

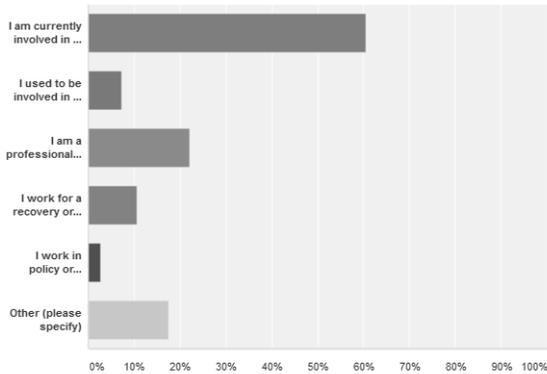
## SMART Recovery® Strategic Questionnaire - Headlines and Key Findings

This is a summary of the 2014 Strategic Questionnaire undertaken on behalf of the SMART Recovery Board by The People Organisation in August 2014. It summarises the 861 responses given to the nine questions in one single summary.

### Who engaged?

#### In relation to SMART Recovery

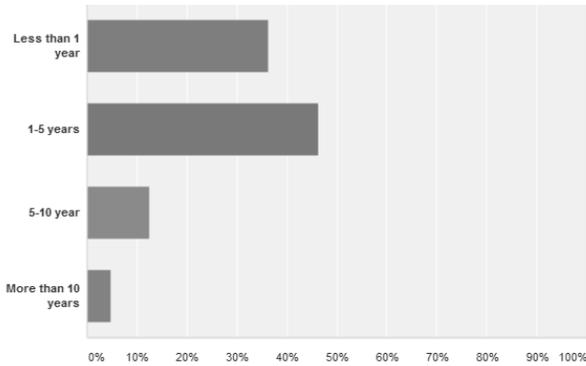
Answered: 849 Skipped: 12



Answer Choices	Responses
I am currently involved in the SMART Recovery 4-Point Program®, meetings or services	60.54% 514
I used to be involved in the SMART Recovery 4-Point Program®, meetings or services	7.30% 62
I am a professional working in the field of recovery and addiction	22.14% 188
I work for a recovery or addiction support organisation	10.60% 90
I work in policy or research	2.71% 23
Other (please specify)	17.55% 149
Total Respondents: 849	

#### I have known of SMART Recovery for

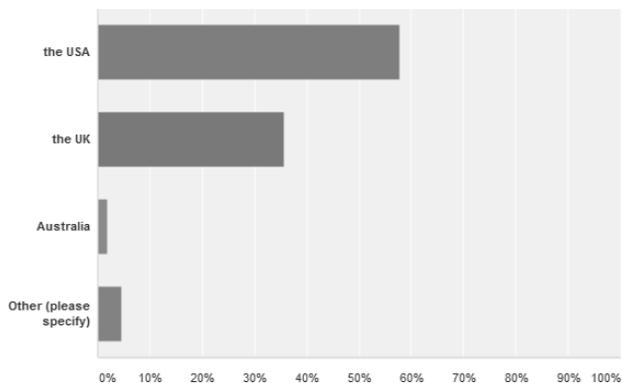
Answered: 851 Skipped: 10



Answer Choices	Responses
Less than 1 year	36.31% 309
1-5 years	46.42% 395
5-10 year	12.57% 107
More than 10 years	4.70% 40
Total	
851	

#### I live in

Answered: 855 Skipped: 6



Answer Choices	Responses
the USA	57.89% 495
the UK	35.67% 305
Australia	1.87% 16
Other (please specify)	4.56% 39
Total	
855	

## What are the Headlines?

First get to the main messages from the 861 replies.

Some real, shared *positives* about SMART Recovery from the responses:

- ***Impact of the Programme on so many people's lives***
- ***Non-judgemental, common sense philosophy backed by science/evidence***
- ***Peer support network and real sense of community***
- ***Practicality - meetings, tools, materials, chat, shaping of expectations***
- ***Online materials and chat***
- ***Choices, flexibility, variety***
- ***Availability of office support and good communications***

People also said a lot about what they think needs to happen next to make SMART Recovery even better. Some comments are strategic and about the way SMART works as an organisation. Some are practical and about SMART Recovery as a programme. Some are about SMART Recovery as a community. Some are about all three.

Overall **six Big Themes** jumped out from all the data. For each one, people who engaged gave a lot of different ideas, suggestions and demands. These are listed here under each Theme.

### **Theme 1**

**SMART Recovery must consolidate and grow – more people need to know about SMART and SMART needs to be there for more people**

So this means more

- *produce better evidence of SMART's success rate which is promoted everywhere*
- *market more to health professionals, policy makers, people of influence of what SMART offers and means*
- *spread the word of the science*
- *make new partnerships with others*
- *secure sponsorship and fundraising without losing ethics*
- *plan growth for different areas and communities - not leave SMART® Recovery just to grow organically*
- *target specific areas with clear needs - prisons, probation, eating disorders*

### **Theme 2**

**Develop a worldwide "community of SMART Recovery" – great in many ways but it could become a better-connected and active community**

So this means

- *promote "social" interaction outside meeting format*
- *more events and conferences open to members*
- *better "Welcome" process for newbies*
- *buddy schemes by regional coordinators to support new start-ups*

### **Theme 3**

#### **Improve choices on offer – keep the core belief but make things more flexible and easier to access**

So this means

- *create more meetings – both Face-to-Face and online – with flexibility built in*
- *more themed meetings for women and for young people/schools*
- *increase the range of materials in different languages for all levels of reading ability*
- *change the process for training to be shorter with less drop-out rates*

### **Theme 4**

#### **Sharpen up the SMART Recovery Programme – modernise and keep up with the pace of changing demands and needs**

So this means

- *more material needs to be on-line, simplified and in a range of languages*
- *gather more data on evaluation and effectiveness of the Programme and use it to improve continuously*
- *include more on ACT/CDT/ FAB/ mindfulness and wider mental health in the material*
- *update formats to include more video meetings and creative use of the website potential*
- *shorten the “checking-in” process at the start of meetings*
- *Introduce seminars between meetings and more community activities*

### **Theme 5**

#### **Overhaul the websites – make them a proper vehicle for everything SMART Recovery**

So this means

- *continuous review to make the functionality becomes and stays up-to-date*
- *give it a more welcoming tone*
- *increase the range of content – story videos, more on international practice, webinars, interactive podcasts, slide shows*
- *improve the way the sites can be searched – for hand-outs, for the science, to connect*
- *add more services such as a 24 hour helpline*
- *set the website up to house the science (setting it out at all levels of depth)*
- *sort out the confusing Message Board*
- *sort out the audibility issues on voice chat*
- *add more material for family groups*

### **Theme 6**

#### **Improve quality control around meetings and facilitators**

So this means

- *have clearer protocols on issues on behaviour and handling at meetings*
- *get better moderation in place for online chat*
- *review the initial training programmes, ongoing training and supervision of facilitators – too much room for variable quality*
- *support facilitators with more administrative support to help find meeting spaces*

Remember this does not mean that everyone agreed with all these points, but enough agreed to make them worth listening to. The ones included here are those which came up from more than 4% of questionnaire returns. Some of the individual voices are also powerful on their own and these are also being passed to the Board.

## **What happens next?**

This questionnaire is part of a Strategic Review which the main SMART Recovery Board is in the middle of – celebrating 20 years of SMART but also taking a long, hard look at a strategy for SMART Recovery for the next 10 years.

The questionnaire results will directly shape what happens next. It has been tough to summarise so many different views and give things the right weight. Now it is up to the Board to reflect on these results and a lot of other data and information to work out a clear strategic direction.

The best place to keep in touch with progress will be the SMART websites for the US, the UK and Australia.

Thank You to everyone for sharing their views on the future for SMART Recovery.

**Mark Butler**

**The People Organisation**