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* Further reports available

| Title | Cost |
|--|-------------|
| 1. Standard Information Pack (12 leaflets covering all aspects of AACS Services) | Nil |
| 2. Evaluation Of Counselling Services by Dr John Love, Robert Gordon University | £2 |
| 3. Child and Family Evaluation by Kate Skinner | Nil |
| 4. Business Plan 2004/05 | Nil |
| 5. Specialist Services Reports (2003/04) | Nil |

Introduction

Findings

This years statistics show a significant increase in the number of clients contacting the Agency.

Most of the visual aids are self-explanatory, and clearly show that there is a significant increase in the number of counselling appointments attended. If we compare the total number of appointments offered 2003/04 to this statistical time frame, there has been an increase of 45%, this can be seen by the number of clients that “became active caseload” in the City, however “became active caseload” in the Shire shows a slight decrease, a more specific and detailed analysis of which will be supplied in section 2 of the report.

We would like to be able to offer visual evidence of waiting times, but can merely comment at this stage. The average time on the waiting list is 8 weeks plus, this can be reflected perhaps in the amount of crisis calls and telephone contact we have with clients which has increased.

Counselling activity in the Shire has been sensitive to internal and external factors of the Agency over the past year. On the whole there has been an increase in the total number of appointments offered, but clients who became active caseload in the Shire has decreased by 12% from previous year. A Staff vacancy filled in the South accounts for an increase in active caseload in that area. Conversely activity in the North has decreased by 10 clients from the 03/04 figures, this too is due to a period of staff absence, which can have a substantial impact on existing caseload and waiting lists. The Shire also shows a marked difference on average in the length of time clients are seen. Figures for the Agency as a whole (City and Shire) reflect 12-14 sessions as the average, whereas a significant minority of clients in the Shire have been seen for upwards of 20 sessions over a period of 12 months or more. This may reflect that the nature of counselling work for some clients in the Shire has become more of a longer term support role, which of course has implications for those clients waiting to be seen and existing case management.

Multi-Agency working continues to be a feature of AACCS counselling process. New Partnerships are being established in support of the Getting Our Priorities Right (GOPR) framework. The Practice Manager is directly involved and responsible for implementing these changes in accordance with the GOPR Principles.

Maureen Adam
Counselling Administrator

Julie Morrison
Practice Manager



1.1 Total Number of New Referrals

During the period 1st April 2004 to 31st March 2005, a total number of **790*** new referrals had been dealt with by the Alcohol Advisory and Counselling Service of whom **401*** became active caseload. The table below gives a detailed breakdown of information for the above referrals.

| Waiting To Be Seen (at 31 st March 2005) | | New Cases Opened | | Uneventuated | |
|--|-------|------------------|-------|--------------|-------|
| City | Shire | City | Shire | City | Shire |
| 69 | 39 | 286 | 115 | 181 | 100 |

There is a **9%** in the amount of new referrals in 04/05 compared to 03/04.

1.2 Counselling Sessions Offered

Total number of appointments offered: - **5003***

Total number of appointments attended: - **2747***

| | Male | Female | Totals |
|--------------|------|--------|--------|
| City | 887 | 739 | 1626 |
| Central Area | 258 | 245 | 503 |
| North Area | 165 | 117 | 282 |
| South Area | 127 | 209 | 336 |
| Totals | 1437 | 1310 | 2747 |

The amount of appointments offered has increased by **30%** from 2003/04.

1.3 Telephone / Crisis Calls

During the period, AACS received and dealt with **343** crisis calls, and an additional **2402** callers seeking advice and information.

The range and severity of alcohol problems appears to have increased, with a majority of people referring in crisis, and having to wait a number of weeks to be seen. We have noted that telephone activity has commensurately increased over the past year, with more advice and support being sought until such time as an appointment becomes available. We spend an average of 30 minutes on each crisis call, which has a considerable knock on effect for all.

1.4 Information Distributed

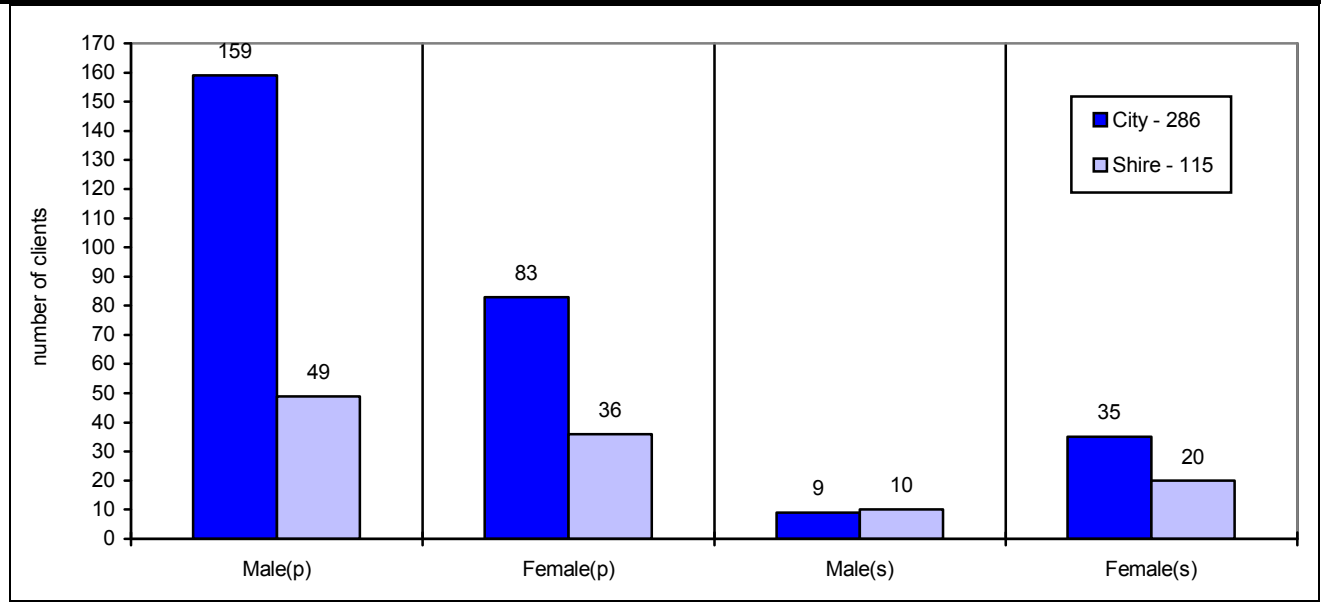
During the period, in excess of **10,000** information packs were sent, these included:

- Potential clients
- Training and Education
- Other Agencies

2. Information Breakdown on Clients

Section 3 identifies and analyses those clients who took up counselling appointments. AACCS dealt with **401*** clients becoming active caseload during the period 1st April 2004 to 31st March 2005, of whom **286** are from Aberdeen City and **115** from the Aberdeenshire area. The following graphs give information on these new clients, showing both City and Shire statistics. Aberdeenshire statistics are further broken down into the areas of Central, North and South.

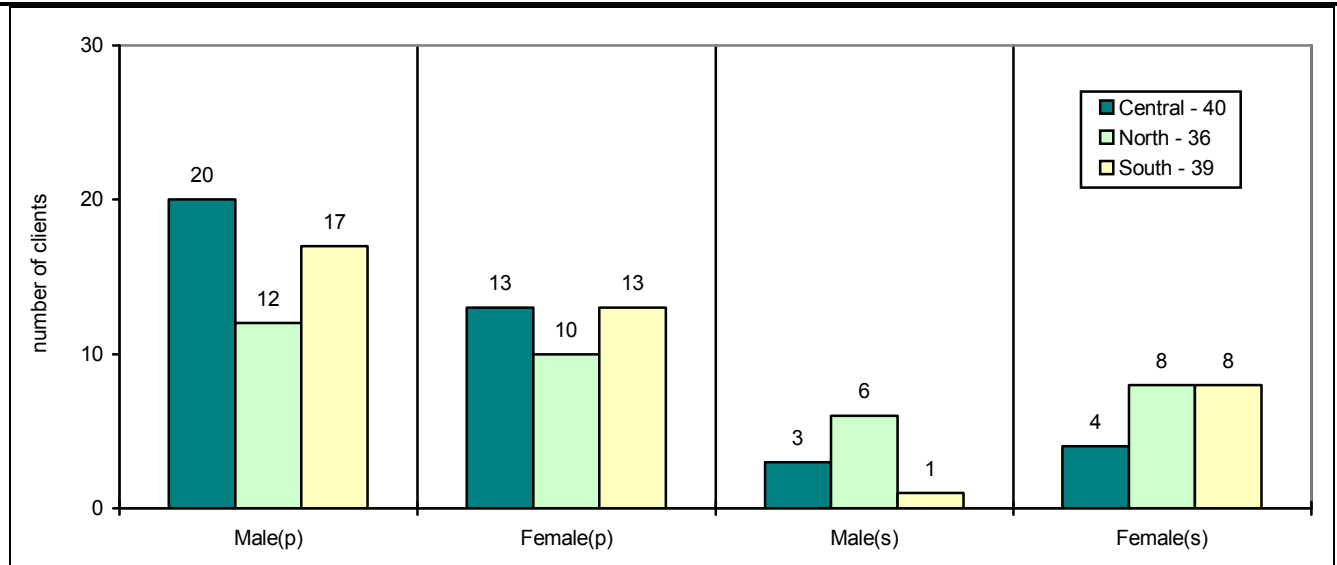
2.1 Gender, Primary / Secondary



There has been an overall increase in Male Primary (Drinkers) with the greatest incidence being in the middle age ranges; 26-55 years. Counselling of Significant Others has remained fairly constant with no marked change.

The ratios of City and Shire are similar to 03/04, and show no significant change.

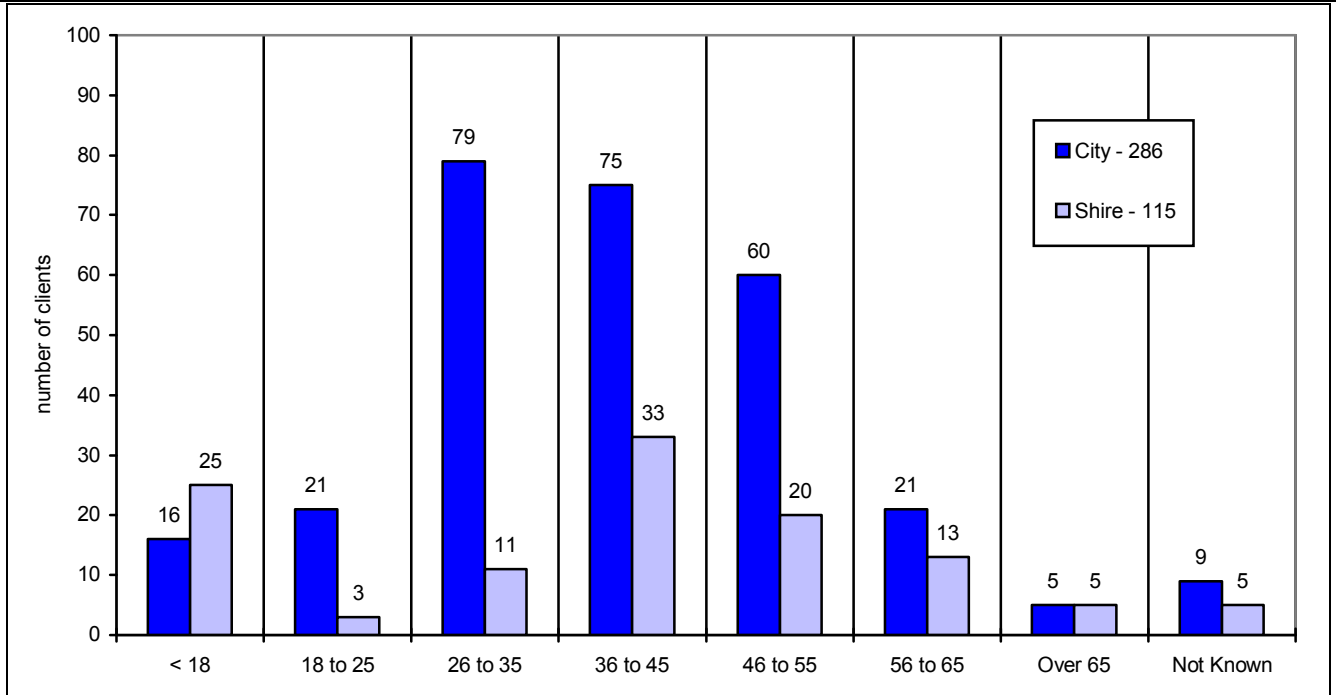
2.1.1 Gender, Primary / Secondary – Shire breakdown



There has been a small decrease from 03/04 in the number of males in the Shire receiving this support. Females throughout the shire have shown a small but insignificant increase.

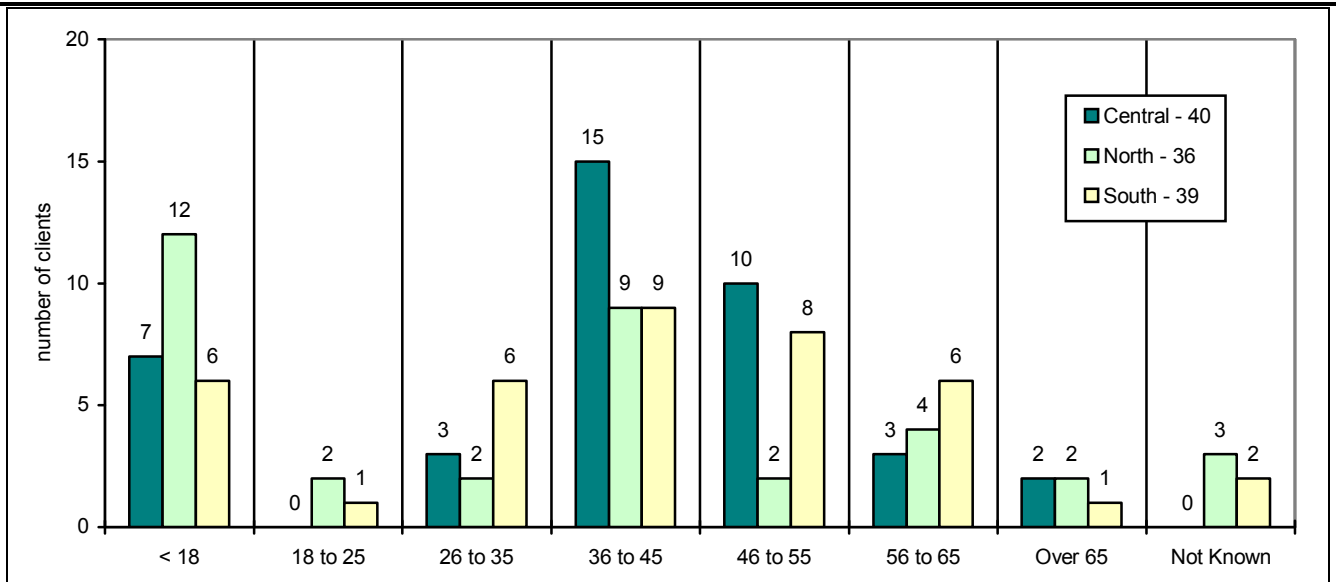


2.2 Age Range

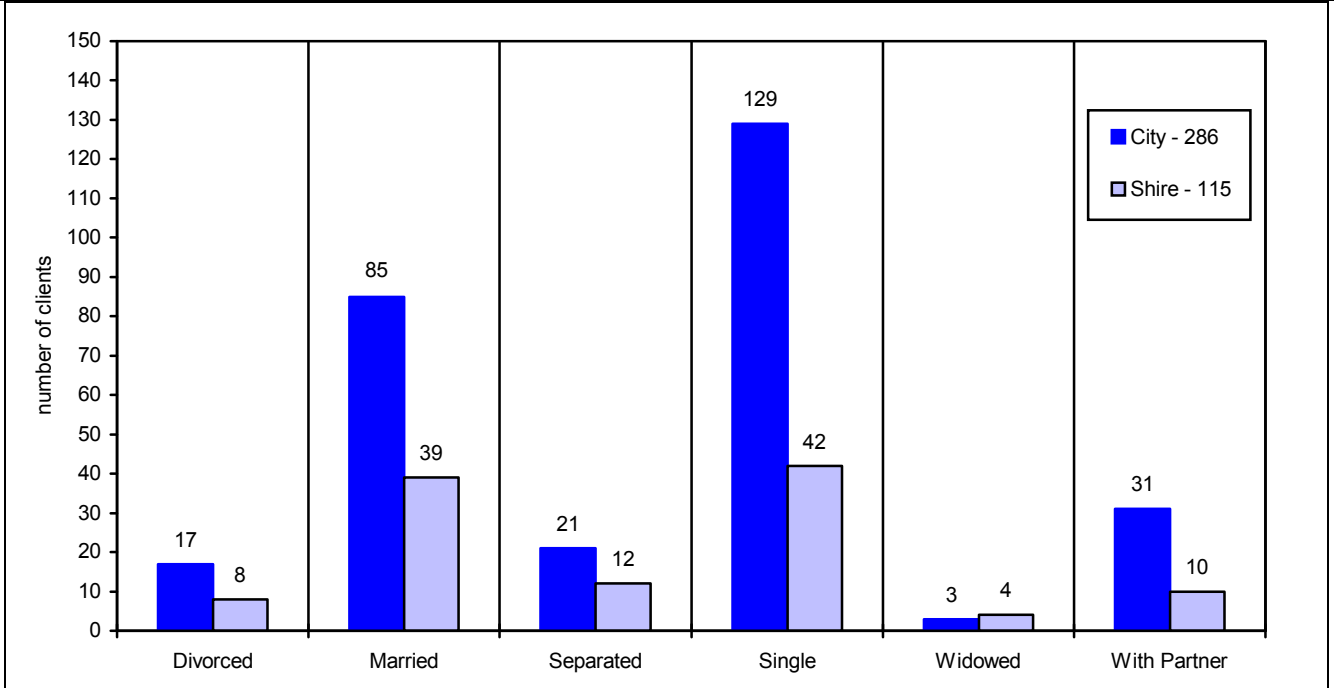


On the whole Age Ranges have remained consistent throughout the Service.

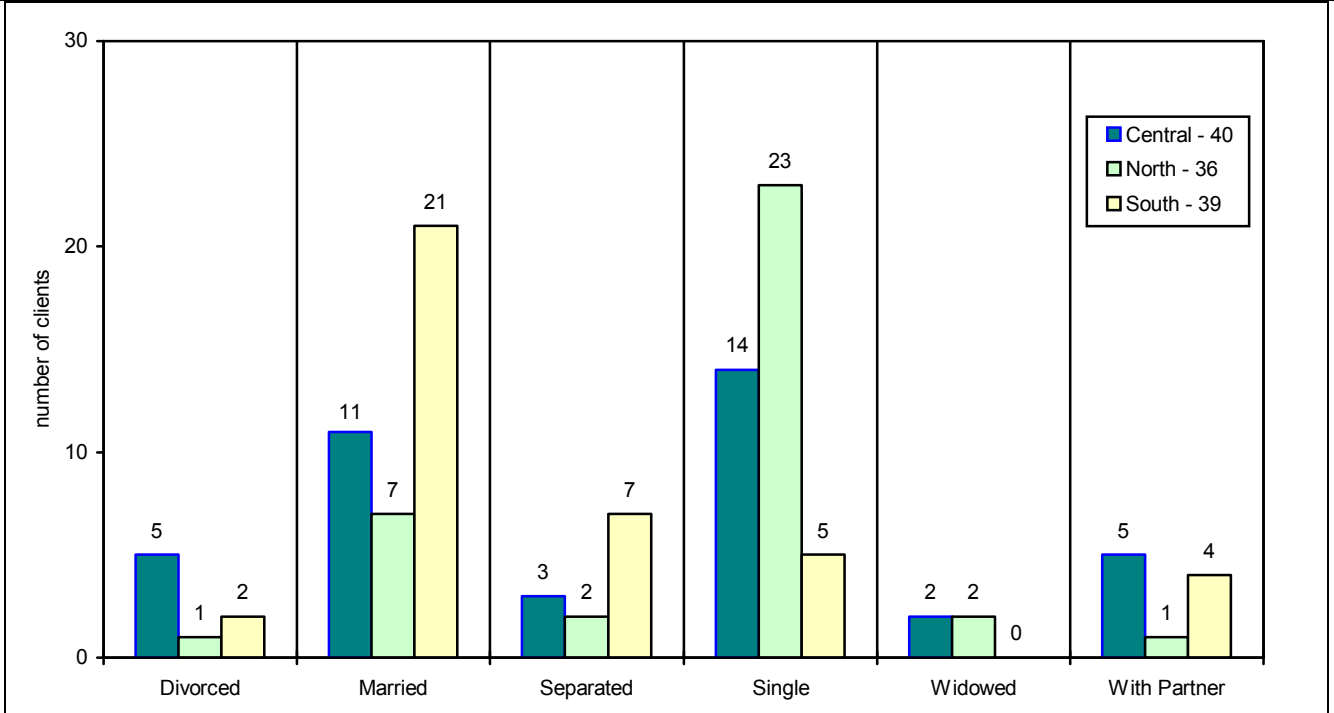
2.2.1 Age Range – Shire breakdown



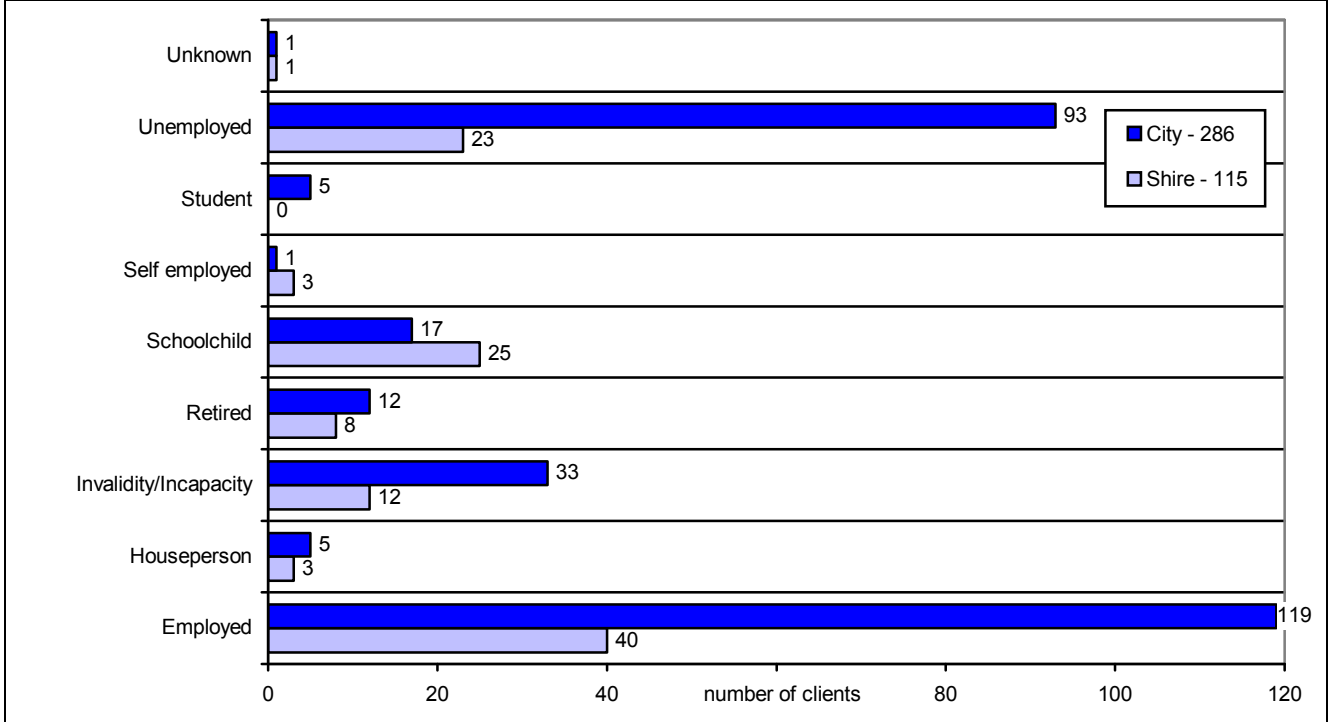
2.3 Marital Status



2.3.1 Marital Status – Shire breakdown

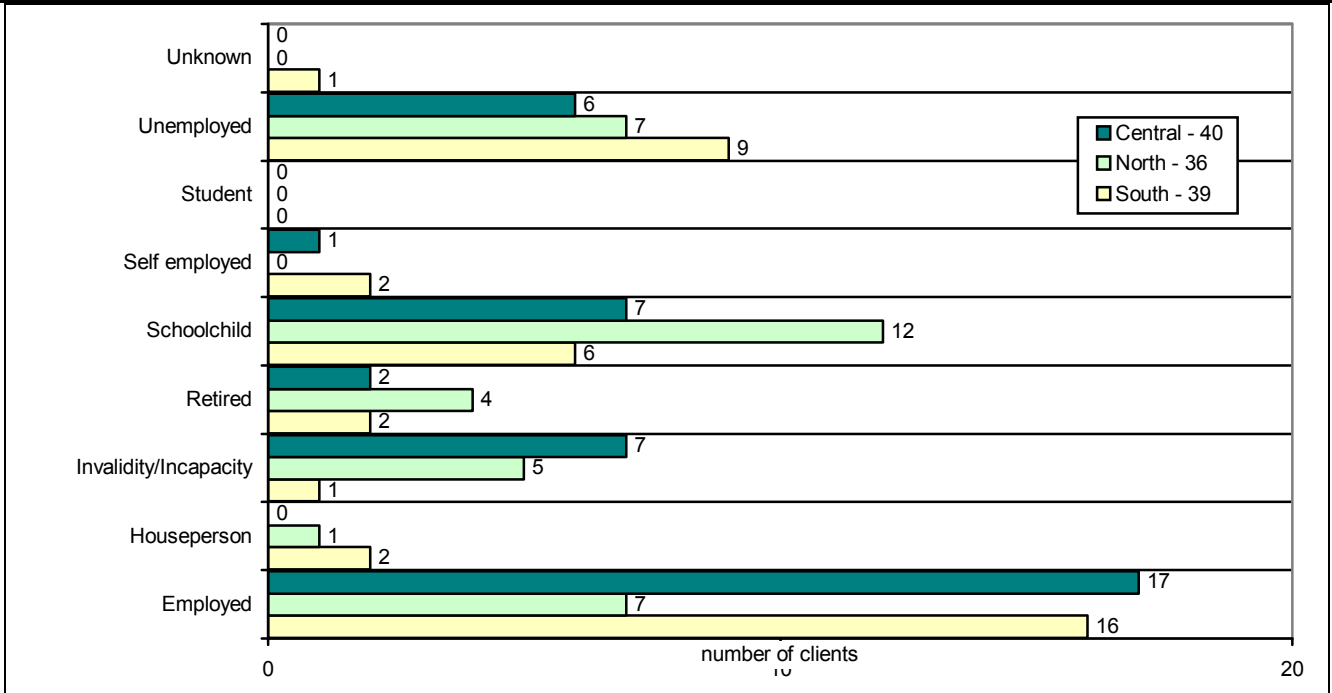


2.4 Employment Status

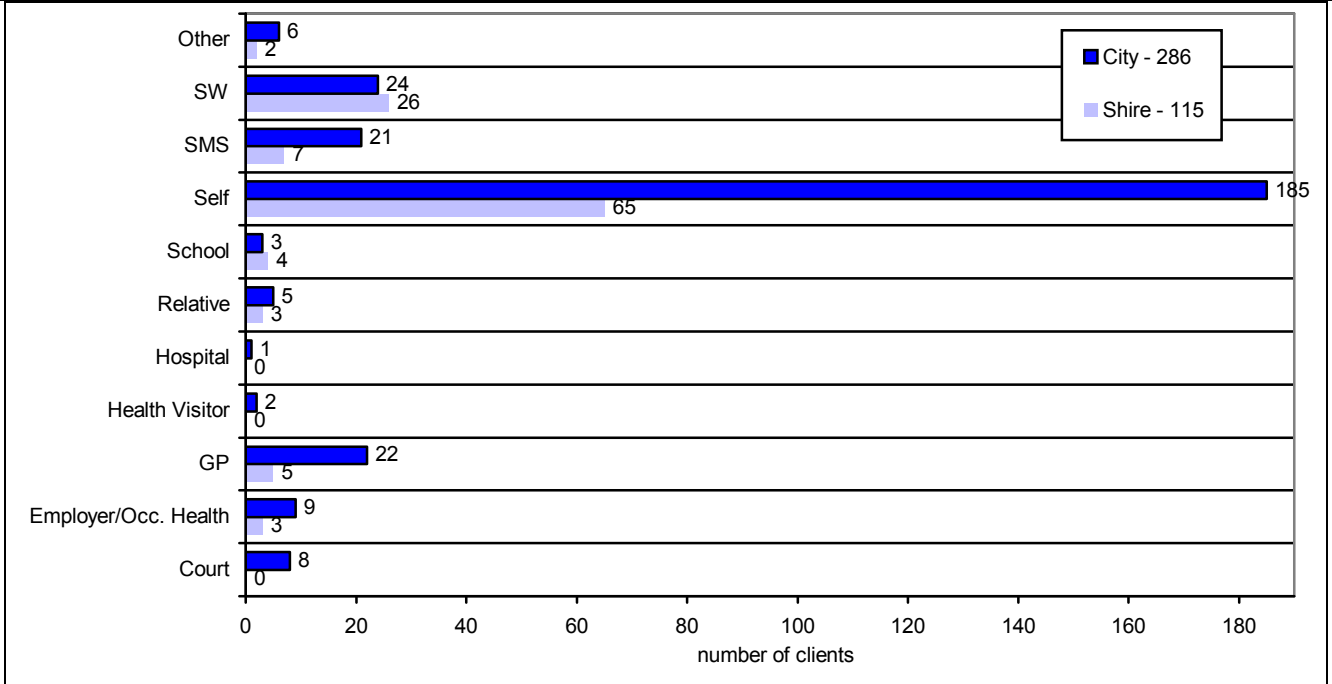


Contrary to the stereotype the majority of clients are in employment.

2.4.1 Employment Status – Shire breakdown

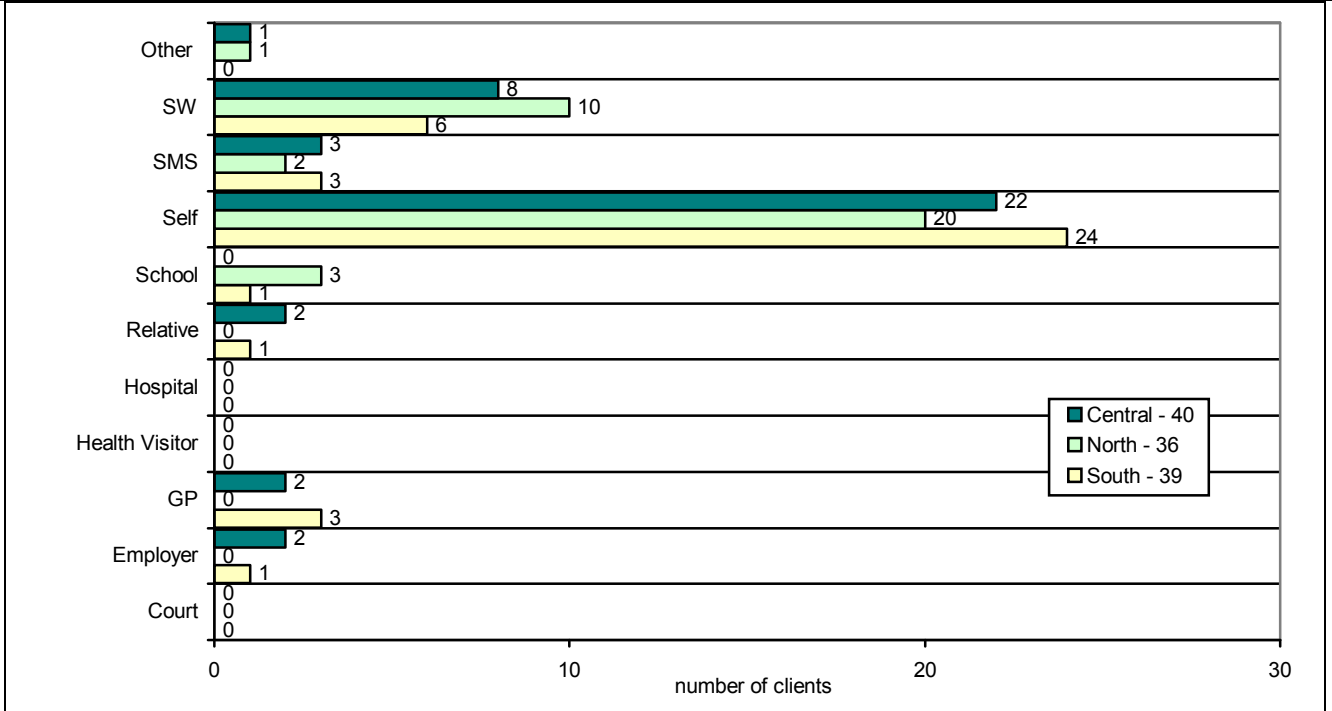


2.5 Source of Referral



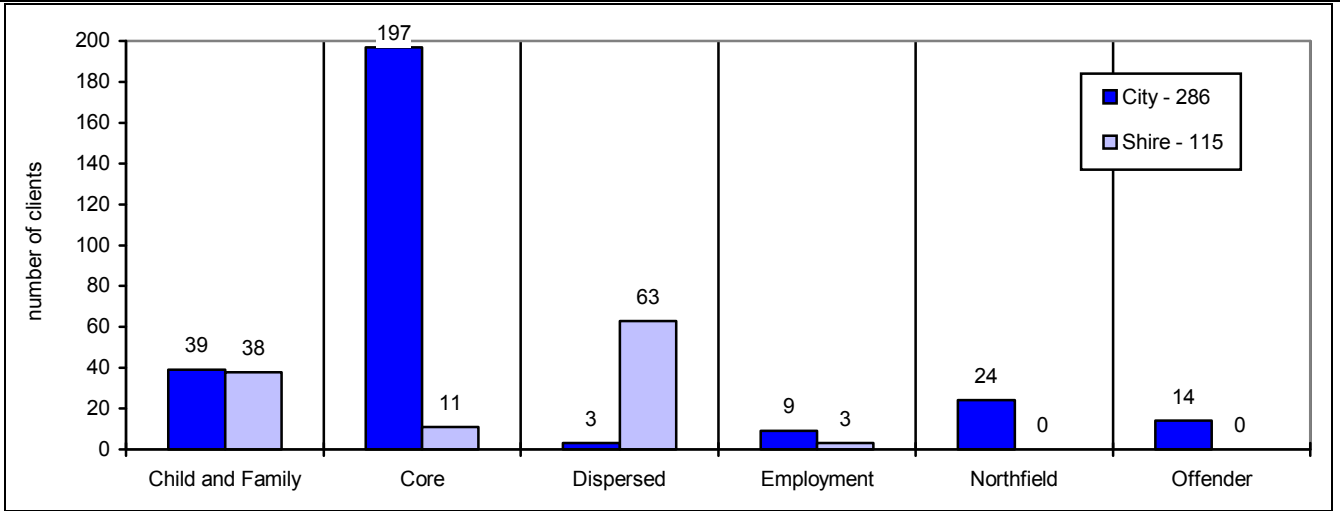
“Self” still account for the majority of referrals in both City and Shire. Most clients access our service through the phone directory. Monitoring indicates that a minority although not referred directly by their GP or Health Professional have advised their patients to contact our Service.

2.5.1 Source of Referral – Shire breakdown

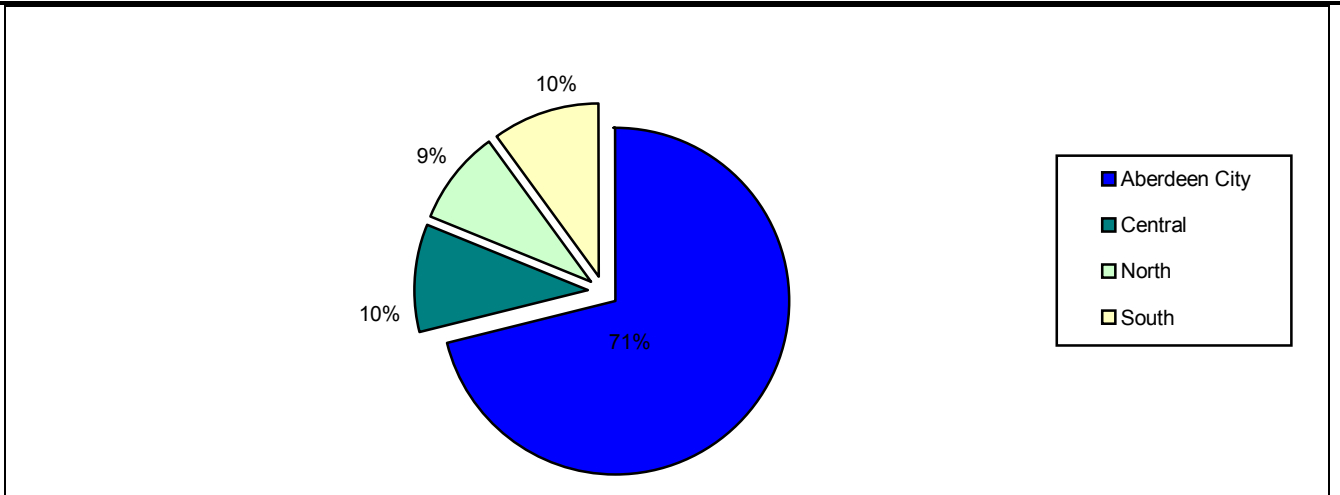




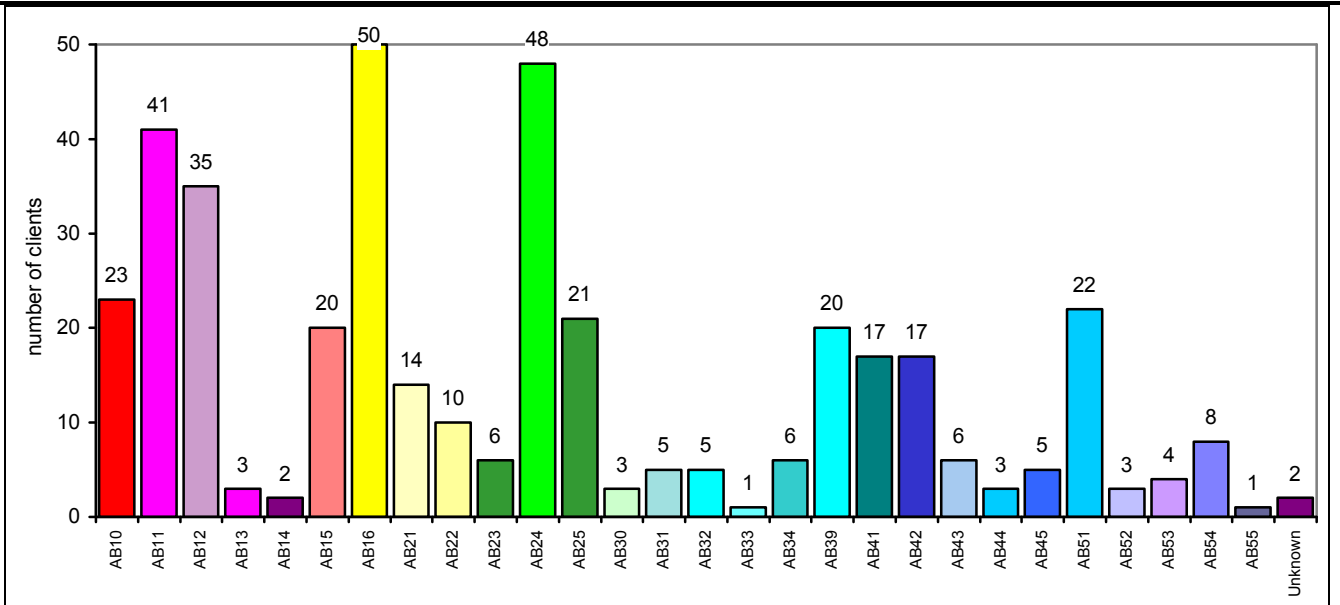
2.6 Service Distribution



2.7 Area Distribution



2.8 Postcode Analysis



3. Outcomes

Outcomes at closure are recorded on the ORION database; however the report facility to retrieve this data is still unobtainable, likewise the information for length of contact. There is an option to retrieve this information manually however due to the amount of differing information now required by various bodies and constraints on resources this has proved impractical therefore this detail has been omitted from this report. Work is in progress to expand upon the abilities of ORION to provide this.

4. AACS Process

