



## Annual Service Report 08 / 09

Name of service/project	HETTYS	
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### 1. Mission

Hettys provides a confidential service to all family members and carers where substance use is an issue for any member of that family or the family group:  
In the form of information, education, advice, telephone helpline support and text facility, one to one support, group work, sessions in prisons and complimentary therapies.  
Hettys works across all sectors and in communities to challenge the misunderstanding and judgements around drug and alcohol abuse. In partnership with other providers Hettys helps build professional and community capacity to tackle drugs and alcohol together.

***Never doubt that a small step, with the help of someone who cares,  
can change your world!***

Hettys was set up in 1996, as a self help group in response to local need for support for families (parents, carers, partners, grandparents, and friends) of drug and alcohol users.  
Hetty's is now a registered charity and has been recognised as a beacon service setting the standard for similar services across the UK.

## **2. SERVICES PROVIDED**

### **Telephone Helpline Support**

Hettys have always based their service provision on entry via the telephone Helpline. The Helpline is open seven days a week, all year around, between the times of 9.00a.m. to 7.00p.m. Since the year 2000 Hettys have also provided a Web site and email access.

### **Group Support**

Clients are offered group support with other family members who are experiencing distress because of a family members substance use. The groups are facilitated and the objective is to reduce the isolation and to help families accept and validate their experiences, recognise patterns of behaviour and trends, and find ways of solving problems with the ultimate aim of helping families to stay together and cope with the impact of substance use which is beyond their control.

### **Individual (one to one) Support**

Clients are also encouraged to accept individual support within their home or in a safe place. Some people feel more comfortable talking about their experiences within their own home or in a comfortable place close to their home. The aims and objectives of these sessions are similar to the group work but assessed and planned according to the individual need and experience.

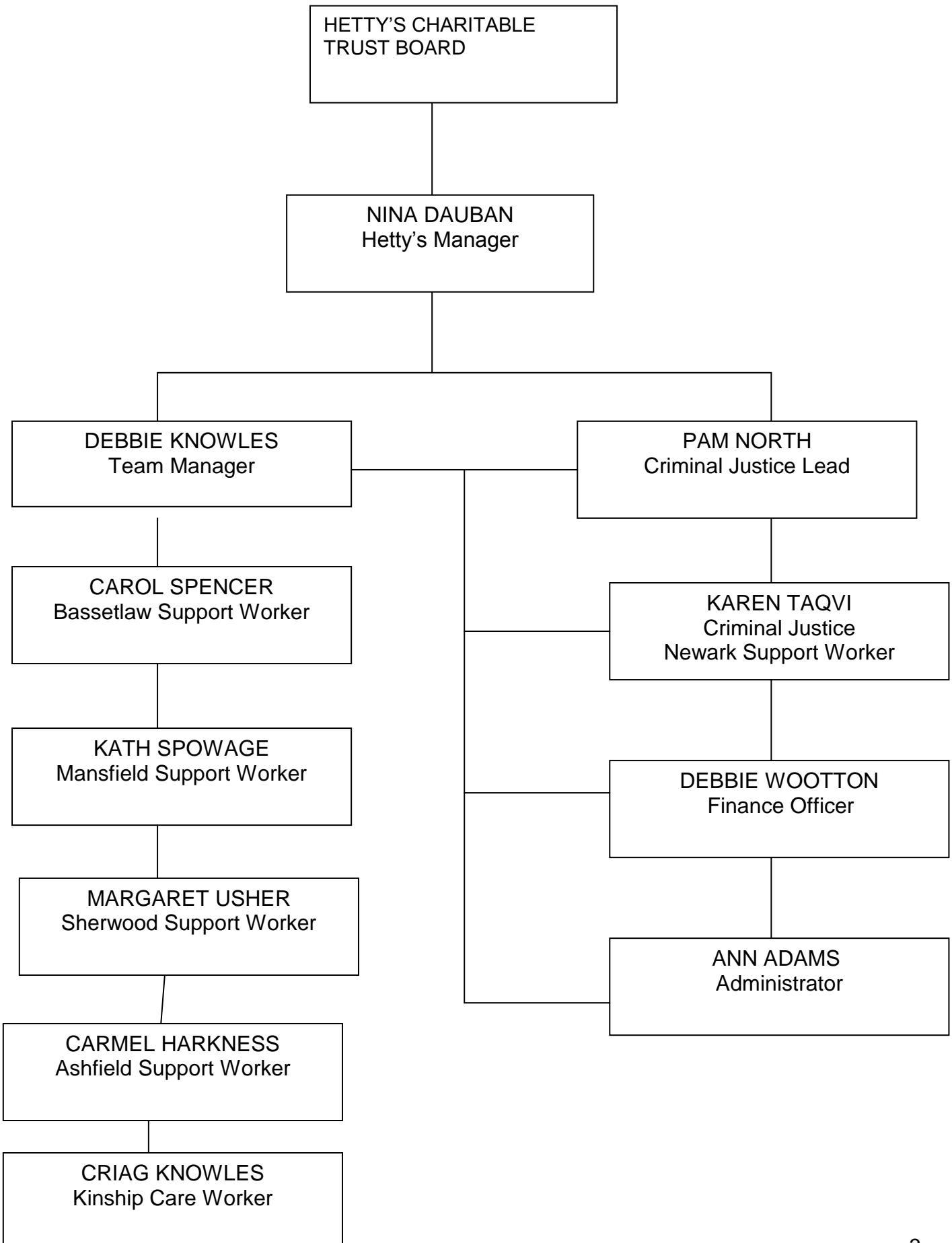
### **Criminal Justice Work:**

Hettys works in 7 Prisons in the region to inmates who are attending Drug Treatment Programmes. The sessions challenge the impact of individuals choices to use drugs or problematic alcohol use and the affects those choices make on the family unit, partner or children. The aim of the sessions is to improve understanding and communication between inmates and their families to reduce the rates of homelessness and increase the likelihood of long term rehabilitation free from drugs and crime.

### **Complimentary Therapies**

Hettys continues to develop relaxation therapies for clients, we currently have 4 volunteer therapists providing; Reflexology, Reiki, Colour therapy, Indian Head Massage and Emotional Freedom technique. Sessions run every Thursday in Mansfield, once a fortnight in Newark and Worksop. Feedback from these sessions shows it is having a very beneficial effect on the client's health and wellbeing, helping them to make rational and less chaotic and emotional decisions about their family circumstance.

**3. ORGANISATIONAL CHART:  
08-09**



#### 4. STATISTICS: Comparison year on year

##### HETTYS EVENTS

	04-05	05-06	06-07	07-08	08-09
Telephone Contacts	909	1077	1193	1250	1386
Mobile Phone	0	0	0	161	276
One to ones	173	222	360	513	514
Groups	0	0	34	59	60
Therapies	59	49	273	478	686
Prison one to ones	38	42	45	29	12
Prison Tel /Letter contacts	118	193	171	161	168
Rickter	0	0	12	31	11
Other (Letters/ texts/ e-mails, 2 month letter)	113	204	94	178	446
<b>TOTALS</b>	<b>1410</b>	<b>1787</b>	<b>2182</b>	<b>2860</b>	<b>3557</b>

#### 5. National Background


The National Treatment agency (NTA) released specific guidance: Supporting and Involving Carers; A guide for commissioners (2008) and provides a summary which draws together all of the relevant guidance and requirements.

It states:

Having a relative or friend who is a drug misuser is an extremely stressful experience, which can affect individuals' physical health and psychological wellbeing, 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.

Not only is it important to help family members, kinship carers and other carers deal with these challenges for their own wellbeing, but appropriately including family members and carers in the treatment process often allows them to better support drug users.

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 – this is summarised at [www.nta.nhs.uk/familycarer](http://www.nta.nhs.uk/familycarer).

<b>Signed</b>		<b>Name (in print)</b>	NINA DAUBAN
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