

Alcohol and Drugs Support South West Scotland

ANNUAL REPORT **2016 - 2017**



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Our Team 2016 - 2017

Honorary President

Mr Ian Stewart OBE

Directors

Mr Syd Barry JP *Chair*

Mrs Mhairi Ross *Director*

Mrs Gillian Laurie *Director*

Ms Karen Irving *Director*

Dr Angela Roberts *Company Secretary*

Staff

Senior Leadership Team

Dr Angela Roberts *Chief Executive*

Helen Reid *Service Manager*

Hazel Thompson *Service Manager*

Debbie Dickie *Professional Head of Service*

Administration Team

Stella Blunsum *Administrator (until June 2016)*

Charlotte Spratt *Administrator*

Talking Therapies

Donna Carruthers *Specialist Alcohol and Drugs Counsellor*

Jeanette Chantler *Specialist Alcohol and Drugs Counsellor*

Helen Harper *Specialist Alcohol and Drugs Counsellor*

REVIVAL Mentoring Service

Fiona Jardine *Mentoring Officer, East*

Lynsey McIlroy *Mentoring Officer, West*

Gardening Project

Ali Butler *Co-ordinator*

Housing Support Service

Neil Johnstone *Team Leader*

James Fletcher *Housing Support Worker*

Janice Henderson *Housing Support Worker*

Dawn McKeith *Housing Support Worker*

Louise Watkins *Housing Support Worker*

Our Team 2016 - 2017

Volunteer Mentors

Alexander Hodge

Ann McNaught

Ann Coda

Barbara Tierney

Betty Williams

Bill Perry

Christine Murray

Claire Lagneau

Derek Halliday

Donald Barnie

Douglas Lockhart

Edith Walker

Emma Douglas

Eric Grierson

Gordon McHarrie

Graeme Bell

Ian Russell

Jack Hiles

James Kelly

Jim Topping

Johanne Ferguson

John Minto

Kay Cunningham

Keith Graves

Keith Moore

Linda Kain

Madeline Lind

Martin Ridding

Murray Meikle

Patricia Graves

Robert Aitken

Roberta Millward

Roy Williams

Russell Nelson

Ruth Patterson

Ruth Surtees

Sean O'Dornan

Stacy Templeton

Steven Gillan

Sue Smith

Tracy Dobson



Looking Back, Looking Forward...

Welcome to the ADS Annual Report for 2016 - 2017, which on balance was a busy, productive and ultimately successful year for the organisation. The unexpected funding cuts we were dealt took effect on 1st April 2016. Reduced staffing hours within Talking Therapies, departure of David Kelly and the retirement of Stella Blunsum, our longest serving staff member meant that 2016-2017 would be a year with special significance. On a positive note, two new staff members Dawn McKeith and Louise Watkins joined our Housing Support team.

In addition, the death this year of three of our volunteers, Jack, Bob and Alan was felt by everyone. Jack Hiles had volunteered for ADS for over 12 years, while Alan and Bob were peer volunteers committed to our various gardening projects. Sadly missed, fondly remembered.

Everyone soon adapted to our new reality of fewer staff and shorter working weeks for some. Without doubt, ADS staff and volunteers responded brilliantly to these challenges and sad losses: we owe them our deepest gratitude for continuing to deliver award winning services.

Highlights of the year are illustrated here. Details of achievements within individual services can be found throughout this report.

Talking Therapies Contract Evaluation

In October 2016, the Dumfries and Galloway Alcohol and Drug Partnership [ADP] who commission our Talking Therapies Service, began the process of evaluating our current contract. In speaking to the people we support, the partner organisations who refer to us and to our own staff and leadership team, the ADP was impressed with the quality of the service delivered.

A quote from someone who uses the service sums it up perfectly...

"Brilliant, it changed my life. It came to a head as I was at rock bottom but I am now enjoying life, I wouldn't be here (without them)"

The best news ever arrived in February 2017, when the ADP agreed to extend our Talking Therapies contract for a further two years. After the turbulence and uncertainty we faced a year ago, this was exactly the boost we all needed. Future work within the service will include assessing demand for a Talking Therapies Service for family members of people affected by alcohol and drug problems.

Our sincere thanks to everyone who contributed to the evaluation exercise, and to the ADP for continuing to value what ADS delivers.



Looking Back, Looking Forward...

REVIVAL Mentoring Service

One to one mentoring has continued apace, with 3552 mentoring hours contributed by our invaluable volunteer workforce. In addition, the continued development of various social groups across our region has proved popular. REVIVAL can now offer any service user an opportunity to take part in activities any weekday. The walking, bowling and social groups are long established, but new groups this year have included a Photography Group, a new Social Group in Thornhill and a monthly Art Group.

The TLC Café

REVIVAL staff and volunteers were the creative force behind the development of a new community café: TLC Community Café launched in Castle Douglas Parish Hall on 14th July 2016. The café has flourished thanks to the hard work of both ADS volunteers, some who are individuals in the stable end of their recovery, and also volunteers from the Parish Church. Individuals from all walks of life come to enjoy the relaxed atmosphere whilst trying out homemade soup made from locally grown vegetables from the ADS gardens.

Good company, hot soup, filled roll and tea or coffee is served for a donation of £2...what's not to like??

Our Gardens

The gardens have developed in a multitude of ways this year and especially so The Gardener's Yard based at The Crichton. In May we held a volunteer recruitment event, inviting agencies and groups, current volunteers and referrers. The day was a great success, and as a result, a good selection of people turned up.

We opened the doors to the garden for the summer and had over 60 referrals for the project from a variety of agencies as well as self-referrals.

Housing Support Service

We were delighted to welcome two new members of staff to our Housing Support Team in June 2016 both of whom brought a wealth of knowledge and experience to ADS. February 2017 saw an unannounced care inspection. This provided us with an additional opportunity to review and evaluate our processes and service delivery.

As a team, continuous improvement is high on our agenda and an area we continually focus on. To be given external assistance with this was an added bonus. The feedback we were given was positive and we were delighted to retain our very good inspection grades. There were no recommendations or requirements documented

Looking Back, Looking Forward...

however through discussion with our inspector we have identified further improvements to move our service forward.

Involving the People We Support

We believe that involving the people we support is vital because services that reflect and take into account their experience, needs and wishes are more likely to be effective in promoting their recovery. The people that use our services are the best people to determine how their individual needs should be met.

This year has seen the development of significant activity with involving our service users. Some highlights:

Two Service User Staff Leads established; one in West and one in East. These are members of ADS staff who champion and act as a conduit for all activity in relation to how we involve the people who use our services.

Service User leads have gained insight into how involving the people we support can be improved upon, and have also gained an understanding of how other partner organisations are working toward involving their service users.

We also successfully recruited service user leads from among the people we support in the West. An example of this is the bowling group

which is run by a person we support who is an experienced bowler who got started bowling several years ago at an ADS group. They quickly became a member of the local bowling club and have not looked back.

A service user in the East has also been identified and is currently attending a Service User Involvement [SUI], group NHS Specialist Drugs and Alcohol Service which meets on a fortnightly basis.

Although we have SUI leads it is the responsibility of all staff to become involved. Each staff member is involved within their own remit role. The staff team as a whole have been willing to take on the added task of identifying how they involve the people we support in their own everyday work and have committed to documenting this routinely.

Finally

Every year presents its own challenges, this last one being no different. Our grateful thanks to everyone at ADS, our volunteers and staff for their ongoing commitment and allowing us to punch above our weight.

Dr Angela Roberts *Chief Executive*
Mr Syd Barry *Chair*

Looking Back, Looking Forward...

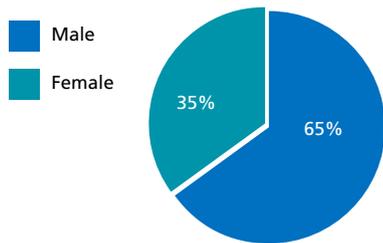


Fig 1: All ADS Services Gender

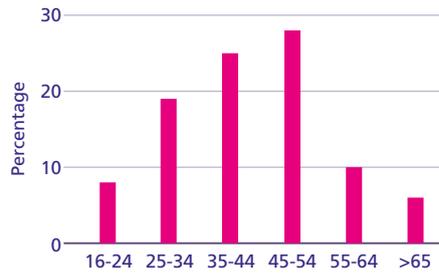


Fig 2: All ADS Services Age Range

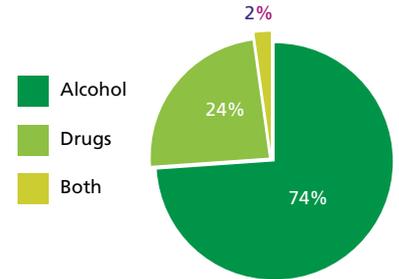


Fig 3: All ADS Services Substance

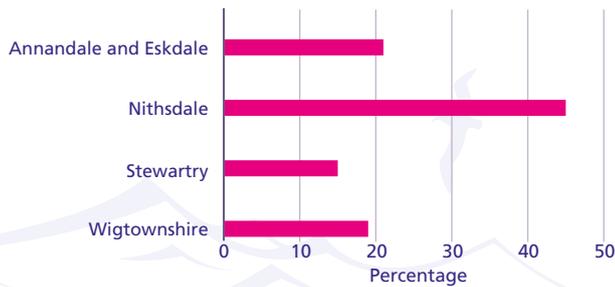


Fig 4: All ADS Services Service User Locality

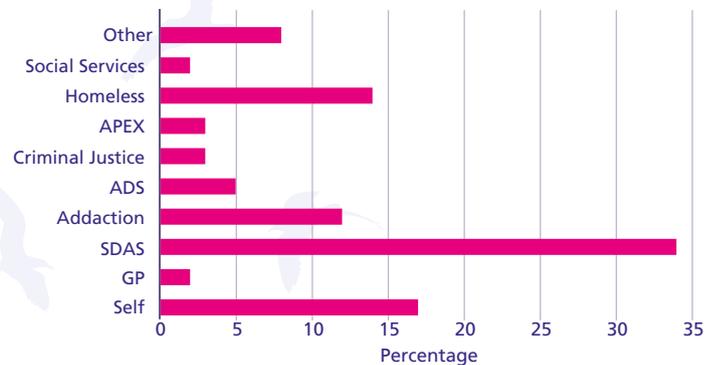


Fig 5: All ADS Services Referral Sources



Talking Therapies

The third year of our current Talking Therapies contract has been our most successful year to date. This is evidenced by an evaluation conducted by the Alcohol and Drug Partnership Support Team (our commissioners). They reviewed our contract monitoring data, management information, and service user feedback. In addition they interviewed a range of staff, stakeholders and the people we support.

A comprehensive evaluation indeed. The results were more than positive which has led to a two year extension to our current Talking Therapies Services contract.

Throughout the evaluation our service users were extremely complimentary about our service and the difference it has made to their lives.

Their comments include:

"It (Talking Therapies) looks at aspects of your life other than alcohol, this is important as any of those (other areas) can lead to relapse"

"It is first class, professional and excellent. It is delivered by people who know their subject matter and have a genuine passion for the work"

"It's been great, really hit the spot. Very joined up, non-judgemental and dictated by where I am not by where I think I am"

"Huge help, I was sceptical at first..... the counsellor was patient until I felt I could open up. I had tried everything else, I was really chaotic, nearly homeless/no stability now I have a proper home"

"Brilliant, it changed my life. It came to a head as I was at rock bottom but I am now enjoying life, I wouldn't be here (without them)"

Talking Therapies

Some other highlights of this year include:

- Over 3,000 talking therapy appointments offered
- Increased overall engagement rate to 87%
- Increased telephone engagement rate to 91%
- 25% of all appointments offered were via the telephone (up from 13% in the previous year)
- Working more closely with our ADP partners has led to an increase in drugs referrals (as predicted last year). Drugs referrals now equate to 19% of our referrals
- Our offering of “out of regular hours” appointments has also improved, therefore together with our telephony service ensures we continue to develop the accessibility of our service throughout the region
- Appointment of a Talking Therapist Counsellor as a lead champion for service user involvement.

In addition we have also recorded significant positive changes in recorded outcomes as demonstrated below:

Scale	Initial	Final	Change
Alcohol	3.8	7.8	4.0
Physical health	5.3	7.7	2.4
Use of time	5.1	7.4	2.3
Social networks	5.2	7.2	1.9
Drug use	8.9	9.6	0.7
Emotional health	4.2	7.2	2.9
Offending	9.1	9.6	0.5
Accommodation	8.8	9.5	0.7
Money	8.0	9.2	1.2
Family and relationships	5.7	7.7	1.9
Average	6.4	8.3	1.9

In this coming year we are hoping to build on our success and further develop our Talking Therapies service by enhancing our current offering, to include others who may be affected directly by a family member’s problematic substance misuse.

Our third year of our current Talking Therapies contract has been our most successful year to date.

Talking Therapies

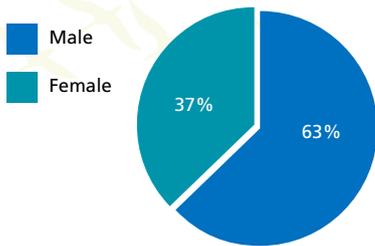


Fig 6: Talking Therapies Gender

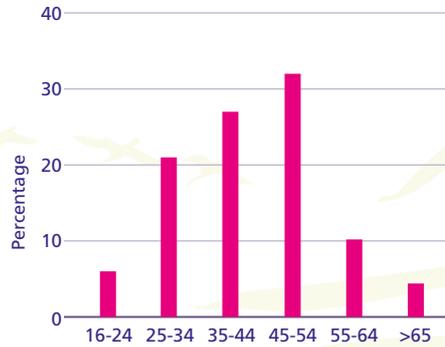


Fig 7: Talking Therapies Age Range

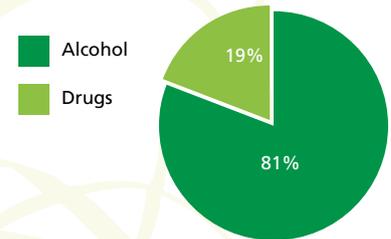


Fig 8: Talking Therapies Substance



Fig 9: Talking Therapies User Locality

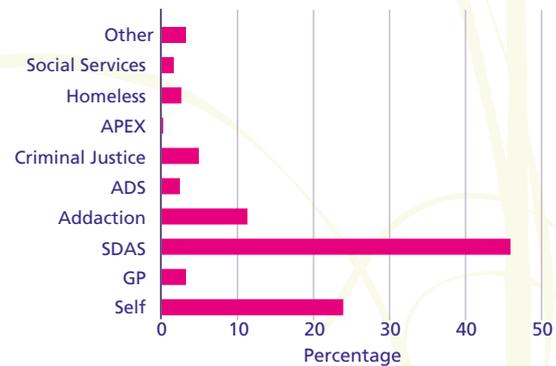


Fig 10: Talking Therapies Referral Sources

Talking Therapies

Gambling services

We continue to provide a counselling service for problem gamblers in conjunction with the national charity Gamcare. Our entire team of counsellors are trained to provide this service. Although our referrals in the past year have increased by 21% the uptake of this service is still remarkably low given the current media interest in problem gambling.

However this remains unsurprising as problem gambling is often referred to as a hidden addiction. We will continue to work with Gamcare to raise the profile of this service both nationally and locally.

Mrs Helen Reid Service Manager

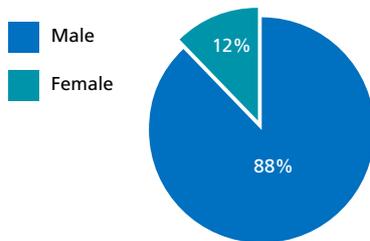


Fig 11: GamCare Gender

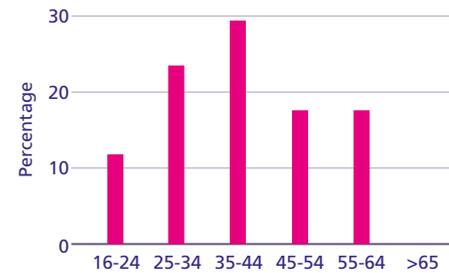


Fig 12: GamCare Age Range

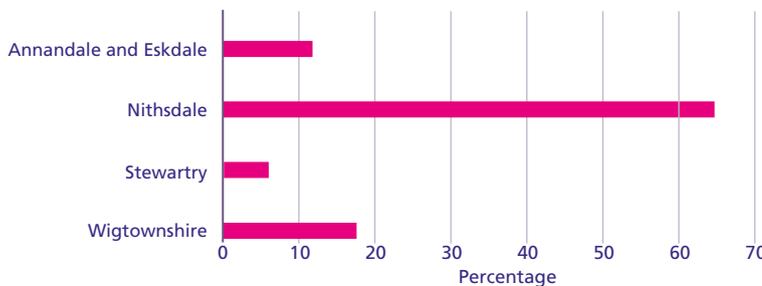


Fig 13: GamCare User Locality

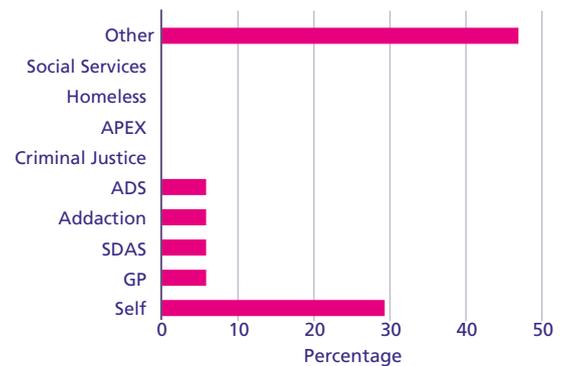


Fig 14: GamCare Referral Sources



REVIVAL Mentoring Service

Activity

Despite losing some funding this year Revival has:-

- Supported 160 service users
- Recruited and trained 14 new volunteers
- Supported 37 matches
- Delivered 3552 Mentor Hours

Groups

Our groups continue to be developed and Revival can now offer any service user an opportunity to take part in activities on any weekday. Our walking, bowling and social groups continue as normal but new groups this year have included a Photography Group, a new Social Group in Thornhill and a monthly Art Group delivered by Patricia Graves.

Funding was received from D & G Arts fund to deliver these Art workshops and were enjoyed by 10 attendees. The work of the service users was mounted, framed, hung and exhibited at Revival's Drawing Board Art Exhibition in Castle Douglas Art Gallery. Over the week of the Exhibition it was viewed and enjoyed by 322 individuals from far and wide. Comments included "Great exhibits - really enjoyed our visit, thank you."

Events

A number of events have taken place this year with both volunteers and our service users enjoying the following:-

- Crichton Garden Open Day
- Summer BBQ at Mossyard
- Launch of TLC Community Cafe
- Volunteer Celebration Day at Casa Mia restaurant in Dumfries
- Recovery Walk in Falkirk sharing the walk with service users across Scotland
- Christmas Party and we're grateful to Ian Duffy for providing the music

Volunteers

We recruited and trained 14 new volunteers this year who all went on to be matched and are enjoying their volunteering experiences. All volunteers are offered, and some have gone on to undertake further training including Mental Health First Aid, Suicide Intervention, Safetalk, Self Harm, Personality Disorder, Sexual Health and First Aid. We lost one of our Long Serving Volunteers Jack Hiles who sadly passed away this year. We thank Jack for his valuable input to Revival over a loyal 12 years of service.

REVIVAL Mentoring Service

We also have had support from Craig, a Project Scotland Volunteer who has assisted Ali Butler in the garden at the Crichton.

Sadly 5 of our service users passed away this year, some who had been with us for over a year, in particular Alan and Bob who were both instrumental in helping out in the gardens.

Funding

Now almost at the end of year 4 of our 5 year Revival Project thoughts have already turned to further develop our service in order that we secure continued funds. Our stage one Lottery Bid has already been received and will be submitted as soon as possible. As always

we continue to raise funds in order to host our events days. This year we have raised £1100 by hosting a Pop-Up Charity Shop in Dalbeattie, a sponsored walk in Kirroughtree and funding of £500 from Castle Douglas Development Forum of which we are grateful.

Staff

Lastly but most importantly a huge thank you to my staff team whose commitment and dedication to Revival is second to none. Also to our many volunteers, without whom our Revival Service would not exist. THANK YOU.

Ms Hazel Thompson *Service Manager*

REVIVAL Mentoring Service

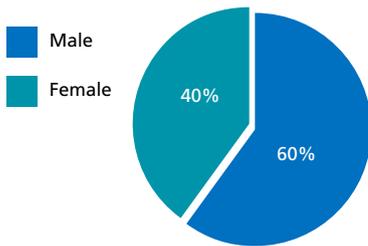


Fig 15: REVIVAL Mentoring Gender



Fig 16: REVIVAL Mentoring Age Range

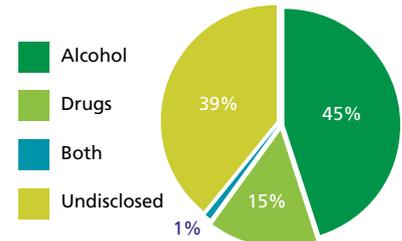


Fig 17: REVIVAL Mentoring Substance

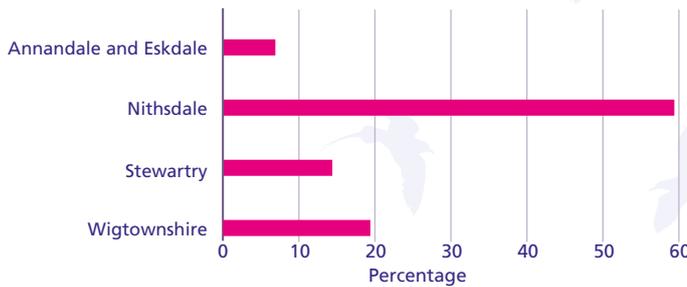


Fig 18: REVIVAL Mentoring Locality

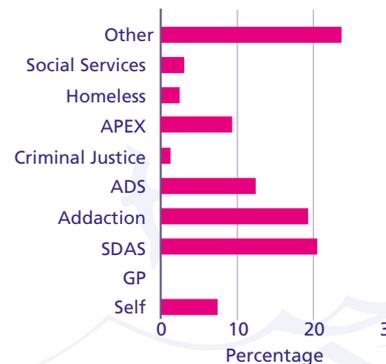


Fig 19: REVIVAL Mentoring Referral Sources



Garden Projects

Introduction

Well another year has passed and the gardens have developed in a multitude of ways and especially so The Gardener's Yard based at The Crichton. As always the success of our gardens is due to our committed team of volunteers who continue to dedicate their time to the garden projects.

Sadly at the beginning of this year we lost a very dear volunteer, 'Bob' who died in April. Bob loved the garden and went up every day without fail despite his illness to tend and water the plants. He planted hundreds of bulbs at our Crichton garden project and meticulously labelled every one. He was well respected by everyone who attended the garden and is very much missed.

The Gardener's Yard, The Crichton

We are now into our second year of development and it has been an exciting time. Last year we had purchased a polytunnel and had raised beds made by community payback volunteers so we had a good growing space for this year's produce.

In April we were offered some cut willow which we could use either to create living willow structures or dry out and use for willow weaving.

From the willow we received we constructed a living willow hedge around the area with raised beds. This created a screen which made the area feel less overlooked and more inviting.

Our portacabin was now in place and had been thoroughly cleaned so now it was time to start painting. Bright colours were chosen and a group of young people from Apex came down and helped us with the painting.

In May we held a volunteer recruitment event, inviting agencies and groups, current volunteers and referrals. The day was a great success and we got a good selection of people signed up.

We opened the doors to the garden for the summer and had over 60 referrals for the project from a variety of agencies as well as self-referrals.

We were donated a summerhouse in August which community payback volunteers helped us dismantle and move to the garden.

In the autumn we started work on developing a new area of the garden, which is going to be our disabled access and ground plots for individuals/groups to take ownership of. This involved getting a digger in to level the ground for us to create the plots, creating pathways wide enough

Garden Projects

to have a wheelchair plus one person at the side. Also one of the most important things was rabbit proofing the area!!

In the New Year we were offered more living willow and this time we created a willow dome and this will be the 'creative corner' of the garden.

The Princes Trust team came down to the garden for their community project week in February. There were 11 young people and they did a huge range of activities such as laying cobble stones, learning to build a brick wall, and painting, planting seeds and creating wall art for the portacabin. The young people got so much out of the week and really got stuck into the activities provided. The Princes trust group have now decided to take on a plot for future groups and plan to return with their next team in June. So overall a very busy year down at The Gardener's Yard!

Crossmichael Garden

Crossmichael garden is now in its 8th year and we have had quite a successful year in growing a wide variety of vegetables. We entered the local flower show and got 1st place in 3 categories, 2nd place in 4 categories and 3rd place in

5 categories. This was a great boost to our volunteers who worked really hard looking after all the produce.

Despite the garden taking a back seat with the development of our Crichton garden, it is still in an important part of the garden projects as this was the first garden to be developed.

'The Pantry Potters' - Scottish Pantry Garden

This the second year of growing and what a year we have had! With the TLC community café opening in July it's been a busy one for the Pantry Potters. We have grown much of the produce used in the café such as potatoes, cabbage, onions, courgettes for the soup and lots of salad leaves for the sandwiches. We have had a good crop of sweet peas too to create scented table posies.

It has been really rewarding for our volunteers to see their produce being used in such a way and any excess vegetables we have given away at the café for a small donation to raise some money to put back into the garden. The garden has really come into fruition with the opening of the TLC café and it links the garden nicely with healthy eating and the community.

Garden Projects

The garden has become almost self-sufficient with volunteers taking ownership and deciding what needs to be grown and preparing the ground ready for planting. Because of its location on the high street it is easy for volunteers just to pop in and have a 'potter'. As much as the garden runs itself we are always looking for small pockets of funding to help with purchasing tools, plants and compost. In February we received a very kind donation from Castle Douglas Forum and this has enabled us to purchase a well needed greenhouse and small shed.

A big thanks to all our volunteers and helpers who have worked incredibly hard over the year in our gardens.

Miss Ali Butler *Garden Projects Co-ordinator*

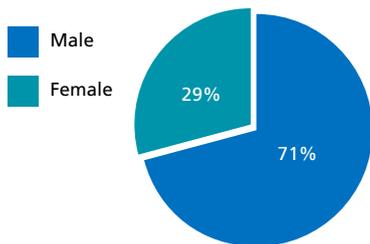


Fig 20: Garden Projects Gender

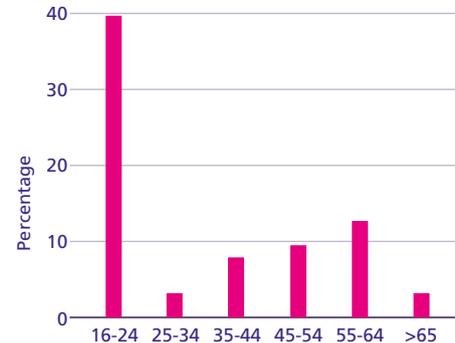


Fig 21: Garden Projects Age Range

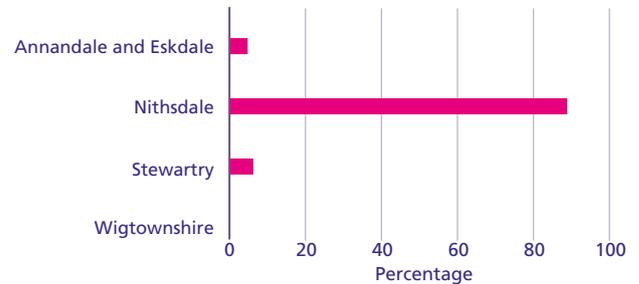


Fig 22: Garden Projects Locality

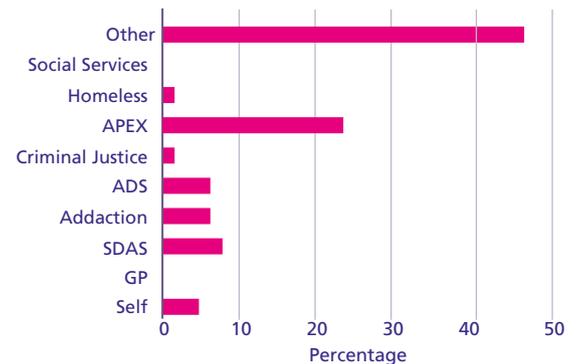


Fig 23: Garden Projects Referral Sources



TLC Community Café

The new TLC community Café launched in Castle Douglas Parish Hall on 14th July 2016. The new café, open each Thursday from 12-2pm, is run by volunteers from ADS, some who are individuals in the stable end of their recovery in partnership with the Parish Church volunteers.

We invite individuals from all walks of life to come and enjoy the relaxed atmosphere whilst trying out our homemade soup made from locally grown vegetables from our ADS gardens. Hot soup, filled roll and tea or coffee is served for a donation of £2.

In January this year we were very grateful to receive a very kind donation of £850 in memory of Billy McDonald from Castle Douglas who was very supportive of the café project. We are also grateful to the support from Tesco Fareshare who kindly donate surplus food to the café.

Above all we thank all the current volunteers who without them the café would not exist.
THANK YOU.

Ms Hazel Thompson *Service Manager*

TLC Café

A poem by Madeline Lind

TLC

There are lots of different cafés
But hopefully you'll find
That this wee café offers
An oasis for the mind
Somewhere you can wander in
And meet a kindly smile
Somewhere you can leave your cares
Behind you for a while
There's lots of chat and helpful staff
There's food and cups of tea
But the main thing that we offer friend,
Is a bit of TLC





Housing Support

Our contract

We are pleased we have fulfilled our contract criteria for this year and, at the same time, have enhanced our working relationships with our commissioners and our main stakeholders - the Dumfries and Galloway Homeless and Housing Options teams.

We had an unannounced care inspection this year. This provides us with an additional opportunity to review and evaluate our processes and service delivery. As a team, continuous improvement is high on our agenda and an area we continually focus on. To be given external assistance with this is an added bonus. The feedback we were given was positive and we were delighted to retain our very good inspection grades. There were no recommendations or requirements documented however through discussion with our inspector we have identified further improvements to move our service forward.

Feedback from the homeless team continues to be extremely positive. Contract monitoring has been a challenge. We are working with our funders, developing management information which is meaningful and demonstrates not only the quantitative measures of the service we are delivering but the impact this is having on the

lives of the people we support. We are hoping in this coming year we will continue to develop monitoring information which measures what matters to our service users.

The People We Support

Given our protected referral pathway all of our referrals come from the Dumfries and Galloway Homeless and Housing Options teams. The people we support can lead very chaotic lifestyles and as a result initial engagement with our service can prove challenging. We are working towards improving our engagement rates at this critical time for our service user group.

We are delighted with the positive changes in outcomes which have been achieved in this year given the presentation and challenges (homelessness and problematic substance use) of our service user group.

As a team, continuous improvement is high on our agenda and an area we continually focus on.

Housing Support

The table below demonstrates this:

Scale	Initial	Final	Change
Alcohol	6.7	8.4	1.6
Physical health	5.9	6.9	1.0
Use of time	4.9	6.6	1.8
Social networks	5.4	6.8	1.4
Drug use	6.7	8.0	1.2
Emotional health	4.7	6.3	1.6
Offending	8.5	9.2	0.7
Accommodation	4.0	7.2	3.2
Money	4.9	6.9	2.0
Family and relationships	6.7	7.8	1.1
Average	5.9	7.4	1.5

An integral part of our review process provides the people we support with an opportunity to rate all aspects of our service (in line with the Care Inspectorate grading system). It provides users of our services the opportunity to express their views and us to listen intently to their opinions and wherever possible adapt our practices to ensure we continue to deliver a high standard of support focused on their needs. Feedback from our service users has been overwhelmingly positive and we will continue to seek their views and opinions of our Housing Support Service in this way.

Our Housing Support Service User rating of “excellent” for this year is 97%

Our Staff

We were delighted to welcome two new members of staff to our Housing Support Team. Both bring a wealth of knowledge and experience to our team. This also provided us with opportunity to review and reallocate resources throughout the region to where it was most needed.

Our staff are extremely dedicated and have worked hard to identify significant improvements to the way we work, streamlining our processes thus improving our efficiencies at no cost to our standard of service delivery.

Moving forward

In the coming year we look forward to working with our funders and stakeholders to help identify ways in which we can ensure individuals who are having difficulty maintain their tenure, due to their problematic substance misuse, may be given the opportunity to access our service.

Mrs Helen Reid *Service Manager*

Housing Support

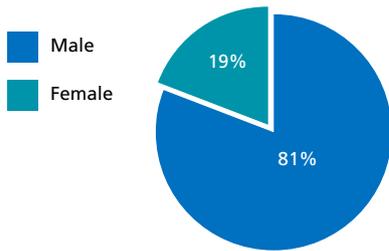


Fig 24: Housing Support Gender

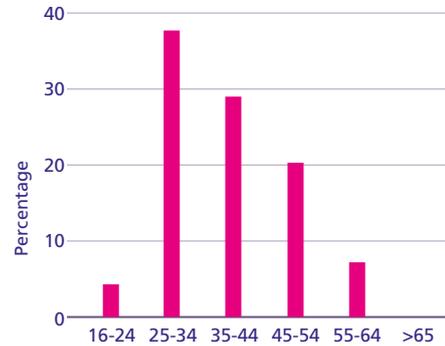


Fig 25: Housing Support Age Range

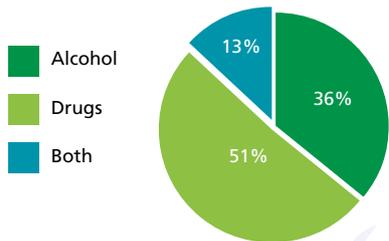


Fig 26: Housing Support Substance

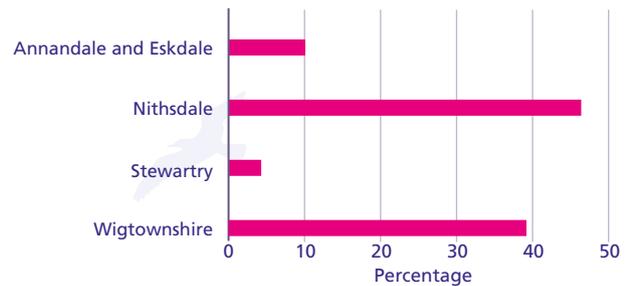


Fig 27: Housing Support Locality



Annual Accounts

Alcohol and Drugs Support South West Scotland, Company Limited by Guarantee Statement of Financial Activities (Incorporating the Income and Expenditure Account)

Year Ended 31 March 2017				
	Unrestricted Funds	Restricted Funds	Total Funds 2017	Total Funds 2016
	£	£	£	£
Incoming resources				
Income and endowments from:				
Donations and legacies	3,942	11,519	15,461	11,929
Investment income	603	-	603	957
Charitable activities	41,529	484,340	525,869	555,355
Other income	-	-	-	65,521
Total incoming resources	46,074	495,859	541,933	633,762
Resources expended				
Charitable activities	(103,740)	(440,349)	(544,089)	(643,172)
Governance costs	(5,015)	-	(5,015)	(4,469)
Total resources expended	(108,755)	(440,349)	(549,104)	(647,641)
Net income/expenditure for the year	(62,681)	55,510	(7,171)	(13,879)
Transfer between funds	33,340	(33,440)	-	-
Net movement in funds	(29,241)	22,070	(7,171)	(13,879)
Reconciliation of funds:				
Total funds brought forward	202,596	77,104	279,700	293,579
Total funds carried forward	173,355	99,174	272,529	279,700

There are no recognised gains or losses other than included above for the above two financial years.

All of the above amounts relate to continuing activities.

Alcohol and Drugs Support South West Scotland

Scottish Registered Charity: 022925
Company Limited by Guarantee 227133



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