

# “SOMEONE FOR ME”

Report of the  
Client Satisfaction Survey  
April 2008 – March 2010

“It is a brilliant service and I hope in a time of cuts it will be protected. It must save lots of money as it helps people to cope and not turn to GPs/medical services, which would cost far more.”

74% state that SPODA has had a positive impact on helping to reduce the drug use of the people respondents were caring for even though SPODA is not a treatment service.



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## 1. Background

SPODA is a voluntary organisation with an overall aim of providing family and carer support in order to reduce the harm resulting from another's drugs use. It is a company limited by guarantee and is in the process of re-registering as a charity. SPODA is based in Chesterfield and covers the whole of Derbyshire except for Derby City, which has its own provision. SPODA is managed by a group of directors/management committee who employ a small, dedicated staff team who work in close collaboration with other relevant agencies to bring the widest range of support to their service users.

## 2. The purpose of the client satisfaction survey

SPODA places a strong emphasis on the active involvement of clients and one way it achieves this is by carrying out client satisfaction surveys. This client satisfaction survey builds on the one carried out in 2007 and provides a continuing opportunity to explore client's experiences and ensure that their views are taken into account. SPODA wanted to carry out this client satisfaction survey in order to:

- enable clients to tell SPODA what they think of the different services provided;
- measure the effectiveness of certain aspects of its work;
- enable SPODA to further improve the services in 2010 – 2011; and
- establish a base against which future service developments can be measured.

## 3. How it was done

### The questionnaire

The client satisfaction survey was carried out using a questionnaire, which was designed for clients to complete themselves anonymously and confidentially. Its design was based on the one carried out in 2007 but a wider range of questions was included reflecting the changes in the services provided by SPODA. The majority of questions used a five point rating scale and there were a number of places where respondents were encouraged to write their own experiences.

Respondents were asked to answer every question. Given the complex and sensitive situation of clients it was agreed to carry out a postal survey in order to ensure minimal intrusion. A sample of clients was taken from the SPODA database using a number of sub-categories in order to gain a more representative sample:

- geography: to ensure a percentage of clients were included from the different geographical areas covered by SPODA;
- gender: to ensure that a percentage of male clients were asked to participate as well as female since there are far more female clients than male; and
- age: to gain a percentage of clients from across all ages accessing SPODA.

A letter explaining the purpose of the survey and asking clients to participate was included with the questionnaire along with a freepost envelope for its return to the researcher carrying out the survey.

“ Having a relative or friend who is a drug misuser is an extremely stressful experience, which can affect individuals' physical health and psychological well-being, finances, social lives, and relationships with others. These impacts often mean that families, kinship carers and other carers need help in their own right, to enable them to cope better with what are usually ongoing, long-term issues. ”

*(NHS National Treatment Agency for Substance Misuse (September 2008); Supporting and involving carers: A guide for commissioners and providers.*

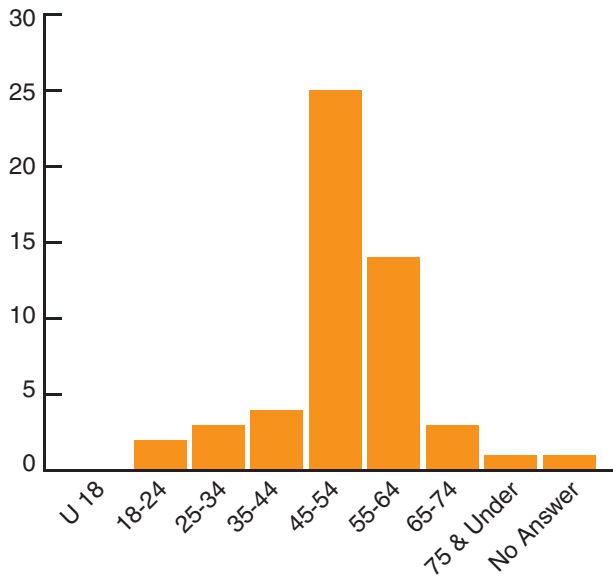
## 4. The Results

**188** questionnaires were sent out and **53** clients completed and returned them. This represents a response rate of **28%**, which is a good return rate for a postal survey. The reason for this is probably due to the fact that SPODA has/had a high level of engagement with the respondents and/or it was a topic of interest to the respondents: both being key elements in gaining a good response rate.

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## 4. Cont...

**Which age group are you in?**



81% of respondents were female and 17% were male. 1 person did not answer the question and no-one identified as trans. This reflects the client base of SPODA.

Respondents covered a wide age range from 18 to 75 plus with the majority being aged 45 – 64. This also reflects the client base of SPODA.

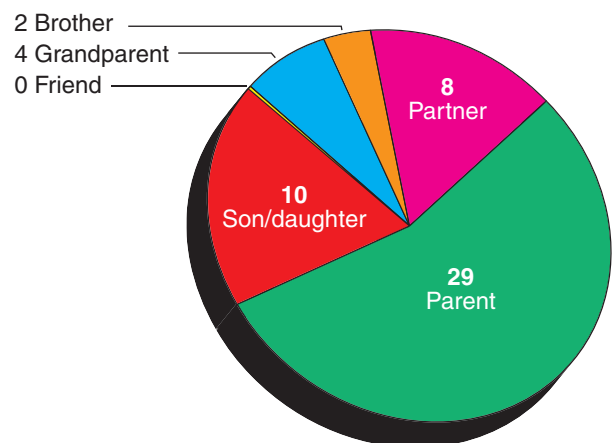
66% of respondents identified as heterosexual, 19% preferred not to say and 15% did not answer this question.

74% did not consider themselves to have a disability and 19% considered themselves to have a disability. Disabilities described included severe back problems, fibromyalgia, arthritis, asthma, osteoporosis, Chrons disease, diabetes, dyslexia, unstable shoulder and physical impairments.

The majority of respondents had a relationship of being a parent to the person(s) they were caring for. The only relationship that gained no responses was friend, which is slightly surprising since SPODA knows of situations where this is the case. Perhaps this should have been a sub-category to ensure that friends as carers were included in the sample.

- 51% of respondents were in paid employment: 19% employed full time, 23% part-time and 9% self-employed. 8% of respondents were not in paid employment.
- 17% of respondents were retired.
- 13% of respondents identified themselves as being a carer.
- 11% of respondents identified their employment status as sickness/disability.
- 4% of respondents were carrying out voluntary work.
- 1 respondent identified as being a free childminder for grandchildren and another as a full time parent.

**Please describe your relationship to the person (s) you are caring for.**



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Respondents live in all the areas covered by SPODA representing a good geographical spread, although the majority were from the Chesterfield area.

Which part of Derbyshire do you live in?	Number
Amber Valley	9%
Bolsover	9%
Chesterfield	26%
Derbyshire Dales	9%
Erewash	8%
High Peak	11%
North Eastern Derbyshire	9%
South Derbyshire	11%
No answer	8%

## 1. How did you find out about SPODA and the services and support they provide?

Posters	11
Friends	9
Other Agency	9
Family	8
Drug Treatment Services	6
Local Newspaper	5
Phone Book	3
Internet	3
Other Group	1
SPODA worker in Court	1
No Answer	2

As can be seen respondents found out about SPODA in a number of different ways and some gave more than one way in their answer. From the **51** answering this question the most common means was via posters/leaflets with **22%**, friends with **18%**, other agencies such as social care, Derbyshire Constabulary Chesterfield area and doctors' clinics with **18%** and family with **16%**.

Clearly marketing and publicity of SPODA and their links with other agencies are effective means of making people aware of their existence.

## 2. What made you decide to contact SPODA?

**52** people answered this question and **96%** of respondents contacted SPODA as a means of gaining information, advice and support regarding drug use of someone close to them. From the answers there is a general sense of desperation and need for help and someone to talk to who understood their situation but was not judgemental.

“I felt at a loss about my sons’ drug problem.”

“I needed to learn more about drugs and addiction.”

“I had no-one to talk to and was afraid for my daughters’ life and I couldn’t cope with the stress.”

“I was lost and didn’t know which way to go with the different things that were going on.”

“My partner being an heroin addict.”

“I just didn’t know what else to do.”

“I needed advice and support for me and my family.”

“I needed help and understanding without being judgemental.”

“I was feeling desperate.”

## “SOMEONE FOR ME”

### 2. Cont...

1 person stated that SPODA supported them in gaining guardianship of their grandson and another stated that SPODA contacted them.

### 3a). How would you rate SPODA in terms of being easy for you to contact?

The majority **85%** said that SPODA was **very easy** to contact and a further **13%** stated that SPODA was **easy** to contact. **1** person was unsure.

“I couldn’t get in touch or get any support at all because it was the weekend. I tried to get hold of my worker and rang the office but the answer phone was on. That was no good to me at the time.”



“SPODA has always been easy to contact.”



Ease of contact is an important factor in whether or not people are then able to make use of the services and support provided and SPODA scores very highly in this area.

### 3b). How would you rate SPODA in terms of providing you with accessible information about your enquiry?

From **52** respondents answering this **85%** felt that SPODA was brilliant at providing them with accessible information about their enquiry and a further **13%** felt that SPODA was good at doing this. **1** person felt that SPODA was not very good at this and another **1** felt that this question was not applicable to them.

### 3c). How would you rate SPODA in terms of responding to your initial enquiry?

**89%** of respondents felt that SPODA was brilliant in responding to their initial enquiry with a further **9%** feeling that they were good at doing so. **1** person felt that they were not very good and added that “I wish the answer phone wasn’t on so much.”

Generally respondents find SPODA very easy to contact, effective at providing accessible information about enquiries and on the whole brilliant at responding to their initial enquiry.

### 4. Which of the following services and support provided by SPODA have you used?

Respondents could select all the options that applied to their situation. What is not clear with this question are the reasons that people didn’t use particular services and why they felt it wasn’t applicable to their situation. From the following results it can be seen that 100% of respondents had accessed information and advice, which is what would be expected given the nature of SPODA.

All other services have been used by a high or fairly high percentage of respondents. Services such as support with court proceedings were used by smaller numbers of respondents but this would be expected given their specialist nature.

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### 4. Cont...

Services and Support Accessed	Number Yes	Number No	Number Not Applicable
Advice and information on for e.g. welfare benefits, financial problems, drugs use, signs and symptoms of illicit drug use, treatment options and services for the drug user.	(53/53) 100%	0	0
Telephone support	(42/48) 88%	4%	8%
Support groups	(41/52) 81%	17%	21%
Information pack	(40/53) 75%	2%	12%
Newsletter	(37/46) 80%	2%	17%
Learning opportunities e.g. drug education awareness, understanding addiction, overdose management, harm reduction	(35/45) 78%	4%	18%
One –to-one support	(31/47) 66%	2%	32%
Full assessment of support needs	(29/45) 64%	18%	18%
Respite: days out	(27/38) 71%	2%	26%
Complimentary therapies e.g. reflexology, Indian head massage	(22/37) 59%	2%	38%
Lending Library	(19/39) 49%	5%	46%
Website	(17/32) 53%	31%	16%
Support re court proceedings, case conferences	(8/18) 44%	11%	44%

The response shows that SPODA is successfully providing services and support that meet the needs of their client group.

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## 5. What were you expecting from the services and support?

Generally respondents were expecting advice, reassurance, help, information and someone to talk to from the services and support. A smaller number of respondents stated that they didn't know what to expect from the services and support. 1 person stated that:

“ To be honest with you I am a working mother and I really can't get the support I have needed because I work full time. It is difficult for me to go to meetings or other social activities, which would have been of help to me. ”

From the responses there is a general sense that respondents gained more from SPODA than they were expecting and that the support and services were beneficial. Responses included the following:

“To gain more knowledge of the problems around addicts and their addiction. To share experiences and to loose the feeling of isolation.”

“Information on how best to understand and support my son.”

“I needed to find out what I needed to know, but the help I got way exceeded my expectations.”

“Someone for me.”

“Help to come to terms with husbands' addiction.”

“Didn't really know but I got loads more than I expected and it's given me hope back.”

## 6. What was your experience of the services and support provided by SPODA?

85% of respondents stated that they had had a brilliant experience and a further 13% reported a good experience. 1 person was unsure and another person did not complete the question.

“SPODA provided me with excellent professional help and support.”

“We were able to talk to someone without being judged.”

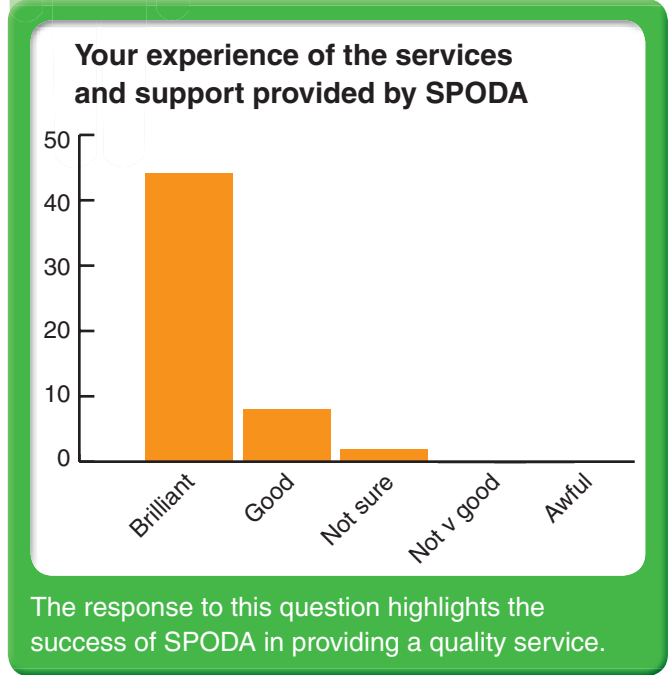
“The support I got was brilliant.”

“I've never known so much kindness, understanding and professionalism – lovely people.”

“I received the most wonderful support and education.”

“SPODA has gone one step further and their help and support is invaluable.”

“Can't fault them – very caring.”



## “SOMEONE FOR ME”

In the following questions respondents were asked to ring or cross one of the numbers/statements that represented what they thought.

### 7. SPODA talked/talks to me about things that matter to me.

From 52 respondents 85% strongly agreed and a further 15% agreed that SPODA talked to them about things that mattered to them. 1 person did not answer the question.

### 8. SPODA explores/explored things that I am/was worried about.

83% of respondents strongly agreed and a further 15% agreed that SPODA explored things that they were worried about. 1 person did not answer the question.

### 9. SPODA helped me to plan for the future.

90% of respondents strongly agreed /agreed that SPODA helped them to plan for the future. 6% stated that they didn't know and 4% disagreed with the statement. 1 person did not answer the question.

### 10. SPODA encourages/encouraged me to do things for myself.

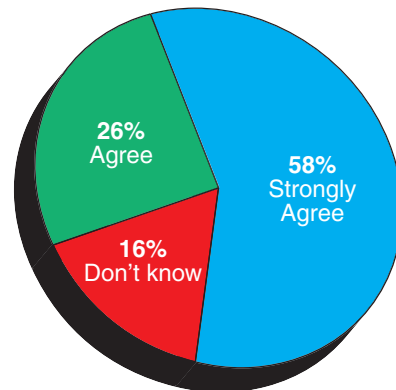
88% of respondents strongly agreed/agreed that SPODA encouraged them to do things for themselves. 10% felt that they did not know and 1(2%) person disagreed with the statement. 1 person did not answer the question.

### 11. SPODA told me about other services that could help me.

As can be seen from the chart the majority of respondents strongly agreed/agreed that SPODA told them about other services that could help them. 16% felt that they did not know. 3 people did not complete the question.

The response shows that SPODA is successful in sharing information with their clients about other relevant people and services available for their clients.

### SPODA told me about other services that could help me.



### 12. SPODA treats/treated me with respect.

51 respondents answered this question and 88% strongly agreed and a further 12% agreed that SPODA treated them with respect.

### 13. SPODA spoke to me about confidentiality and what it meant.

From the 52 respondents answering this question 77% strongly agreed and a further 23% agreed that SPODA spoke to them about confidentiality and what it meant.

### 14. SPODA is/was approachable.

87% of respondents strongly agreed and a further 10% agreed that SPODA was approachable. 1 person did not answer this question.

### 15. SPODA understands/understood my support needs.

From the 52 respondents answering this question 83% of respondents strongly agreed and a further 15% agreed that SPODA understood their support needs. 1 person felt that they did not know and another person did not complete the question.

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“From day one SPODA has been there to help with problems and crises.”



The responses to questions 7, 8, 9, 10, 12, 13, 14, and 15 highlights that SPODA is very good at providing a person centred approach in the delivery of their services and understanding the different needs of their clients.

### 16. The following questions asked respondents if they had noticed any changes since receiving the services and support from SPODA.

#### a) My ability to cope with the situation has improved.

77% out of 52 respondents strongly agreed and 17% agreed that their ability to cope with the situation had improved since receiving services from SPODA.

#### b) My general health and well-being has improved.

52 respondents answered this question and 56% strongly agreed and a further 27% agreed that their general health and well-being had improved since receiving services from SPODA. 10% stated that they did not know and a further 8% disagreed with the statement with 1 person adding that:

“ I only disagree because taking on my grandson is a bigger job than expected and the restrictions from the Children’s Department Social Services don’t help.”

Answers to these two questions clearly shows that SPODA has developed and delivers an overall service that is flexible and one that can be tailored to the varied needs of their client group that also has positive outcomes for them.

#### c) The drug use of the person I am caring for has decreased.

From 51 respondents 49% strongly agreed and 25% agreed that the drug use of the person they were caring for had decreased since receiving services from SPODA. 10% disagreed and 4% strongly disagreed with the statement. 12% felt that they did not know and 2 people felt that it was not applicable to their situation.

The response of 74% strongly agreeing/ agreeing shows that SPODA has had a positive impact on helping to reduce the drug use of the people respondents were caring for even though SPODA is not a treatment service.

#### d) Relationships have improved.

48% of 52 respondents strongly agreed and 25% agreed that relationships had improved since receiving services from SPODA. 10% felt that they didn’t know. 12% disagreed and a further 4% strongly disagreed with the statement.

#### e) I feel less isolated.

From 52 respondents 65% strongly agreed and 25% agreed that they felt less isolated since receiving services from SPODA. 6% disagreed with the statement and 1 person felt it did not apply to their situation.

The response to questions d and e highlights the enormous benefits from the work of SPODA to the respondents and their particular family situations. Feeling less isolated and improving family relationships are both important factors in increasing both general and mental health well-being.

#### f) I feel better informed about drugs.

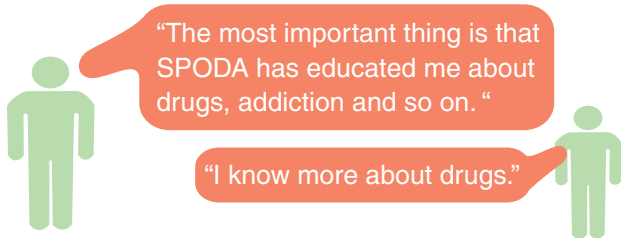
From the 52 respondents answering this question 77% strongly agreed and 21% agreed that they felt better informed about drugs as a result of services from SPODA.

1 person disagreed with this and 1 other did not answer this question.

## “SOMEONE FOR ME”

### f) Cont...

A massive **98%** of respondents feel better informed about drugs showing that the information and learning opportunities provided by SPODA have had a beneficial effect.



### g) I have less of a financial burden.

From **50** respondents **58%** strongly agreed and **16%** agreed that they have less of a financial burden since receiving services from SPODA. **16%** disagreed and felt that this was not the case and a further **10%** felt that they did not know. **6%** felt that this question was not applicable to their situation.

74% of respondents feel that SPODA has helped to reduce their financial burden illustrating how SPODA takes a holistic approach to their service provision, which has a huge positive impact for their client group.

### h) I feel I know more about my own future choices.

From **52** respondents **52%** strongly agreed and **31%** agreed that SPODA has helped them with their own future choices. **4%** disagreed that this was the case and **13%** felt that they did not know. **1** person did not answer this question.

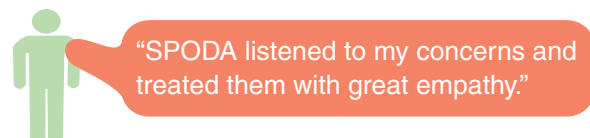
The majority (**83%**) of respondents felt that SPODA had helped them with their own future choices. This links in with question 9, which shows that a similar percentage of respondents, (**90%**) felt that SPODA helped them to plan for the future. Once again it shows the flexible, holistic and person centred approach that SPODA has to its work.

### i) SPODA has given me a lot of help.

From the **52** respondents answering this question **83%** strongly agreed and **13%** agreed that SPODA had given them a lot of help. **1** person disagreed with this and felt that it was not the case and **1** other did not answer.

A massive 96% of respondents feel that SPODA has given them a lot of help illustrating that people are accessing the services provided by SPODA and gaining something positive from doing so.

### j) SPODA listens/listened to my views and took them into account.



From the **53** respondents answering this question **83%** strongly agreed and **13%** agreed that SPODA listens to their views and took them into account. **4%** felt that they did not know whether this was so or not.

Once again this illustrates how SPODA puts their clients at the centre of the services they provide and that they are open to learning and change.

### k) I only use this service because there is nothing else available.

From **53** respondents **32%** strongly disagreed and **40%** disagreed that they only used SPODA because there was nothing else available. **21%** strongly agreed and **1** person agreed that this was the case. **6%** felt that they didn't know.

Although **23%** of respondents felt that they only used SPODA because there was nothing else available the vast majority, **72%** were very clear that this was not true for them indicating that SPODA provides something much more valuable than just being there.

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### 17. Overall what difference do you think SPODA has made to you?

98% of 52 respondents stated that SPODA had made an enormous/quite a lot of difference to them and 1 person felt that they didn't know.



“SPODA was a branch for me to cling hold of when I was sinking fast – for me it was very beneficial.”

“SPODA made me aware that I am not a failure, I blamed myself for my sons' addiction.”

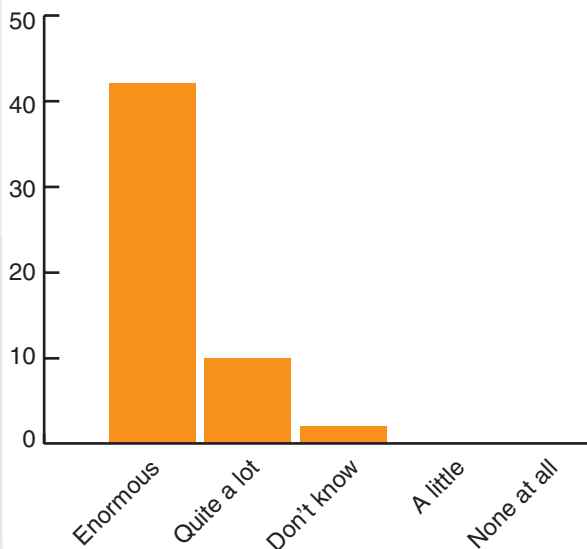


“I could not have gone on any longer, I wish I had accepted help sooner. I'm so glad I asked for that help as I am a very proud person and found it difficult and thank you SPODA.”



From the various responses it can be clearly seen that SPODA has provided a much needed and excellent service, which has been a lifeline for many of the clients. It is pertinent to note that no respondents felt that SPODA had not made any difference to them at all.

### Overall what difference do you think SPODA has made to you?



Other comments made in response to this question include:

“SPODA kept me sane. Drugs affect people from all walks of life and families are left trying to cope with everything. SPODA has made me a stronger person so I can cope. I'm not alone and I've got somebody I can talk to.”



“An excellent service, that has been invaluable to me and I have recommended it to others.”



### 18. When asked what one thing in the support and services provided by SPODA they would change the majority said they would not change anything.

However there were a few areas highlighted by a small number of people that are worth mentioning and these include:

- having some weekend provision
- more flexibility with the working hours
- more funding to spread the services wider
- more support for SPODA
- increase the number of men (workers and clients) involved
- have Swadlincote group meetings more than once a month: go back to fortnightly
- develop more support groups so we don't have to travel so far
- increased advertising in schools, colleges, GPs and so on
- help with the children so that they have someone to talk to

Some of these areas already happen for e.g. flexibility with working hours, some week-end provision and support for children is provided by signposting to the appropriate agencies. SPODA has a very small staff team covering a wide geographical area and this has limitations on flexibility and week-end hours.

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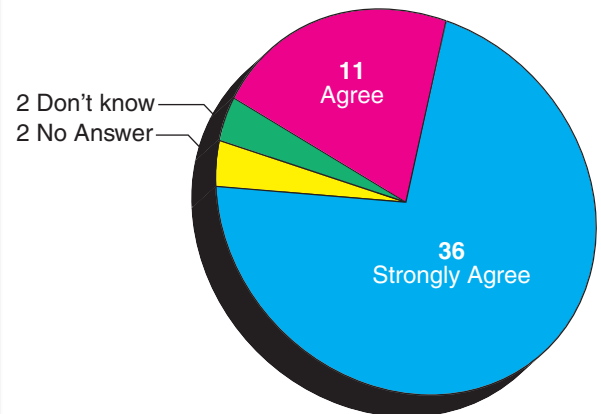
### 19. When asked if there were any other suggestions as to how to improve the services and support the following suggestions were made:

- more advertising at drug contact centres, support groups and services
- let SPODA run the drugs services
- advertise more such as an article in the free paper to encourage others to come along and get the much needed support SPODA can give
- more meetings in the Alfreton area
- a support group in or near New Mills
- SPODA should be more involved with treatments
- flexibility with times of group meetings
- for SPODA to telephone me perhaps every 6 – 8 months to ask how I’m coping
- more outings even if it is just local as a group to meet up having a coffee and a chat
- another office in the southern part of Derbyshire (Chesterfield is quite a way)
- more support for drug users to help them to kick the habit

### 20. SPODA is exploring a new development of a family worker specifically for young people’s drug use, particularly with those using more than one type of drug. Do you think this would be a good service to develop?

From the 51 respondents answering this question 96% strongly agreed/agreed that gaining a family worker specifically for young people’s drug use would be a good service for SPODA to develop. 4% felt that they didn’t know and 2 people did not answer.

### Would having a family worker for young people’s drug use be a good service for SPODA to develop?



### 21. Do you wish to make any other comments about SPODA and/or their services and support?

A number of comments were made in response to this including:

- “A new support group has started in my area, this is a good provision, although I don’t feel able to attend purely due to my shame and embarrassment – I prefer to be anonymous.”
- “Without the help I receive from SPODA I would now be on my knees. I no longer feel alone and helpless. They have given me the strength to carry on and have a life for myself.”
- “SPODA were the only people there to help us. I don’t know how we would have coped without their help. You loose family and friends because of discrimination when you mention drugs. Their understanding and help has been first class. Nothing is too much trouble for them. If they don’t know something they go out of their way to find it out for you.”
- “SPODA don’t just help us they help the drug user too.”
- “Since belonging to our local SPODA group my knowledge of drug misuse has been extended. I now understand about addiction and how the addicts work and think. I feel special and loved.”

## “SOMEONE FOR ME”

### 21. Cont...

- “The work SPODA does is fabulous. Through using the help line I was able to understand that just because I wanted my brother to stop using didn’t mean he would and that he needed to do things in his own time. I had very little knowledge about drugs but I am now more informed. Thank you SPODA.”
- “The people I have come in contact with have made me feel very comfortable and are easy to talk to. I was a very shy nervous type but now I can be so open and forward. Thank you SPODA I could never have got this far without you.”
- “SPODA mentioned the outings that they organise for the carers and families, which I think are important. I can’t seem to get to any of them because of work commitments. We all need a break. The spa visit would have been wonderful for me. It is very hard work being a parent of someone with drug and drink problems. It’s not easy for me to get the space and time I need.”
- “A sincere and heartfelt thank you to all who run SPODA and assist and guide people such as myself and my wife and son – a reforming drug user.”
- SPODA do an absolutely fantastic job. They are all very friendly and approachable. I would not want to lose their support.”
- “It is a brilliant service and I hope in a time of cuts it will be protected. It must save lots of money as it helps people to cope and not turn to GPs /medical services, which would cost far more.”

“ Supporting family members and carers improves support for drug users. If family members and carers receive help and support in their own right, they will be far more able to effectively help and support drug users. Moreover, if drug users do enter treatment, they are much more likely to stay in treatment themselves, more likely to re-engage if they drop out, and more likely to have a successful outcome if their family members and carers receive help themselves. ”

*(NTA 2008 Supporting and involving carers: A guide for commissioners and providers)*

### 5. Conclusion

From the various responses it can be seen that the SPODA client satisfaction survey 2010 has clearly had a good positive impact on their clients. Clients were satisfied with the:

- ease of access to SPODA;
- range of support and services available;
- respectful and confidential way that SPODA staff treated them; and the
- impact that the different types of family support had made to the quality of their lives including feeling less isolated and improving family relationships.

The findings also highlight that SPODA is very good at providing a service that puts the client at the centre and understands the diverse needs of their clients. SPODA is seen as a good professional organisation that has had a substantial impact on improving the health and well-being of their client group and contributing to reducing the drug use of the users.

Clients feel that they also have an increased understanding of drugs issues and that their confidence and skills have increased as a result of the support provided by SPODA. These findings link in with those found by the National Treatment Agency that shows that drug users are far more likely to have a successful treatment if their family support them and if they are supported too.

“ There is a good deal of evidence that suggests supporting and involving family members and carers effectively can lead to improved outcomes for family members and carers, as well as drug users themselves. Effectively involving family members, kinship carers and other carers helps users increase their chances of:

- Entering treatment
- Reducing or stopping the drug misuse
- Engaging with treatment if they do enter
- Being retained in treatment
- Successfully concluding treatment.

Drug users are also less likely to suffer major relapses. ”

*(NTA 2008:Supporting and involving carers: A guide for commissioners and providers)*

## 5. Cont...

The client satisfaction survey clearly shows that SPODA is successfully providing and meeting the seven basic quality standards identified by Adfam that have a positive impact on client satisfaction:

1. Confidentiality and safety.
2. Offering choices
3. Accessibility
4. Supporting family members to look after themselves.
5. Non-judgemental and caring.
6. Clear boundaries.
7. Being informed and informing.

*(Adfam; 2009: 'We count too': Good Practice Guide and Quality Standards for work with family members affected by someone else's drug use.)*

SPODA is clearly seen as being invaluable and in terms of future provision is central to the impact of Big Society and the commissioning changes in the NHS and social care. The findings of this survey, highlights how the work of SPODA fits the needs of not only public health prevention and support but also GP consortia and GP led commissioning.

## 6. Recommendations

### 1. Celebrate Success

SPODA should celebrate the success achieved so far and continue to build on this.

### 2. Increase Profile

SPODA clearly has a good profile already but further work would be beneficial generally but specifically in the areas of attracting male clients and clients from different black and ethnic minority (BME) communities. SPODA should link in with key agencies in Derbyshire in order to take this forward, for example Chesterfield and North Eastern Derbyshire Links (Council for Voluntary Service) carries out a large amount of work with different BME groups across Derbyshire.

### 3. Monitor Services Specifically for Male Clients

SPODA needs to continuously monitor its services and explore ways of gaining and retaining male clients.

### 4. Explore Flexibility of Hours

SPODA should explore the possibility of increasing flexibility of working hours including some week-end provision. Clearly in this economic climate this may not be possible to achieve in the short term.

### 5. Undertake a Review of Support Groups

SPODA should undertake a review of the different support groups to check their effectiveness and if the frequency and times meet the needs of those using them/wanting to use them.

### 6. Explore Funding Opportunities

In the longer term SPODA should carry out further feasibility work to establish the need for and explore what opportunities there are for funding for:

- developing additional support groups in areas where there aren't any;
- having an increased office presence in the southern part of Derbyshire; **and**
- employing a family worker to support families where there is a young (under 16) drug user.

### 7. Provide Feedback to Clients

SPODA must ensure that clients as well as its own membership receive accessible feedback from this client satisfaction survey.

“ There are many routes into drug dependency and many journeys away from it.... Families can be uniquely well-placed to engage with people with drug problems in a way that is responsive to their unique personalities, interests, needs and motivations, and so should have a special role to play... ”

*(Drugscope & Adfam 2009. Recovery & Drug Dependency: A new deal for families).*



Supporting families and carers affected by  
another person's substance use

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