



IMPACT REPORT 2025



Table of CONTENTS

- 1 Introduction
- 2 Purpose, Mission & Vision
- 3 Our Values
- 4 Our Impact 2025
- 5 Voices from our Families
- 6 Our Fundraising
- 7 Acknowledgements
- 8 Looking Ahead

INTRODUCTION

Addiction rarely affects just one person. It affects entire families.

Behind every addict are parents lying awake at night, partners struggling to hold families together, and young people trying to understand situations far beyond their years. Too often these families suffer in silence.

Families Out Loud exists to change that.

Across Wiltshire & Swindon we provide a safe place for families affected by addiction to speak openly, receive support and begin rebuilding their lives.

Over the past year our services have continued to grow, supporting more families than ever before through counselling, peer support groups and specialist services for young people.

This report tells the story of that impact — the lives strengthened, the stigma challenged and the hope restored when families are finally heard.



Purpose, Mission & Vision

Families Out Loud exists to support families across Wiltshire & Swindon who are challenged by someone else's drug or alcohol dependency, supporting them to bravely build a better life.

Parents, partners, children, siblings and grandparents often carry the emotional weight of addiction — facing uncertainty, stigma and isolation while trying to support the person they love. Too often these families suffer in silence, unsure where to turn for understanding or support.

Families Out Loud exists to ensure that no family has to navigate this experience alone.

Our mission is to ensure families affected by addiction feel heard, supported and empowered. Through our therapeutic services we provide safe spaces where people can speak openly about their experiences without judgement. By helping families understand addiction, rebuild confidence and prioritise their own wellbeing, we support them to move forward with greater resilience and hope.

Our vision is to reach every family impacted by drug or alcohol use across Wiltshire & Swindon so they can speak out free from stigma and access the support, care and help they need.



Our VALUES



Listen

We want families to be heard. To do this we must listen with empathy, thoughtfulness and optimism. We listen to what our families and colleagues say. We listen with curiosity and apply creative and constructive thinking to all we do, asking questions to help us understand and connect.



Care

We want families to feel valued and supported. To do this, we must be thoughtful, empathetic and kind. We will be respectful and inclusive in our actions. We understand the little things that made our families and friends smile before the chaos of drug and alcohol dependency.



Be Practical

We want families to receive the help that works for them. We will be professional and act with integrity in all we do. We will be practical and realistic in finding the best way forward for our families.



Show Determination

We want families to be helped. To achieve this we must do the hard things, for both our families and our colleagues, by engaging a positive outlook and a resilient attitude. When others have stopped, or given up, we will still be by their side. Sticking with them, committed to helping them achieve their goals, at their pace, for their chosen future.

**Together, these values shape the way we support families across
Wiltshire & Swindon as they rebuild their lives and
bravely create a better future.**

Our Impact 2025

Over the past year, Families Out Loud has continued to grow as more families reach out for support when living with the impact of someone else's drug or alcohol use.

As awareness of our services increases, so too does the number of people seeking help. Families now contact us through a growing network of referrals from local organisations, health services, schools and community partners, as well as through self-referral.

As our reach continued to grow, 288 families were supported through open-ended access to Families Out Loud services, regular newsletter updates, invitations to support groups and access to high quality content on our website and social media channels.

Our counselling team delivered 777 one-to-one counselling sessions and 74 support group sessions. Offering safe and confidential spaces where individuals could speak openly about their experiences, explore coping strategies and begin rebuilding confidence and stability.

The impact of this support is reflected in the feedback we receive from those we help. 100% of clients said they would recommend Families Out Loud to others, demonstrating the importance of having a safe, understanding service for families affected by addiction.

As our services continue to expand, Families Out Loud now supports families across a wide area of Wiltshire. Many of the families we work with live in Trowbridge, Swindon, Melksham, Calne, Chippenham and Salisbury, alongside surrounding towns and villages throughout the county.

This growing reach reflects both the scale of the need and the increasing awareness of the support Families Out Loud provides.

Behind every number in this report is a person who found someone willing to listen, a family that felt less alone, and a step forward towards a more hopeful future.

288

Families supported

777

One-to-One
Counselling
sessions delivered

100%

of clients would
recommend us

Voices from **OUR FAMILIES**

“Just to say a HUGE THANK YOU.
My family is now stronger than ever
and my husband is 14 months sober.
You helped me when I was at my absolute
lowest and I cannot put into words
adequately enough just what that means.
The Counsellor was outstanding and really
helped me to work out my way forward.
You are all fabulous for the work you do
supporting people - I’m eternally grateful.”

“The peer support sessions are very
helpful, the Counsellor is a great
listener, compassionate and
understanding.
The other attendees all listen and we
share experiences, good and bad.
Talking really helps.”

“I always look forward to my
one-to-one sessions.
Your advice is always "spot on"
and helpful in terms of how I
see myself. I am always
encouraged to be kind to
myself and to cope with my
grief.
Thank you,
you truly listen to me.”

Our FUNDRAISING

Community Fundraising

Community support continues to play an essential role in sustaining Families Out Loud. In July 2025, the charity hosted a community car show in Melksham, bringing together local supporters, businesses and volunteers for a day that celebrated community spirit while raising vital funds. The event raised over £3,000 and is set to become a valued annual fixture in our fundraising calendar.



Alongside larger fundraising events, Families Out Loud has also benefited from the dedication and creativity of our volunteers, who have supported the charity through local craft markets and community stalls. Selling a range of beautifully handmade items, these events have helped raise both awareness and additional funds, while also creating valuable opportunities to start conversations about the support available to families affected by addiction.



Sustainable Funding

Support from The National Lottery Community Fund has played a vital role in strengthening the sustainability of Families Out Loud. Through funding for a dedicated fundraising and marketing role, the charity has been able to expand its reach and develop relationships with grant-giving organisations that support our work with families affected by addiction. This investment has enabled us to build a stronger and more diverse funding base, helping to secure resources that ensure our counselling, peer support groups and specialist services for young people can continue to reach families across Wiltshire & Swindon who need support.

Funding For The Future

This year, we were proud to secure support from organisations including The National Lottery Awards For All, Chippenham Borough Lands and other local community funders who recognise the growing need for specialist family addiction support across Wiltshire & Swindon.



Pictured: Trustee and Co-Founder Susy Lenihan accepting a cheque from Chippenham Borough Lands, whose generous three-year funding commitment will help Families Out Loud continue delivering vital support to families affected by addiction.

ACKNOWLEDGEMENTS

The Trustees of Families Out Loud extend our sincere thanks to everyone who has supported the charity over the past year.

Major Funders

The National Lottery
Chippenham Borough Lands
Wiltshire Community Foundation
Medlock Charitable Trust
The Martin Geddes Charitable Trust
The Walter Guinness Charitable Trust

Community & Local Supporters

Westbury Town Council
Trowbridge Area Board
James Dyson Foundation
Tesco Stronger Starts
Melksham Motor Spares
Melksham Almshouse Charities
Trowbridge Town Council
St James Trust
The Co Op Local Community Fund
Selwood Housing Charity of the Year 2024/25
Gary Walters & Debi Hobday

Your support enables us to continue standing beside families across Wiltshire who are living with the challenges of addiction.

Together we are helping families find strength, rebuild hope and create a better future.

THANK YOU

Looking AHEAD

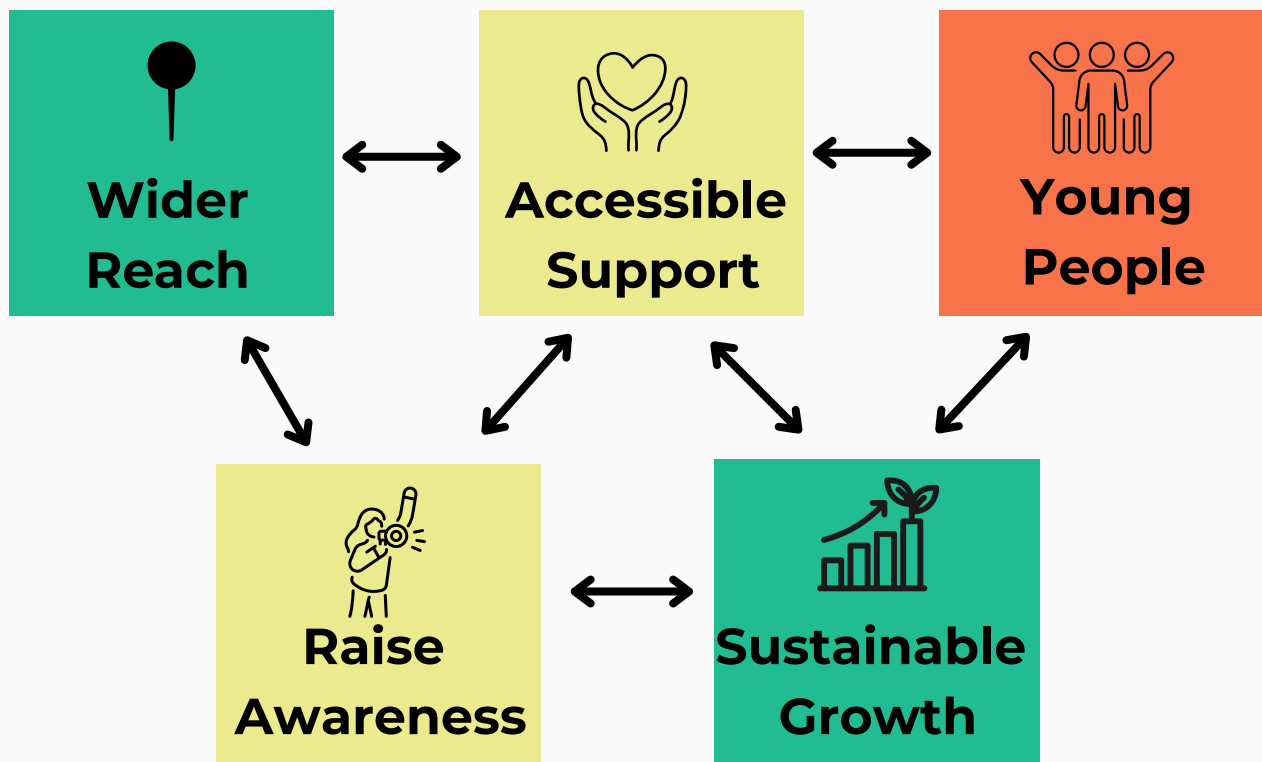
As demand for support continues to grow, Families Out Loud remains committed to reaching more families across Wiltshire & Swindon who are affected by someone else's drug or alcohol dependency.

Too many families are still living with the impact of addiction in silence, unsure where to turn for support. Over the coming year, we want to build on the progress made so far by expanding awareness of our services, strengthening access to support and continuing to grow in a way that is both sustainable and impactful.

Every family we reach is a step towards breaking the isolation, stigma and emotional strain that addiction can bring. With the continued support of our funders, volunteers, partners and local communities, Families Out Loud will continue standing beside families as they bravely build a better life.

Building a stronger future for families across Wiltshire & Swindon

Our focus for the year ahead includes:





Families Out Loud
Flat 17, Johanna House
Mulberry Way
Combe Down
Bath
BA2 5DY
www.familiesoutloud.org
enquiries@familiesoutloud.org

Registered Charity Number:
1189345

WE THANK YOU
FOR YOUR CONTINUED
SUPPORT