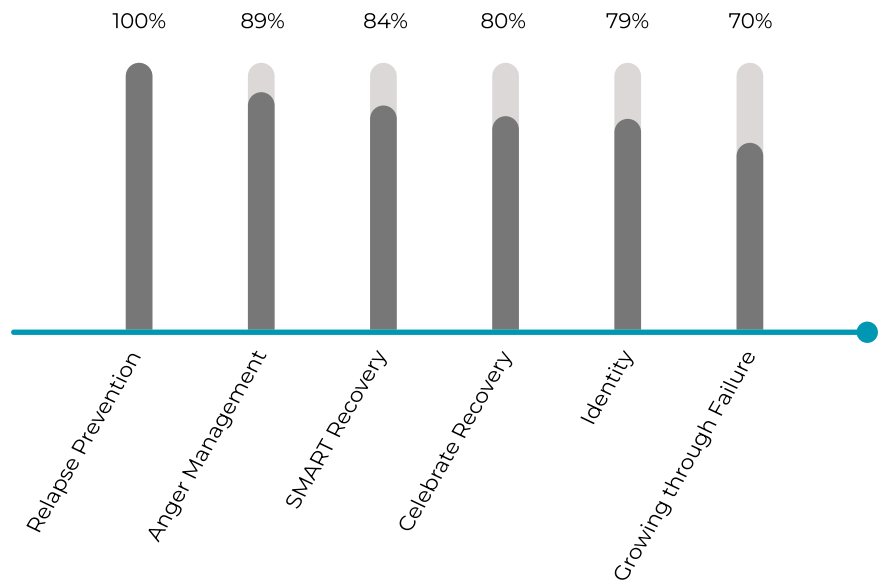
At 100%, the highest rates of satisfaction with facilitators knowledge of the group topics were reported in the Relapse Prevention, Obedience & Authority, Anger Management, Attitudes, Growing through Failure and Christian Spirituality groups. Lower rates of satisfaction were reported in some groups including the Self-Acceptance group.



Men's centre

At 100%, the highest rate of satisfaction with facilitators knowledge of the group topics was reported in the Relapse Prevention group. Lower rates of satisfaction were reported in some groups including the Growing through Failure group.

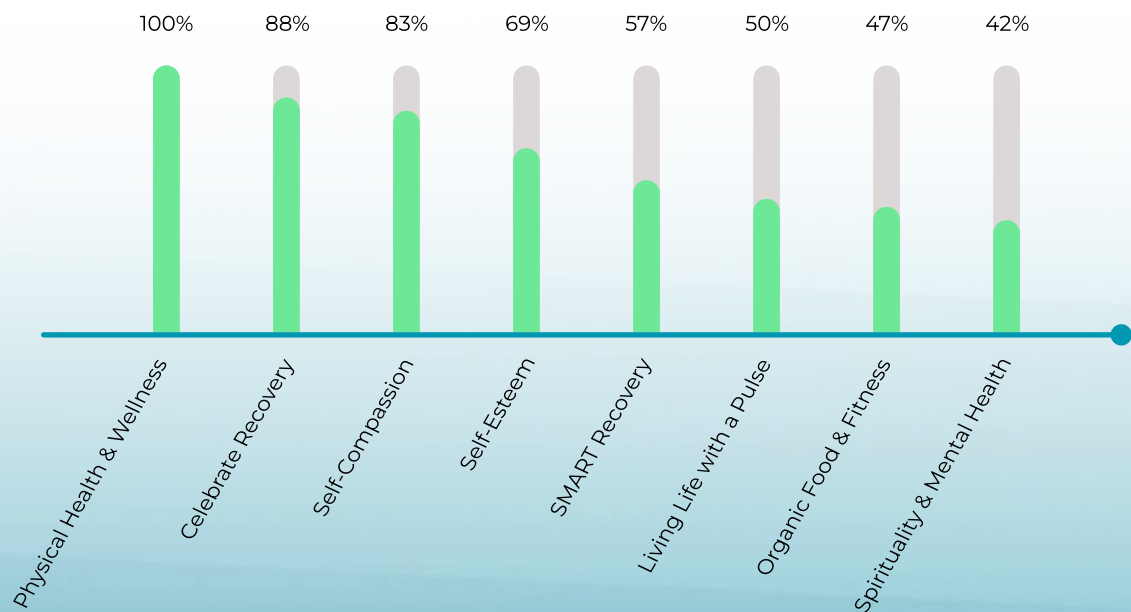
Chart 21: Trainer knowledgeable of group topics, Men's Centre



Aftercare centre

At 100%, the highest rate of satisfaction with facilitators knowledge of the group topics was reported in the Physical Health & Wellness group. Lower rates of satisfaction were reported in some groups including the Self-Esteem, SMART Recovery, Living Life with a Pulse, Organic Food & Fitness, and Spirituality & Mental Health groups.

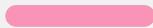
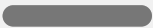

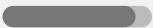






Chart 22: Trainer knowledgeable of group topics, Aftercare



## Groups operating in the Men's & Women's centres

A comparison of the groups operating in the Men's and Women's Centres identifies rates of satisfaction with facilitators knowledge of the group topics range from 100% to 72% (Table 16). While acknowledging high rates of satisfaction in all groups, in SMART Recovery and Celebrate Recovery, service users were more satisfied with facilitators knowledge of the group topics in the Men's Centre. Due to the low number of evaluations in the Women's Centre for the Anger Management and Growing through Failure groups, and the Relapse Prevention group in the Men's Centre, it is challenging to draw conclusions from this data.

**Table 16: Trainer knowledgeable of group topics, Women's & Men's Centres**

Group contents	Women's	Men's
Relapse Prevention	 100% (32)	 100% (27)
Anger Management	 100% (19)	 89% (46)
Growing through Failure	 100% (7)	 72% (26)
SMART Recovery	 82% (97)	 84% (288)
Celebrate Recovery	 77% (114)	 80% (370)



















































\* To uphold confidentiality, data has not been reported

^ Group did not operate in Aftercare

## Satisfaction rates across all Group programmes

Satisfaction rates for all three centres identify that the highest rate of satisfaction with facilitators knowledge of the group topics is reported by service users attending Physical Health & Wellness in Aftercare (Table 17). High rates of satisfaction were also reported among groups with a higher number of evaluations including Celebrate Recovery in the Women's Centre. Rates of satisfaction ranged from 100% for Physical Health & Wellness to 42% for Spirituality in Mental Health in Aftercare.

**Table 17: Satisfaction rates with facilitators knowledge of the group topics, Women's, Men's and Aftercare Centres**

Groups	Satisfaction Rate	Tiglin Centre
Physical Health & Wellness	 100% (62)	
Relapse Prevention	 100% (32)	
Obedience & Authority	 100% (29)	
Relapse Prevention	 100% (27)	
Anger Management	 100% (19)	
Christian Spirituality	 100% (8)	
Growing through Failure	 100% (7)	
Attitudes	 100% (6)	
Celebrate Recovery	 94% (140)	
Drama	 91% (51)	
Recover Me	 90% (97)	
Anger Management	 89% (46)	
Celebrate Recovery	 88% (379)	
SMART Recovery	 84% (288)	
Self-Compassion	 83% (66)	
SMART Recovery	 82% (97)	
Celebrate Recovery	 80% (370)	
Identity	 79% (25)	
Growing through Failure	 70% (25)	
Self-Esteem	 69% (18.5)	
Self-Acceptance	 69% (11)	
SMART Recovery	 57% (51)	
Living Life with a Pulse	 50% (14)	
Organic Food & Fitness	 47% (15.5)	
Spirituality & Mental Health	 42% (11)	

 Women's    Men's    Aftercare

Overall, high rates of satisfaction with facilitators knowledge of the group topics are reported by service users attending the majority of groups in each centre. Considering the topical groups delivered across the Men's and Women's centres, lower rates of satisfaction were reported for two of these groups at the Men's centre (Anger management and Growing through Failure). Yet lower rates of satisfaction for SMART Recovery and Celebrate Recovery were reported at the Women's Centre. Further consideration is needed here.

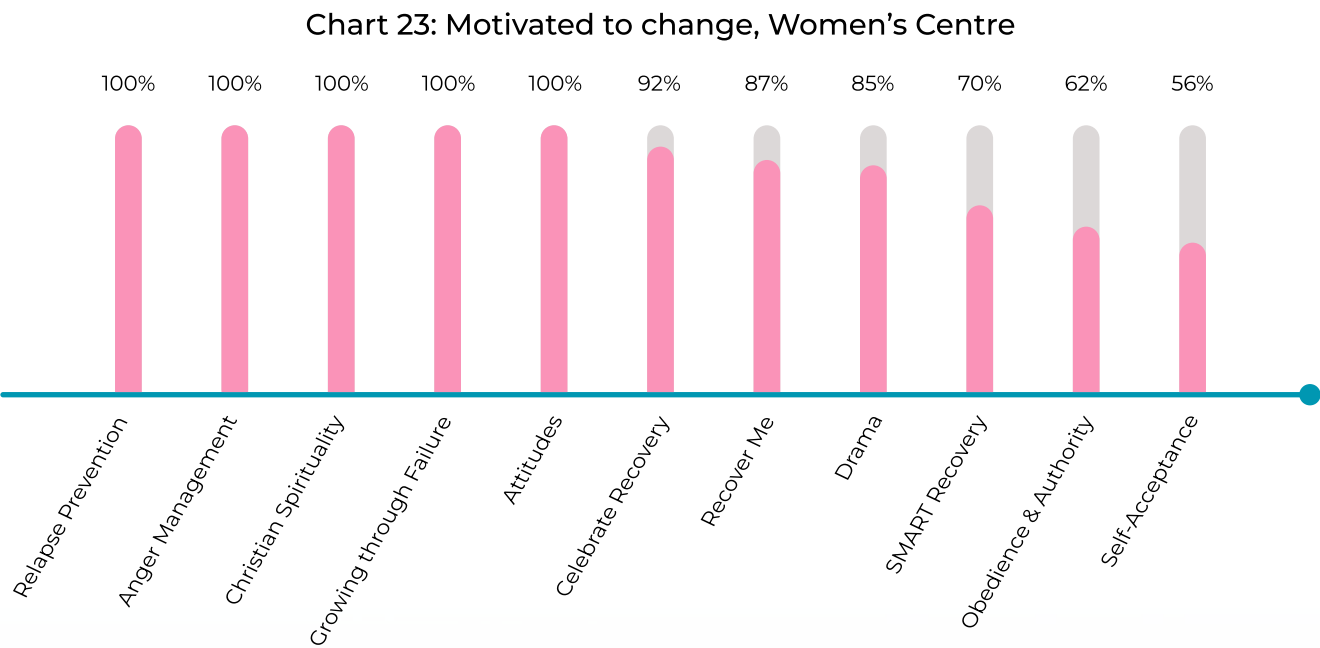


## Group component: Motivated to change

The motivational value of facilitators and peers are important components of treatment programmes. They encourage and support service users to change and gain control of their addiction through the development and utilisation of recovery capital. The majority of service users in all centres strongly agreed or agreed that the groups motivated them to change. The highest rate of satisfaction with motivation to change in **Aftercare** was reported in **SMART Recovery**, and in the **Men's** and **Women's Centres** were reported in **Relapse Prevention** (Charts 23 to 25).

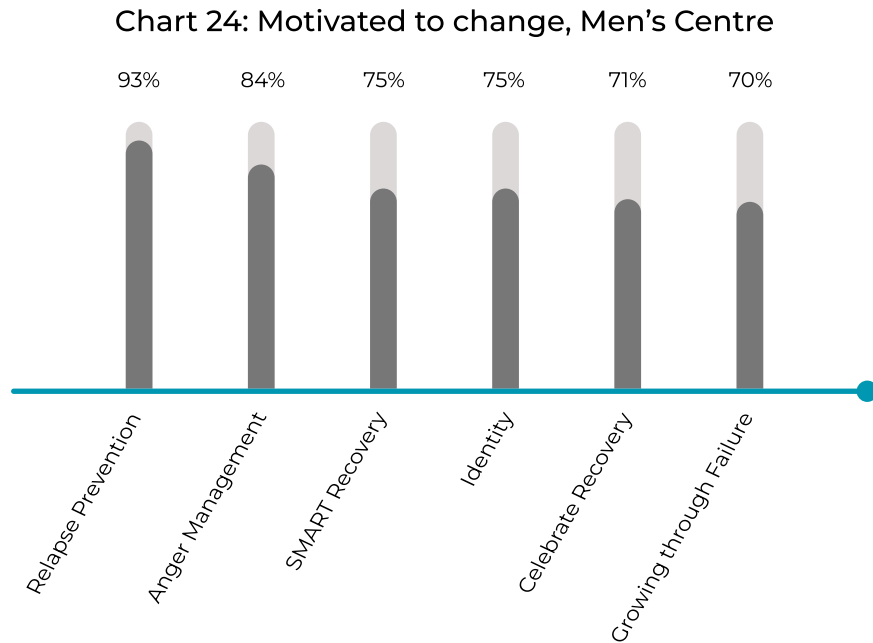
### Women's centre

At 100%, the highest rates of satisfaction with motivation to change were reported in the Relapse Prevention, Anger Management, Attitudes and Christian Spirituality groups. Lower rates of satisfaction were reported in some groups including the Obedience & Authority and Self-Acceptance groups.



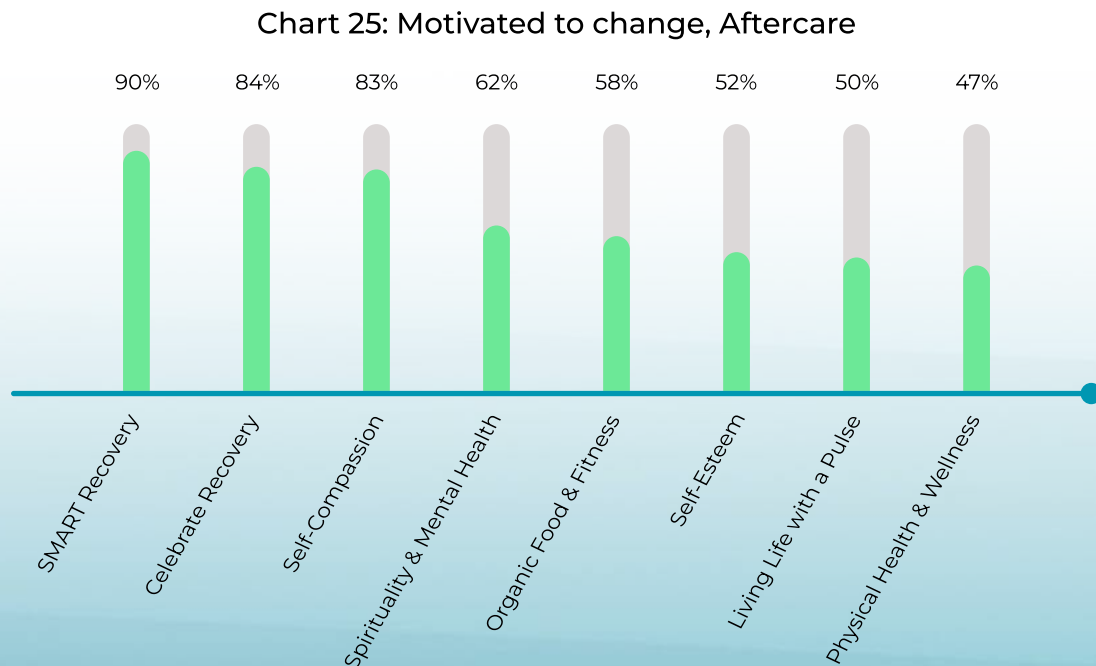
Men's centre

At 92%, the highest rate of satisfaction with motivation to change was reported in the Relapse Prevention group. Lower rates of satisfaction were reported in some groups including the Growing through Failure group.



Aftercare centre

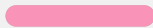
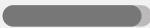

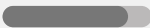






At 90%, the highest rate of satisfaction with motivation to change was reported in the SMART Recovery group. Lower rates of satisfaction were reported in some groups including the Spirituality & Mental Health, Organic Food & Fitness, Self-Esteem, Living Life with a Pulse, Physical Health & Wellness groups.



## Groups operating in the Men's & Women's centres

A comparison of the groups operating in the Men's and Women's Centres identifies rates of satisfaction with motivation to change range from 100% to 70% (Table 18). While acknowledging high rates of satisfaction in all groups, in SMART Recovery service users were more satisfied with motivation to change in the Men's Centre, and in Celebrate Recovery service users were more satisfied in the Women's Centre. Due to the low number of evaluations in the Women's Centre for the Anger Management and Growing through Failure groups, and the Relapse Prevention group in the Men's Centre, it is challenging to draw conclusions from this data.

**Table 18: Motivated to change, Women's & Men's Centres**

Group contents	Women's	Men's
Relapse Prevention	 100% (32)	 93% (25)
Anger Management	 100% (19)	 84% (44)
Growing through Failure	 100% (7)	 70% (25)
Celebrate Recovery	 92% (138)	 71% (330)
SMART Recovery	 70% (83)	 75% (256)


























\* To uphold confidentiality, data has not been reported

^ Group did not operate in Aftercare

## Satisfaction rates across all Group programmes

Satisfaction rates for all three centres identify that the highest rate of satisfaction with motivation to change is reported by service users attending Relapse Prevention in the Women's Centre (Table 19). High rates of satisfaction were also reported among groups with a higher number of evaluations including Celebrate Recovery in the Women's Centre and SMART Recovery in Aftercare. Rates of satisfaction ranged from 100% for Relapse Prevention to 47% for Physical Health & Wellness.

Table 19: Satisfaction rates with motivation to change, Women's, Men's and Aftercare Centres

Groups		Satisfaction Rate	Tiglin Centre
Relapse Prevention		100% (32)	●
Anger Management		100% (19)	●
Christian Spirituality		100% (8)	●
Growing through Failure		100% (7)	●
Attitudes		100% (6)	●
Relapse Prevention		93% (25)	●
Celebrate Recovery		92% (138)	●
SMART Recovery		90% (81)	●
Recover Me		87% (93)	●
Drama		85% (48)	●
Celebrate Recovery		84% (361)	●
Anger Management		84% (44)	●
Self-Compassion		83% (66)	●
SMART Recovery		75% (256)	●
Identity		75% (24)	●
Celebrate Recovery		71% (330)	●
SMART Recovery		70% (83)	●
Growing through Failure		70% (25)	●
Obedience & Authority		62% (18)	●
Spirituality & Mental Health		62% (16)	●
Organic Food & Fitness		58% (19)	●
Self-Acceptance		56% (9)	●
Self-Esteem		52% (14)	●
Living Life with a Pulse		50% (14)	●
Physical Health & Wellness		47% (29)	●

● Women's ● Men's ● Aftercare

Overall, high rates of satisfaction with motivation to change are reported by service users attending the majority of groups in each centre. However, lower rates are also reported. In comparing five of these groups across the Men's and Women's Centres, it is interesting to note that four groups showed higher rates of satisfaction for motivation to change at the Women's Centre than at the Men's Centre. Further consideration is needed here.

# Conclusion

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The evaluation finds that service users' experiences of Tiglin's group programmes in the Women's, Men's and Aftercare Centres highlight the value of and need for these treatment and rehabilitation programmes.

Service users identify components of recovery capital that these programmes foster, including tools for emotional regulation and relapse prevention, increasing self-awareness, and the development of guiding and supportive relationships with service providers, peers, and spirituality. These components provide service users with the opportunity for self-development and the motivation to progress through treatment. Through engagement with Tiglin's group programmes, service users are empowered to change and gain control of their addiction.

The data represents clear evidence of the effectiveness of Tiglin's group programmes for meeting the needs of men and women in these rehabilitation centres. The high rates of satisfaction reported by service users attending Tiglin's group programmes identify their effectiveness in meeting the needs of people in treatment and aftercare. In particular, service users reported high satisfaction with seven key group components, which focused on group contents, service delivery methodologies, and outcomes.

This study is significant as it not only highlights the effectiveness of Tiglin's holistic, person-centred approach but also underscores the importance of spiritual engagement within the rehabilitation process. The inclusion of spirituality as a foundational aspect of the program, alongside emotional and social development, reflects a well-rounded approach to recovery.

The findings from this study offer valuable insights for future practices and policies, emphasising the need for continuous integration of spiritual, psychological, and practical support systems. Moreover, the data could inform broader addiction treatment policies by advocating for a more comprehensive, individualised approach, helping to shape the future of rehabilitation practices and ensuring that service users' diverse needs are met effectively.





# Recommendations

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In terms of recommendations, as high rates of satisfaction were reported, recommendations are directed towards quality improvement, the continuity of these standards and considerations for future recovery practices and policy:

- Develop a monitoring system to ensure the standards of service delivery contents and methodologies remain high and fit for purpose.
- Ensure training of evidence-based models continues to be externally accredited to ensure fidelity with and effectiveness of the models.
- As some factors were identified that could influence satisfaction rates, further consideration should be given to the areas of group content, facilitation style and skill, gender differences, setting, and delivery methods.
- The continuous integration of spiritual, psychological and practical supports systems in recovery programmes

# Tiglin's Centres





# Tiglin's Centres



Family support service and Women's transitional housing



Carraig Eden, Men's transitional housing



Meeting with the Minister for Drugs Colm Burke in the Aftercare Centre

# References

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## **Service user evaluation Data 2019-2023**

A summary of the group programmes that operate in Tiglin's Women's, Men's and Aftercare Centres and all data from the service user satisfaction surveys that took place in these centres.



## **BLDATF (2021) Drug and Alcohol Trends Monitoring System**

The value of community-based addiction services: 'I know I'd still be drinking if it wasn't for this service...I'd be dead without it'.  
Blanchardstown Local Drug & Alcohol Task Force



## **HIQA (2012) National Standards for Safer Better Healthcare**

Dublin: Health Information and Quality Authority.



## **Doyle J & Ivanovic J (2010) National Drugs Rehabilitation Framework Document**

National Drugs Rehabilitation Implementation Committee.  
Dublin: Health Services Executive



## **HSE (2016) Framework for Improving Quality**

Dublin: Health Service Executive

# Acknowledgements

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An Roinn Coimirce Sóisialaí  
Department of Social Protection



**Tiglin**

Guiding people home