



Scottish Families  
Affected by Drugs

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# Scottish Families Affected by Drugs Annual Report 2010 - 2011



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Drugs have many side effects. Families needn't be one of them.

## Our vision

### Our vision

A Scotland which recognises and supports the needs of families affected by the drugs misuse of a loved one and the crucial role families can play in the recovery journey. A Scotland which recognises that families need to recover too.

facilitating a network of family support groups, running a national helpline and lobbying for recognition of families in national and local drug-treatment policy.

### Our work

Families are at the heart of what we do. We give support to family support

Through family support groups and our confidential helpline we help provide family members with the tools, information and confidence to support and help each other and have a positive impact on their communities.

We are stronger together. We are a membership organisation and work in partnership with Scottish Government, peer agencies and family support groups. Our members influence the direction we take and family members sit on our board.

Learn more at [www.sfad.org.uk](http://www.sfad.org.uk)

“OUR MISSION IS TO SUPPORT FAMILIES ACROSS SCOTLAND WHO ARE AFFECTED BY DRUGS MISUSE

### Our mission

To support families across Scotland who are affected by drugs misuse, and raise awareness of the issues affecting them. We do this by

groups by providing information, local networks and access to funding.

## Chair's report



It has been an honour to be Chair of the board for Scottish Families Affected by Drugs during this past year. On behalf of the board, I would like to commend the staff and volunteers for all they have achieved during what has been a difficult year. Our passion and determination to work with family members affected by drugs misuse remains intact and we have entered a new financial year with enthusiasm.

During the year we have rolled out our new name of Scottish Families Affected by Drugs. We trust that our new name and strong brand identity

will enable us to raise our profile and direct more attention to the needs and abilities of family members.

Our previous Chief Executive, Cara MacDowall, was absent due to a long-term illness from the start of 2011. The board asked Clare Beck to step in to lead the organisation

our organisation and what we are trying to achieve. Already, Clare has done excellent work for us and has been an invaluable asset during challenging times.

We know that more challenges lie ahead, not least with securing sufficient funding in an increasingly

“OUR PASSION AND DETERMINATION TO WORK WITH FAMILY MEMBERS AFFECTED BY DRUGS MISUSE REMAINS INTACT

on a temporary basis having previously supported us on the helpline review. Unfortunately, Cara has since moved on from the organisation and we have therefore asked Clare to stay on until a new permanent Chief Executive is appointed. She has extensive management experience and has an excellent understanding of

competitive market, but the board is confident that in the coming year, Scottish Families Affected by Drugs will rise to the challenge and will continue to meet the needs of families affected by drugs misuse.

*E Robertson, MBE*

Eleanor Robertson  
MBE  
Chair of the board

## Key achievements

### Representing families

Families represented on several key recovery initiatives

Members participating in research projects

Delivery of our annual conference with nationally recognised keynote speakers

**“ FAMILIES REPRESENTED ON SEVERAL KEY RECOVERY INITIATIVES**

### Family support

15 family support groups supported

Creation of the Grampian Family Support Forum

Community engagement events delivered and supported

**“ 5 TV APPEARANCES, 3 RADIO APPEARANCES AND NUMEROUS APPEARANCES IN NATIONAL AND LOCAL PRINT MEDIA**

### Helpline

Full audit and review of the service

New management expertise recruited

Volunteer numbers reduced to manageable levels

### Media and communications

Successful integration of key communication channels

Awareness raised through distribution of promotional materials

5 TV appearances, 3 radio appearances and numerous appearances in national and local print media

### Organisational capacity building

Strengthened board membership and governance

Outcome-based business planning introduced

Standardised employment contracts and formalised HR policies and procedures in place

**“ NEW HELPLINE MANAGEMENT EXPERTISE RECRUITED**

## Chief Executive's report



2010/11 was a period of great change for the organisation. Numerous staff and board changes created challenges, however, our team has continued to focus on delivering the services that our family members need most. I am happy to report that we entered the new financial year with renewed energy and focus.

As highlighted in our Chair's report, I have agreed to continue providing leadership support until the new, permanent Chief Executive is appointed following the departure of Cara MacDowall. It is my aim to ensure that whoever is appointed has a strong

and stable platform from which to develop the organisation.

We also said goodbye to two other staff members – Sarah Anderson and Rachel Brooks – who moved on to new opportunities across the country. And so in March we appointed Joy Andrew to deliver our communications and Scott Clements to run our helpline. Both Joy and Scott are making fantastic progress and building on the strong foundations created by their predecessors. All at Scottish Families Affected by Drugs would like to thank Cara, Sarah and Rachel for all their hard work and wish them the best for the future.

We are already seeing the benefits of increased time and focus being channelled into the helpline with new volunteers,

processes and training materials being rolled out. Similarly, our work with family support groups has moved on tremendously and we are now able to support more groups than ever before. We are also noticing a real culture change occurring where families are now recognised as a pivotal link in the recovery process.

We continue to face the same funding challenges that all charities are dealing with, but we are confident that the next year will see even greater improvements in the quality and scope of our services, enabling us to reach more families than ever.

Clare Beck  
Chief Executive Officer  
(Acting)

## Organisational update

### Goals

Scottish Families Affected by Drugs works to six clearly defined outcomes which support the Scottish Government's Road to recovery framework. As a national charity, we aim to:

- Increase the recognition of families at a local and national level
- Strengthen the voice of families affected by drugs misuse
- Increase families' knowledge through information and support
- Increase the awareness and understanding Scottish Families Affected by Drugs has of the issues faced by families affected by drugs misuse
- Increase the reach and awareness of Scottish Families

Affected by Drugs services and information among family members

- Increase its effectiveness and sustainability as a national organisation.

All activities undertaken by the organisation moves us towards the achievement of one or more of these outcomes.

### Representing families

Work to represent families at a national level was ongoing throughout the year. We represented families

**“ A FORMAL COMMUNICATIONS STRATEGY WAS DEVELOPED TO INTEGRATE EXISTING COMMUNICATIONS CHANNELS**

in valuable national recovery initiatives: our chair is a member of the Drugs Strategy Delivery Commission;

the inquiry into Maximising Recovery from Dependent Drug Use and the National Forum on Drug Related Deaths.

We also have two board members serving as members on the Scottish Drugs Recovery Consortium board.

We have also facilitated the direct involvement of some of our family support group members in research projects such as the UKDPC stigma research and the independent inquiry

into substance misuse. We delivered our annual members conference where Fergus Ewing MSP and Dr David Best

## Organisational update

were keynote speakers. Attendees were given the opportunity to put questions to both speakers and challenge current policy.

### Membership

Our membership continued to grow, with an increase of just over 20% on the previous year. As in the previous year, family support groups made up the bulk of our membership. There was an increase in professional memberships, reflecting our enhanced profile in the media.

### Media and communications

Following on from our successful rebranding, a formal communications strategy was developed to integrate existing communications channels.

The newsletter continued to be distributed bi-monthly

to over 600 recipients and the website was refreshed in line

**“ WE INCREASED OUR PRESENCE IN THE SCOTTISH MEDIA, APPEARING ON TELEVISION, RADIO AND IN PRINT MEDIA ON A REGULAR BASIS**

with the rebrand. Promotional materials were distributed across our network to raise awareness of our aims and services.

We also increased our presence in the Scottish media, appearing on television, radio and in print media on a regular basis. We are now a primary source for quotes or opinions on drugs misuse and its effect on families.

### Organisational capacity building

Much work was done in the year to build the capacity of the organisation. The board was

strengthened by the appointment of a vice-chair and the

recruitment of additional family members and professional advisors. Proper governance and documentation of board meetings was introduced and a new board induction pack rolled out for new members.

Building on the strategic plan agreed in the previous year, the organisation transitioned to an outcome-based annual planning process. Individual staff workplans are now linked to the overall business plan and budget.

## The scale of Scotland's drug problem

Over 60,000 known problem drug users in Scotland<sup>1</sup>

Over 10,000 'new' drug users in 2010<sup>2</sup>

485 drug related deaths in Scotland in 2010<sup>3</sup>

On average, for every problem drug user, 4 people are directly affected

Network of family support groups

For every problem drug user, four people are affected



  
Scottish Families Affected by Drugs



Some 211 per 100,000 Scots became a new drug user in 2009/10



Where do you fit in?

Lobbying decision makers

## The effect on families

Families can play a vital role in the recovery of drug users

Families can be a fantastic source of hope, aspiration and ambition

Families face stigma and isolation

Families need to recover as well

Free national helpline  
**08080 10 10 11**



## How we help

Over 150 individuals and group members supporting us to support families

Support, advice and guidance to family support groups

A national free and confidential helpline

A powerful, united voice for families at local and national level

Drugs have many side effects. Families needn't be one of them.

<sup>1</sup> Scottish Crime and Justice Survey 2009-10, Drug Use Report, Scottish Government, January 2011  
<sup>2</sup> Drug Misuse Statistics Scotland 2010-12, Drug Misuse Information Scotland, December 2010  
<sup>3</sup> Drug Related Deaths in Scotland, National Records of Scotland, August 2011

## Family support group update

### Overview

We have supported 15 family support groups throughout the year. The support we provide covers a diverse range of areas including advocacy, fundraising, marketing, training, networking

of the Grampian Family Support Forum. Through a community event hosted in Aberdeen our Family Support Development Officer saw an opportunity to link together various family support groups throughout Grampian.

one in Drumchapel, Glasgow. These events saw us engage with family members, build relationships with local services and raise awareness about the organisation. We also helped the Stonehouse and EPICS family support groups to hold awareness raising events in their local communities.

“ 15 FAMILY SUPPORT GROUPS HAVE BEEN SUPPORTED

and governance. We also produced ‘how to’ guides for family support groups on establishing a constitution and working with the media.

The Forum has grown from three to ten core members and their aim is to be a voice for families affected by drugs misuse throughout Grampian.

### Family support networks

This year we helped develop local family support networks in three regions – Grampian, Lanarkshire and Tayside – by linking local family support groups together. A key achievement was the creation

**Community events**  
Two community events were held, one in Inverness and

### Relationship building

We continued to develop our relationships with a number of Alcohol and Drugs Partnerships (ADPs) and facilitated the strengthening of relationships between ADPs and family support groups.

“ THE SUPPORT WE PROVIDE COVERS ADVOCACY, FUNDRAISING, MARKETING, TRAINING, NETWORKING AND GOVERNANCE

## Life changing support: a family support case study

Family support groups are a vital source of support to family members. For many, it's the chance to meet with others going through the same situation: people

who understand the stigma, helplessness and frustration family members can feel.

And knowing you are not alone – that there's help and support for

you – helps people find the strength to go on.

This is the story about the difference a family support group had on one family member.

### A family support perspective

‘My son started taking drugs aged 15. He became so out of control that he was placed in care. I coped on my own until I found Jericho House’s family support meeting two years ago. My son was now 24, very sick with drugs, and violent towards me.

talk about my feelings and identify with other families.

‘I learnt not to accept the unacceptable. Most of all I was given

the past six months and is living with me again. I continue to attend the family support meeting every week, which I strongly believe has changed

“ I LEARNT NOT TO ACCEPT THE UNACCEPTABLE. MOST OF ALL I WAS GIVEN HOPE THAT MY SON AND I WOULD RECOVER FROM HIS SICKNESS

‘When I went to the meeting it was to get help for my son but I discovered the meeting was to help me. I was given understanding and support. I was able to

hope that my son and I would recover from his sickness.

‘My son is now 26 years old and I am happy to say he has not taken drugs for

my life and my son’s. ‘I am very grateful to the Jericho House staff who have provided a safe place for me to go.’

## Helpline update

### Overview

2010-11 was a difficult year for the helpline. When it should have been flourishing, prolonged staff absence meant that there was little dedicated time to manage the service or support volunteers. Call volumes decreased during the year, principally due to the lack of promotion.

In the Autumn we commissioned a full review of the helpline. A development plan was created to raise

Scotland

- Increase the number and quality of volunteers operating on the helpline

“ IN THE AUTUMN WE COMMISSIONED A FULL REVIEW OF THE HELPLINE

- Increase the volume of calls to the helpline.

Work began on implementing the plan in the last quarter of the year. New expertise was brought in to manage the service, operating procedures have been

“ NEW EXPERTISE WAS BROUGHT IN TO MANAGE THE SERVICE

the service to the level required to support families across Scotland.

The plan was based on three simple goals:

- Increase awareness of the service across

overhauled, and we began creating new promotional materials and opportunities.

### Volunteers

At the start of the year we had 60

volunteers supporting the helpline. With limited management time, this became an unmanageable number

and a core number of 14-28 volunteers was targeted. This smaller number allows volunteers to be properly trained and supported and answer calls frequently enough to keep skills fresh.

During the year we said goodbye to a number of long-standing volunteers. We are extremely grateful for the support and commitment these volunteers have shown us over the years and look forward to welcoming them back into our team when they are ready.

## Our volunteers: why they do what they do

Volunteers are the lifeblood of our helpline. Many of our volunteers are family members themselves who have first-hand experience of the stigma, confusion and sense of

helplessness our callers can feel. Others just believe passionately in helping good people to stay strong.

But what motivates a volunteer to not only

listen to other people's problems, but help them deal with them? We asked two of our long-serving and tirelessly committed volunteers from West Lothian just that.

### A volunteer perspective

'We feel passionately about the helpline because we know that families need help and support too. We feel strongly about helping those who are at the start of the long, difficult road to recovery – both for themselves and their loved ones. We've been in that position ourselves and know how isolating it can be.

'Many of the calls we receive are from parents looking for help in dealing with their children misusing drugs. We can listen and provide them with

accurate information or guide them to further sources of help in their area. Many don't realise

“ WE FEEL STRONGLY ABOUT HELPING THOSE WHO ARE AT THE START OF THE LONG, DIFFICULT ROAD TO RECOVERY

there are local support groups specifically for family members so it's important for us to make callers aware of the different sources of help that already exist. Sometimes though, just a chance to be able to talk it through is all that's needed.

'Although the number of calls has decreased during the last twelve months, the drug and alcohol scene

is burgeoning. We continue to help where we can and we hope to be joined by even more people next year. The plans to improve the helpline should hopefully see us supporting more callers than ever.'

## Finances - statement of financial activities

### Statement of financial activities and income and expenditure account For the year ended 31 March 2011

	Unrestricted Funds £	Restricted Funds £	2010 Total Funds £	2009 Total Funds £
<b>Income</b>				
Incoming resources from voluntary funds				
Voluntary income	73,401	65,809	139,210	164,906
Activities for generating funds	4,888	0	4,888	0
Investment income	709	0	709	846
Incoming resources from charitable activities	600	0	600	5,365
<b>Total income</b>	<b>79,598</b>	<b>65,809</b>	<b>145,407</b>	<b>171,117</b>
<b>Expenditure</b>				
Charitable activities	131,010	67,968	198,978	138,353
Governance costs	10,608	0	10,608	10,473
<b>Total expenditure</b>	<b>141,618</b>	<b>67,968</b>	<b>209,586</b>	<b>148,826</b>
<b>Net incoming/(outgoing) resources before transfers</b>	<b>(62,020)</b>	<b>(2,159)</b>	<b>(64,179)</b>	<b>22,291</b>
Transfers between funds	-	-	-	0
<b>Net incoming/ (outgoing) resources</b>	<b>(62,020)</b>	<b>(2,159)</b>	<b>(64,179)</b>	<b>22,291</b>
<b>Reconciliation of funds</b>				
Total funds brought forward	140,191	2,159	142,350	120,059
<b>Total funds carried forward</b>	<b>78,171</b>	<b>0</b>	<b>78,171</b>	<b>142,350</b>

The statement of financial activities includes all gains and losses recognised in the year.  
All incoming resources and resources expended derive from continuing activities.

## Trustee's statement & auditor's statement

### Trustees' statement

These summarised financial statements contain information from the Statement of Financial Activities for the year ended 31 March 2011, but are not the full statutory report and accounts. The full financial statements were approved by the Trustees on 13th September 2011 and subsequently submitted to OSCR and to Companies House. The audit report is an unqualified report and contains an Emphasis of Matter paragraph regarding uncertainties over the charity's status as a going concern.

Signed on behalf of the trustees

  
E Robertson Chair

### Auditors' statement Independent auditors' statement to the Trustees of Scottish Families Affected by Drugs

We have examined the summarised financial statements which comprise the summary statement of financial activities.

### Respective responsibilities of Trustees and auditors

The directors are responsible for preparing

the summarised financial statement in accordance with applicable United Kingdom law. Our responsibility is to report to you our opinion on the consistency of the summarised financial statement with the full financial statements, and its compliance with the relevant requirements of section 427 of the companies Act 2006 and the regulations made thereunder.

### Basis of opinion

We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board. Our report on the company's full annual financial statements describes the basis of our audit opinion on the financial statements.

### Opinion

In our opinion the summarised financial statement are consistent with the full annual financial statements and the Trustees' Annual Report of Scottish Families Affected by Drugs for the year ended 31 March 2011 and complies with the applicable requirements of section 427 of the Companies Act 2006, and the regulations made thereunder.

The following Emphasis of Matter paragraph has been inserted regarding the going concern of the charity.

"In forming our opinion on the financial statements, we have considered the adequacy of the disclosures made in note 1(a) to the financial statements concerning the charity's ability to trade as a going concern. The trustees have prepared projections for the period ending 12 months from the date of approval of the financial statements. The projections have highlighted a potential deficit for the next financial year and beyond which may cast doubt about the charity's ability to trade as a going concern. This, along with the other matters explained in note 1(a) to the financial statements indicates the existence of a material uncertainty which may cast significant doubt about the company's ability to continue as a going concern. The financial statements do not include the adjustments that would result if the charity was unable to continue as a going concern."

Wylie & Bisset LLP  
Registered Auditors  
Date 13 September 2011

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# Is someone you know about affected by drugs misuse?

Call our free and confidential helpline on

**08080 10 10 11**

or email [helpline@sfad.org.uk](mailto:helpline@sfad.org.uk)

## **Board of directors**

Eleanor Robertson (Chair)

Keith Fowler (Vice Chair)

David Armitt (Treasurer)

Jed Brady

Danny Ogierman

Edith Milroy

Pam Doig

Donna Paterson-Harvie

## **Contact us**

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