



**Scottish  
Families**

Affected by Alcohol & Drugs

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# Annual Report 2016 / 17

In 2016/17...

## Helpline



We answered **629** helpline calls

**58%** phone call

**9%** email

**20%** online live help

'It's been great to have the freedom to chat to you via the computer as it allows me to take in what you have said without having to keep my emotions in check and speak to you in person.'

## Telehealth



We supported **72** family members through our Telehealth service

Clients from **20** ADP areas have accessed Telehealth Support

'I looked forward to every Thursday night after the first session, and even since it's ended, I still take the hour every Thursday to go over my notes and make sure I am staying on track. I don't just cope with [loved one] now, we are supporting each other through our recovery journey and for the first time in years, communicating.'

## Local Support



**109** referrals were made to us in Forth Valley

**60** referrals were made in East Dunbartonshire

**65 family members were asked to fill in a survey about their wellbeing:**

**51%** improvement in self-care

**63%** improvement of own coping skills

**46%** improvement in communication between themselves and their loved one

**35%** improvement in confidence when responding to their loved one

'It's good to know I am not alone dealing with this.'

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## Bereavement



We helped **60** family members access counselling following a drug-related death

'It was really helpful to have had the opportunity of the counselling. The atmosphere was relaxed. I know I have some time to go to feel 100% but I feel so much better already.'

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## Training



We trained **732** workers to develop more family inclusive practice

'We now have plans to look at how we can more consistently look at how we can involve significant others in a person's recovery and if the service can have a role in other aspects of family recovery' (Substance Misuse Service Team Manager).

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## Community



We worked with **7** localities to start conversations with communities on their role in recovery

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## Policy



We engaged with key stakeholders at national and local levels to increase awareness and recognition of the roles and needs to families and communities affected by substance use.

We worked with **National Partnership for Action on Drugs in Scotland** and the **Alcohol Advocacy Coalition**

## Communications



We redesigned our newsletter to be more family-focused. We also developed communications and social media strategies and increased our activity on social media.

'The newsletter is excellent, so much easier to read and family friendly.'



1674



988



57



80

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

**130,625** page views

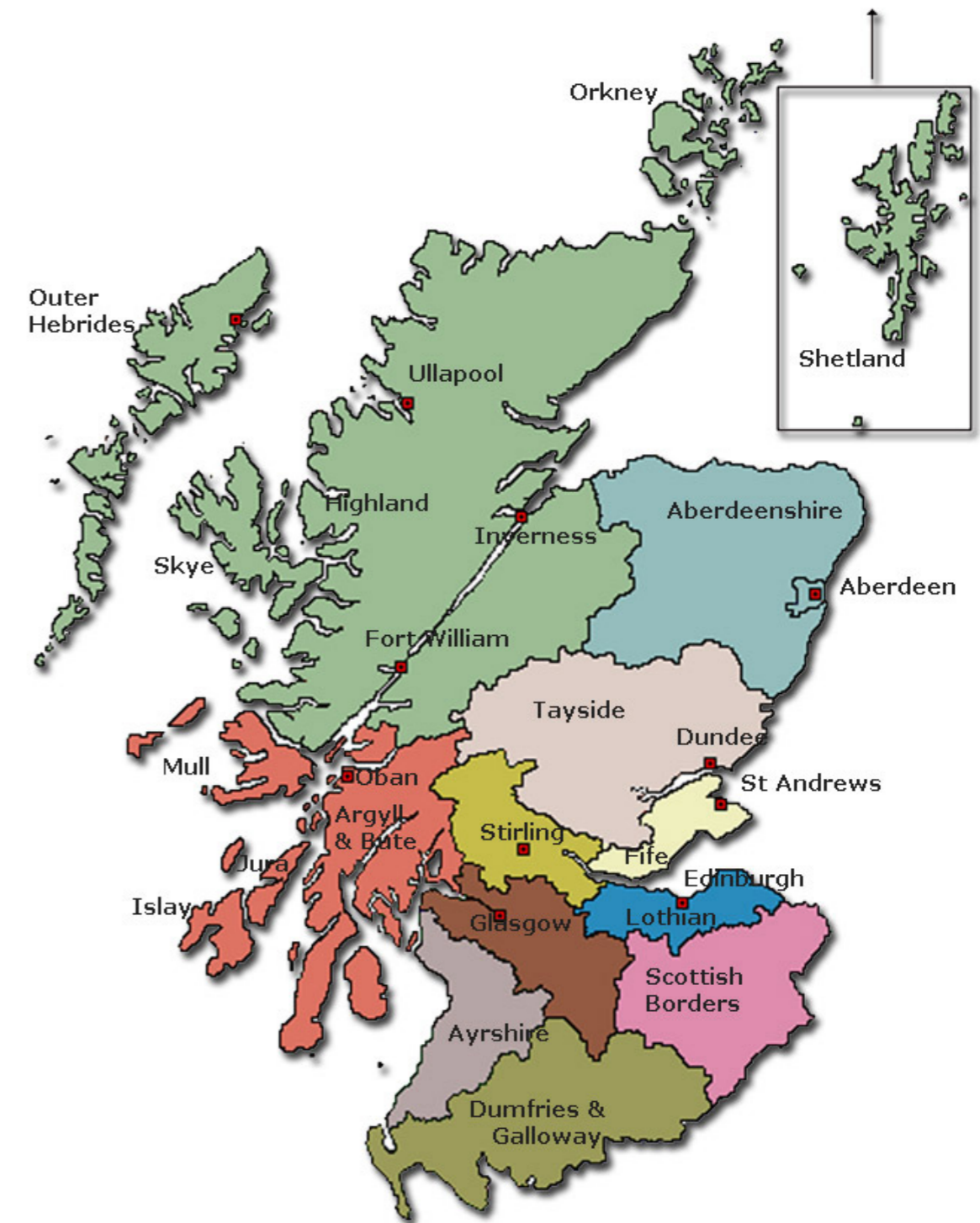
**12,208** visitors of which

**71%** were new to the site



## Reach

We worked right across Scotland





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