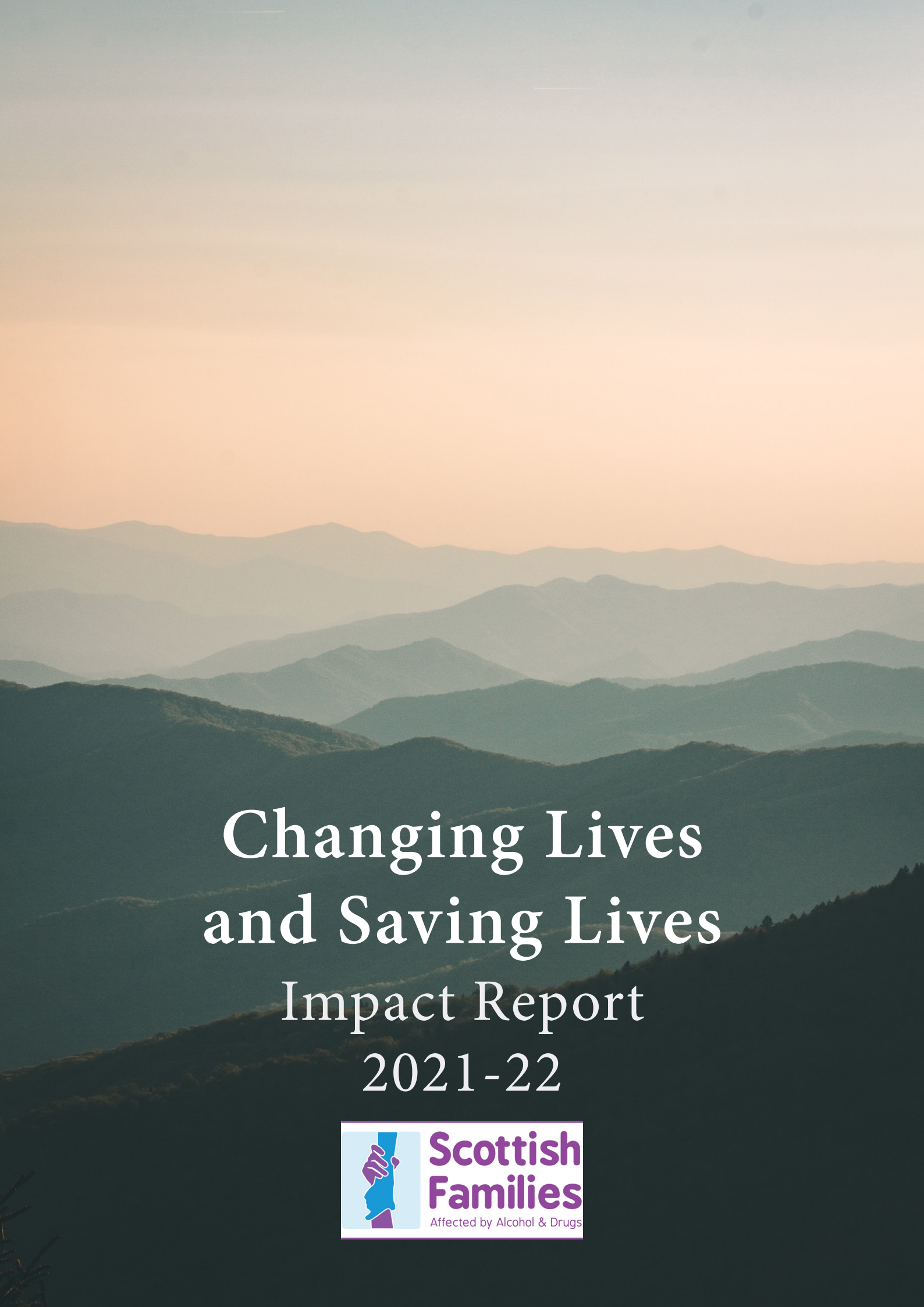

Changing Lives and Saving Lives

Impact Report 2021-22

Scottish Families
Affected by Alcohol & Drugs

'I have spoken with you twice **on chat** and each time you have been great, I have spoken to different people each time but there was **a consistency of warmth** so much that I have now accepted your offer of referring me to **ongoing support**. I now feel I am where I need to be.'
– Family Member

'We are **100% stronger than before** and have our tools in place now…it was help that we **didn't know we needed.**'
– Family Member

'Thank you so much for all the **hard work you all do for us,** I have been with social services since 2007 and you are the **best people** we have worked with and you should be working all over Scotland, really **yous are amazing!**'
- Family Member

'She's just **becoming this amazing young woman** and Scottish Families have played a massive part in that. **I couldn't be more prouder of the woman she has become.**'
- Family Member

Reflections on 2021-22

Justina Murray, CEO

The theme of this year's Impact Report – Changing Lives and Saving Lives – is a very bold claim for any organisation to make. But it is an echo of what families tell us about the difference we are making across Scotland every day. So we are just passing that on!

And this is what motivates every one of us to keep on carrying on, through what has now been an incredibly hard two years of pandemic. The harms families faced before COVID, through COVID and whatever point we are now at (living with COVID seems to be the phrase of the moment) are still very much there.

Scotland is a country which is continuing to struggle with its relationship with alcohol and drugs, but where it is still not easy to speak out about our experiences, and where the support is so often not there when we need it and how we need it. There continues to be a disconnect between the huge weight of planning, improvement and change work going on at meetings and in written documents, and life on the ground for families and their loved ones.

Our Ask the Family collaboration launched last summer provided first hand evidence from family members about the life-changing and life-saving impact of good quality family support. Families told us loud and clear about what good family support looks and feels like for them (visit our online exhibition for more on this). Good family support is not something fluffy or marginal, but evidence-based, proactive and transformational.

I have been reflecting recently on the way that what can sound like small changes for families from the outside actually represent massive changes in quality of life, wellbeing and family recovery. Should we call these Micro Transformations? Wee Revolutions? Suggestions please!

Being able to enjoy a relaxed family meal, ignoring your phone for a while, giving yourself permission to go for a walk or meet a friend for a coffee, or joining a class or a group for the first time are all huge steps for family members. Their everyday lives have been wholly shaped and controlled by their loved one's alcohol or drug use, often over many years. Working with families to learn new ways to communicate and interact, be confident in setting boundaries, prioritise self-care, and understand more about substance use and recovery really does change lives and save lives. You will see lots of evidence of this throughout the pages which follow.

Since our last Impact Report, we have sobbed our way through a farewell to our lovely team member Pam, who played such a key part in our Routes Young Persons' Project throughout its initial three-year national demonstration phase, and we have also welcomed Jade, Kirsten, Maureen and Shana into our merry band. We have six further staff joining us this June to expand our Fife, Inverclyde and Routes teams, and we can't wait to have them on board.

And to build on what we are already doing, we have so much else coming up this year, including a re-focusing on alcohol harms, a new cocaine and families report, UK media guidelines, our 'This Fierce Love' family story tour, developing volunteering, and running a My Family, My Rights advocacy programme. We just cannot stand still when there is still so much to do!

Click & Deliver Naloxone

Changing Lives and Saving Lives

'Listening to the news about the increasing drug deaths is very sad. I always felt I couldn't do anything about that until I heard about naloxone. Even me having this in my bag could give a family hope their relative will make it home. It's so easy to do your training and apply, thank you for helping me help others.'

– Member of the public

It's been a busy year for our Click and Deliver Naloxone service and we have loved the challenges this has brought us. We have now posted over 5000 kits and we even won the Pioneering Project Award for our service at the 2021 Scottish Charity Awards! We post naloxone kits out 6 days a week, 52 weeks of the year. We would post 7 days a week if we could!

In the last year we supported the national campaign from the Scottish Government and Scottish Drugs Forum that was launched to mark International Overdose Awareness Day in August 2021. It aimed to raise awareness of naloxone and get kits into the hands of people in our communities. Stopping drug deaths is a societal responsibility, we all have it in us to save a life.

We have also supported our friends at Barod in Wales to launch their own postal service. Recently we've been approached by an England-based service who are looking to launch a postal service as well and are looking for advice on how to set this up.

As well as winning an award and continuing to post hundreds of kits every month, we now also offer the option of nasal naloxone which is not widely available across Scotland. It is not only a gamechanger for our families but for the wider communities we live in.

Routes Young Persons' Project

Changing Lives and Saving Lives

'I like that you can come along to what you like but you are never forced into anything. You make really good friends and meet people you can speak to, everyone is so much nicer than I thought they would be.' - Young Person

This was the final year of our 3-year Routes Young Person's pilot project. We have now mainstreamed Routes into our core provision. We were delighted to get funding for two additional Routes staff from the Corra Children and Families Fund! Young people are used to having support for six sessions or at best a few months. Our young people have been through so much that it can take them six sessions just to start trusting someone, so the fact that our support is long term makes a massive difference. They can relax knowing that the support is not going to be taken away as soon as they build a relationship with us.

2021-22 has been huge for Routes with the young people featuring in the media and creating their own film. We've always been cautious of the young people speaking to the media because of the stigma which unfortunately surrounds alcohol and other drug use. But this year our incredible young people featured in a BBC Documentary, podcast and news article. One of our young people who spoke in the documentary said afterwards 'I never feel like what I say matters, that was amazing!' It's very clear in the UN Convention of Rights of the Child that young people's views need to be heard and this work with the media was a fantastic opportunity for that to happen in a safe and supported environment.

This year also saw our young people becoming film creators with BrawTalent to mark the end of the pilot project. They even premiered the film to people in-person and shared their valuable experiences with the audience – 'Not in a million years did I think I could sit in front of all those people and speak but I absolutely loved it, is that normal?!'

Routes does so much to support young people and it also supports families. Families love that their children are getting the opportunity to experience what many other young people take for granted. They loved that we are reducing the stigma around addiction and letting their children know they are not the only one going through this.

Holding On

Changing Lives and Saving Lives

'The Holding On service is a lifeline for me and has given me the confidence and strength through some extremely difficult times. I can now cope in a more positive way for both myself and my loved one. Most importantly I accept not everything is my responsibility to fix and I know how to detach from the pain and try to encourage him to take responsibility for his own life.'

– Family Member

Our Holding On one to one support service celebrated its first birthday in 2021/22. Families have been engaging so well with the service and the practitioners. With the service now running into its second year, our team have said 'things have been going well, it has really brought into focus just how much this service is needed.'

Families are offered one to one support when they need it, linked into naloxone training where required and have the option of group support where they get a lot out of peer connection and support.

Holding On stands out because of its tailored and intense level of support that's available with no time limit placed on how long someone can access the support. The true difference the service makes to families is that they feel less isolated and realise that their wellbeing is important too. Family members can begin to put themselves first and often for the first time realise they do not need to cope with this on their own any longer.

'I felt powerless, I felt like I was drowning and suffocating in the hell of addiction. Holding On has shown me how to gain control and power over my own life and most importantly they have given me the strength and courage to carry on. I would not be where I am today without their support.' – Family Member

Holding On is funded by the Drug Deaths Taskforce/Corra Foundation to offer intensive support to family members whose loved ones are at high risk of drug related harm and death.

The Book Group

Changing Lives and Saving Lives

'To be honest, the impact that The Book Group has made on me in the past few months has been unbelievable. I feel such a good connection with everyone and can share my passion of reading. So much so that I sometimes think I talk too much during our Zoom sessions, but this makes me feel happy and I hope it makes others feel happy too.' - Family Member

The Scottish Families Book Group has grown throughout the past year. From the humble beginnings of three family members all in Forth Valley, to 27 family members across Scotland joining in.

We have created a WhatsApp group from using it only to share the book choices and Zoom joining details, to now posting a summary of each month's discussion and conversations taking place there between group members. As one member recently described it, it has become 'another thread of support' for them.

Our group have read 13 books so far from a variety of genres and have had one author event where a Forth Valley-based writer joined us on a Zoom call to read from and discuss one of her books.

Our Book Group continues to grow and we welcome anyone who is being supported by Scottish Families to join the group. We read for fun, we read to relax, and we read to escape the pressures of whatever may be going on around us. We also provide the books too!

'There's no pressure to participate if you have pressures at home or you just don't fancy that months book choice but it's also an opportunity to find your reading mojo or even get it back by broadening your reading list with books you might never otherwise consider. I like being part of the book group even if I don't participate because it gives me a sense of belonging to a social group because I know everyone else is in a similar position with regards to their home life and how unpredictable that can be.' - (Family Member, Forth Valley)

Biggest achievements of 2021-22:

- We launched our **'Ask The Family' report and virtual exhibition** in June 2021, based on our family engagement project with Action for Children, Circle & All in the Family. This was commissioned by the Scottish Government and helped shape the national Whole Family Approach/Family Inclusive Practice Framework launched in December 2021.

- We welcomed our new **Fife Family Support Service** in July 2021 in partnership with NHS Fife Addiction Services delivering one-to-one support, group support, and learning and development opportunities to family members in the local area. The service will expand in 2022!

- We were awarded the **'Pioneering Project Award'** at the Scottish Charity Awards 2021 in October for our unique national Click and Deliver service that provides training and free naloxone to any adult in Scotland.

- We launched our **'Bound Together'** book event series that focuses on books about alcohol and drug harm and families. Our first event was in October 2021 with author Liz Frazer to discuss her book 'Coming Clean'. The successful series saw another event in March 2022 and has much more planned for 2022!

- We were awarded a **GSK Impact Award** in March 2022 for our work supporting anyone concerned about someone else's alcohol or drug use in Scotland. We were chosen from more than 350 charities across the UK and are one of the 10 winners!

- We watched our incredible Routes young people premiere their film **'I Am Not Alone'** in February and March 2022 to in-person audiences in East and West Dunbartonshire. The film was directed, produced and edited by the talented young people who worked alongside BrawTalent. They showcased a film that reflected their day-to-day lives and how Routes impacts young people and their families.

Scottish Families

Families
CALIFORNIA
WEST COAST
NICCE

Our 2021 - 2022 Highlights:

We launched our new Scottish Families podcast series, 'Life with Alcohol and Drugs', releasing 11 episodes by 31 March 2022 and having guests such as staff members, family members, volunteers and partners.

We carried out a Test of Change around intranasal naloxone (Nyxoid) for families via our Click and Deliver service, to offer an alternative to the injectable kit, thanks to additional Scottish Government funding.

Due to restrictions, some of our supporters took part in virtual events for the Kiltwalk and the Edinburgh Marathon. We had 21 Kiltwalkers raising £7,000 and three runners raising £2,000.

We launched our national online Men's Group (Family Support is for Men Too), recognising that men affected by a loved one's alcohol and other drug use were under-represented in our local and national family support services.

We launched our successful national online Book Group where family members connect over reading and meet every month to discuss the content, characters and emotional responses.

We expanded our Helpline, Virtual Support, Forth Valley, Communications, Fundraising, Policy & Research and Connecting Families teams in 2021-22. And we launched our new Fife Family Support Service!

Our 2021 - 2022 Highlights:

We began our National Bereavement Group in September 2021 as a support option for families. The group is joined by Margaret Livingstone, a counsellor who carries out counselling on our behalf.

Our Family Reference Group has now been 'adopted' as a formal sub group of the reconfigured national Drug Deaths Taskforce. The Group held a constructive meeting with Angela Constance, Minister for Drug Policy, in July 2021.

We hosted our first ever Firewalk in November 2021 in partnership with Carers Link East Dunbartonshire. Our brave firewalkers raised £2,207!

Our Family Recovery College ran another online course to 20 students between September – December 2021, supporting family members to build knowledge, skills and confidence to support themselves and their loved ones.

We had an exciting day of filming in Greenock with Toucan Productions in March 2022 to put together a video package in recognition of our GSK Impact Award.

We launched our in-person workshop tour of 'This Fierce Love' in March 2022, telling a family member's story of living with someone else's alcohol and other drug use to continue raising awareness of families' experiences and creating opportunities for families to be seen and heard.

3,402 more people were supported by Scottish Families' services in 2020/21 as well as those we are already supporting

National Support Services:

Helpline

2,576 contacts, including:
- 55% family members
- 15% people who use alcohol and/or drugs
- 30% professionals/other

9.2% increase in demand for our Helpline
74% of all Helpline contacts are now non voice based (e.g. webchat, email)
375 hours of volunteering delivered

Click and Deliver Naloxone

5,351 kits posted out to:
- 53% members of the public
- 28% professionals
- 17% families/friends
- 2% person at risk of overdose

Bereavement Support

158 new referrals to the service
We paid for **479** hours of bereavement counselling
118 referrals for drug-related bereavement
40 referrals for alcohol-related bereavement

One to One Telehealth

162 new referrals to the service
790 one to one Telehealth sessions delivered
113 brief interventions delivered

Holding On

33 new referrals to the service
537 one to one sessions delivered

Local Support Services:

All of our local support services continued to support people online and began to have in-person meetings and events as Covid restrictions eased.

We have included the figures for the 'active caseload' in March 2022. This is the number of people the service supports through one to one sessions and groups each month.

Aberdeenshire

65 new referrals to the service
Active caseload of **84** family members
379 one to one sessions delivered

East Dunbartonshire

37 new referrals to the service
Active caseload of **92** family members
478 one to one sessions delivered

Fife

69 new referrals to the service
Active caseload of **61** family members
437 one to one sessions delivered

Forth Valley

110 new referrals to the service
Active caseload of **123** family members
804 one to one sessions delivered

Inverclyde

67 new referrals to the service
Active caseload of **88** family members
845 one to one sessions delivered

South Lanarkshire

107 new referrals to the service
Active caseload of **136** family members
405 one to one sessions delivered

Routes

18 new referrals to the service
Active caseload of **78** young people
1,680 one to one sessions delivered
589 group support sessions delivered
317 events and activities

Our Other Work:

Learning and Development

1,684 individuals and workforce attended learning and development sessions. Including Group Facilitation Skills in the Highlands, Bereaved Through Substance Use in North Lanarkshire, Facilitating a Support Group in South Ayrshire, CRAFT training with George Charlton, inputs at conferences, webinars, and many more!

Communications

825 new Twitter followers
658 new Facebook followers
175 new Instagram followers
70,557 visitors to our website with **182,825** page views
345 new subscribers to the mailing list
119 media enquiries
55 media mentions including The Herald, The Scotsman, Glasgow Times, BBC News, STV News, The Courier, The National, BBC The Nine, Third Force News, The Ferret and BBC Disclosure

Fundraising

£379,500 overall fundraising income
£277,026 Trust and Strategic Income
£65,142 other income including Community and Events

We rely on support from a variety of sources including trusts, grants, local authorities, businesses, events and individuals in order to be able to provide our services. Thank you to everyone who supported our work in 2021/22.

Aberdeenshire ADP, Arnold Clark Community Fund, Asda Community Grant, Asda Green Tokens, Bank of Scotland, Bowie Charitable Trust, Cash for Kids, Corra Foundation, CVS Falkirk (Falkirk Communities Mental Health & Wellbeing Fund), Drug Deaths Taskforce, East Dunbartonshire Voluntary Association (EDVA) Community Mental Health and Wellbeing Fund, East Dunbartonshire ADP, East Dunbartonshire Council Community Grant, Forth Valley ADP, Inverclyde ADP, Kells Trust, KidsOut, National Lottery, Neighbourly Foundation, NHS Forth Valley, Prince of Wales Charitable Fund (PWCF), Robertson Trust, Saints and Sinners, Scottish Government, Souter Foundation, Speedo Mick Foundation, Stirlingshire Voluntary Enterprise, STV Appeal, Volant Trust

Connecting Families:

We engaged with 1,140 individuals across our Community work in 2020/21

Connecting Families

We reached **444** people through our Connecting Families projects, including our new Bound Together Book project, the continuation of the Alcohol Action Group, the Leadership Network, and our Stigma and Kindness workshops in The Highlands, North Lanarkshire and Argyll and Bute.

32 people attended our first two This Fierce Love events in Glasgow and Inverclyde

20 students participated in our third Family Recovery College

12 leaders received free Scottish Families training through our Leadership Network

5 awards were made from the Family Recovery Initiative Fund, valued at £7,500

Scottish Families Affected by Alcohol and Drugs is a national charity which supports anyone concerned about someone else's alcohol or drug use in Scotland. We give information and listening support to many people and help them with confidence, communication, general wellbeing, and we link them into local support. We also help people recognise and understand the importance of looking after themselves.

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Scottish Families
Affected by Alcohol & Drugs

Registered Scottish charity: SC034737