



SOUTH WEST SCOTLAND  

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ANNUAL REPORT **2018 -2019**

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*In memory of Elaine McVitie, who  
sadly passed away on 12th April 2019*

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## How to use this PDF file

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# Our Team 2018 - 2019

## Honorary President

*Mr Ian Stewart OBE*

## Directors

*Mr Syd Barry JP– Chair*

*Mrs Mhairi Ross – Director*

*Mrs Gillian Laurie – Director [until January 2019]*

*Ms Karen Irving - Director*

*Dr Angela Roberts - Company Secretary*

## Staff

### Senior Leadership Team

*Dr Angela Roberts - Chief Executive*

*Helen Reid - Operations Manager*

*Hazel Thompson - Service Manager  
[Until June 2018]*

*Debbie Dickie - Professional Head of Service*

## Administration

*Charlotte Spratt [Until June 2018]*

*Marion McCallum*

## Talking Therapies

*Donna Carruthers - Talking Therapist*

*Jeanette Chantler - Talking Therapist*

*Helen Harper - Talking Therapist*

## REVIVAL Mentoring Service

*Fiona Jardine [Until June 2018]*

*Volunteer Development Officer*

*Spike Millington [Until June 2018]*

*Minibus Driver*

## Housing Support Service

*Neil Johnstone - Team Leader*

*James Fletcher - Housing Support Worker  
[until March 2019]*

*Janice Henderson - Housing Support Worker*

*Louise Watkins - Housing Support Worker*

*Fiona Douglas - Housing Support Worker*

## TLC Cafés

*Hollie Mitchell - Café Co-ordinator*

## Office Cleaner

*Elaine McVitie*

## Our Team 2018 – 2019

### Volunteer Mentors

Alexander Hodge  
Sean O'Dornan  
Alan Ferguson  
Sian Owens  
Alison Cairns  
Stacy Templeton  
Ann Coda  
Steven Jackson  
Ann McNaught  
Ashley Currie  
Barbara Halliday  
Barbara Tierney  
Betty Williams  
Bill Perry  
Chrissie Diaz-Lopez  
Claire Lagneau  
David Barron  
David Burgess  
Derek Halliday  
Edith Walker  
Emma Cairns  
Emma McCormack

Graham Davidson  
Ian Russell  
James Kelly  
Jim Hutton  
Jim Topping  
Johanne Ferguson  
John Minto  
Julie Ronnie  
Karen Malone  
Keith Graves  
Keith Moore  
Laura McTaggart  
Madeline Lind  
Martin Ridding  
Patricia Graves  
Robert Lee  
Roberta Millward  
Roy Williams  
Russell Nelson  
Ruth Patterson  
Ruth Surtees

### TLC Café Volunteers

#### TLC Dalbeattie

Carol Reece  
Tessa Maschas  
Val Donnelly  
Patricia Donnelly  
Wendy Hampson  
Alan Morgan  
Fiona Anderson  
Marla Lopez

#### TLC Castle Douglas

Rena Reid  
Rosemary Proudfoot  
Keith Moore  
Janet Brown  
Donna Kennedy  
Andrew Rockett  
Mandy McCabe

## Review of the Year 2018 – 2019

## Review of the Year

### Review of the Year 2018-2019

This year was always going to be a difficult one for ADS, as the loss of financial support for our REVIVAL service meant the inevitable closure of the project. ADS has delivered befriending and mentoring services since 1998: the closure of REVIVAL marked the end of an era.

We said farewell to Hazel Thompson, Fiona Jardine, Charlotte Spratt and Spike Millington in June 2018, but were delighted at least that all found other employment very quickly. We wish them well and would like to thank them for their significant input to ADS.

With a reduced leadership team, the other services linked with REVIVAL, including gardening projects at Crossmichael and the Crichton also came to an end. Sign of the times sadly.

Over the years we accumulated lots of gardening equipment, not to mention a minibus. We were delighted to donate the bulk of our equipment to Locharbriggs Village Hall, and the minibus has continued to be used for the TLC Cafes. Our thanks also to the Veterans Gardens Dumfries, who purchased the polytunnel at the Crichton site. We wish both groups well with their future gardening projects.

Work continued across the remaining services, and as always, staff gave their all. Individual reports on activity and achievements are included across this report.

### TLC Cafés

On a positive note, we were delighted to receive financial support from the local authority's Participatory Budgeting exercise, funded by the Anti-Poverty Strategy. Projects were put to the public vote, and our TLC Café won support to further develop the TLC Café network across the Stewartry.

As the door closed on one service, a new project was born. A TLC Café Co-ordinator, Hollie Mitchell was appointed in August 2018. By December 2018, we had continued to support TLC in Castle Douglas and opened a new TLC Café in Dalbeattie. New volunteers were recruited to both cafes, and stronger relationships formed with local food suppliers and supermarkets.

One of the largest benefits secured by Anti-Poverty funding has been reduced social isolation among customers and volunteers alike. People reported that if the cafes weren't in operation, they probably wouldn't leave their homes. The links between social isolation, loneliness and poor physical and mental health are well - documented.

The TLC Café network is helping to tackle these issues: this could in turn lead to a reduction in spending on health and social care for in the longer term. In the short term, improvements in people's physical and mental health are evidenced in comments from our customers.

# Talking Therapies

## Talking Therapies

ADS staff contributed to the ADP co-production process in 2018, which would go on to develop a service specification for alcohol and drugs recovery services for 2019 onwards. Marion McCallum came back to work in a business development capacity, having worked for ADS 10 years ago.

In the late summer of 2018, we were delighted that the ADP still wanted to commission a specialist Talking Therapy service which ADS could bid for. Delays with procurement meant the process was still ongoing at the end of March 2019.

We remain optimistic and positive about our work, and the quality of the tender submission.

## Housing Support

This year has seen an increase in our referrals by 34%. A further contract extension was awarded for 2019 – 2020 which was very welcome. 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.

Staff contributed to the development of the Dumfries and Galloway Housing Options and Homeless Strategy 2018-2023. The approach includes “Working together to prevent the causes of homelessness and where we are unable

to prevent its occurrence, working together to provide the best outcomes for those who are homeless or at threat of homelessness”.

March 2019 saw Jimmy Fletcher, stalwart of the Housing Support Service in Stranraer, finally retired from ADS, after over 16 loyal years of service. We wish Jimmy a happy retirement.

## Elaine McVitie

The saddest news of all came at the start of 2019, when Elaine McVitie, who had provided cleaning services at both our Academy St and King St offices, became seriously ill. Elaine sadly passed away on 12th April 2019.

We would like to dedicate this year’s Annual Report to Elaine’s memory.

## And finally

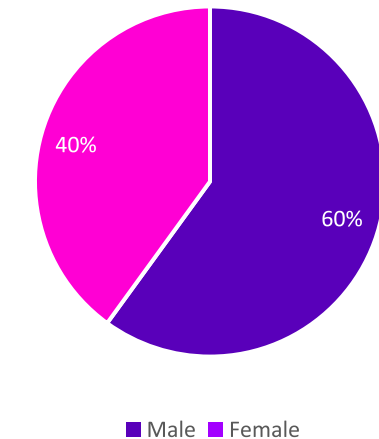
Our thanks as always to our team of volunteers and staff, for doing what they do for the people we support, and for sticking with us and supporting each other during the difficult days of 2018 -2019.

*Chair - Mr Syd Barry*

*Chief Executive - Dr Angela Roberts*

# Talking Therapies

Figure 1: ADS Talking Therapies Gender



## Talking Therapies

Referrals to all recovery services in Dumfries and Galloway were lower in 2018 – 2019, including Talking Therapies. That said, the service evaluated very well at the start of 2019. Service users described the support they received from the Talking Therapies Service. This support included advice, listening, helping them turn negative thoughts into a different way of thinking, calming them down, advice on drug and/or alcohol withdrawal, help to identify issues with the right balance of when to challenge and when to support.

In the period 2018-2019, we received 266 referrals into Talking Therapies, 80% of which were for alcohol issues. Service user engagement was 88%, which we were delighted with. This year, we also supported three female significant others, all of whom came from the Stewartry area of our region.

## Gambling services

We continue to provide a counselling service for problem gamblers in conjunction with the national charity Gamcare. Referrals to the gambling service were also slightly down year, but we will continue to work with Gamcare to raise the profile of this service both nationally and locally.

*Mrs Helen Reid*

*Operations Manager*

# Talking Therapies

Figure 2: ADS Talking Therapies Age Range:

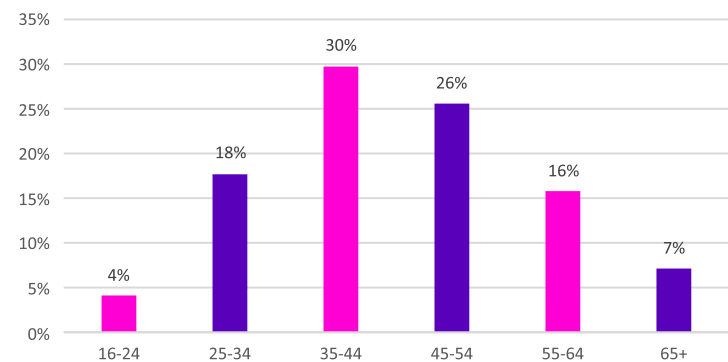


Figure 3: ADS Talking Therapies Substance

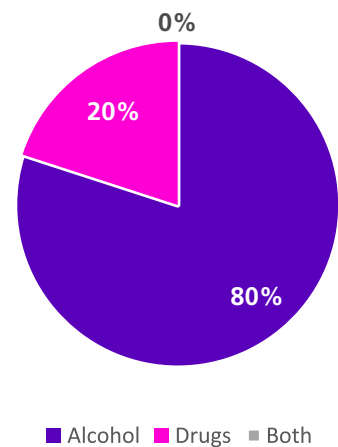


Figure 4: ADS Talking Therapies Locality

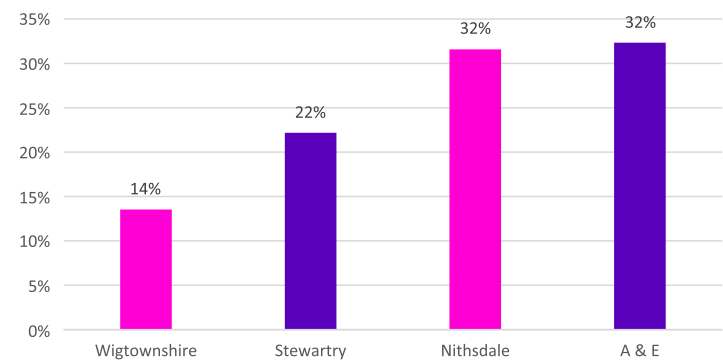


Figure 5: ADS Talking Therapies Referral Source

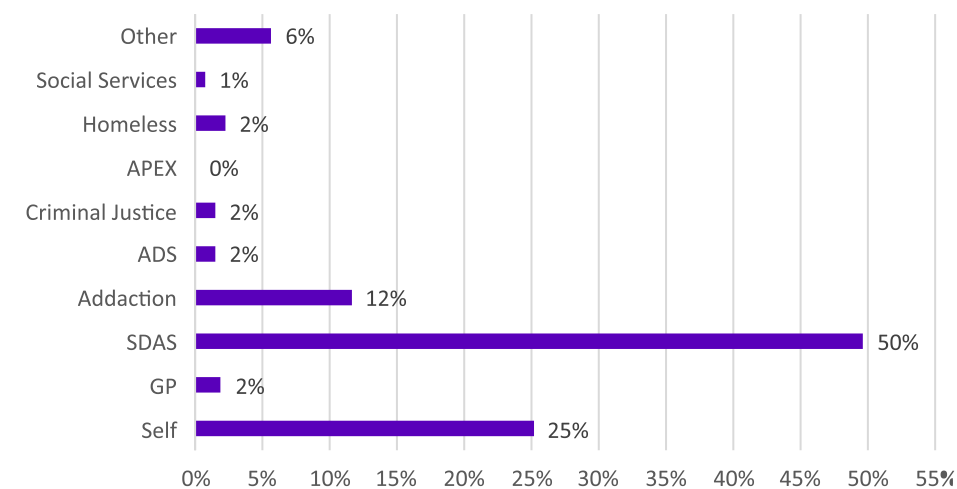


Figure 6: ADS Gambling Referrals Gender

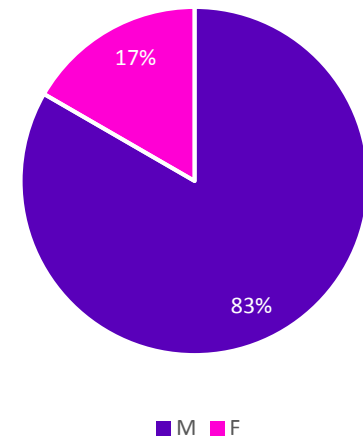
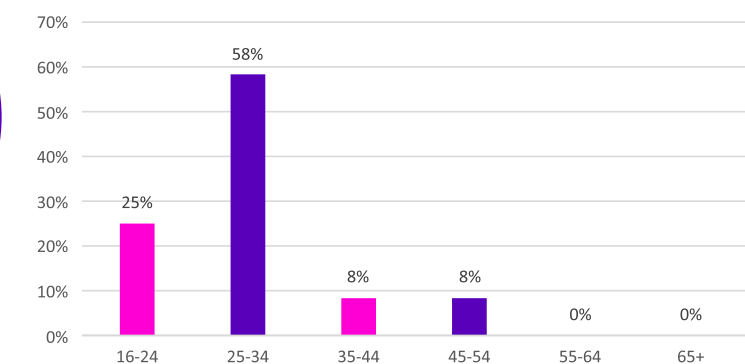


Figure 7: ADS Gambling Referrals Age Range





# Talking Therapies

Figure 8: ADS Gambling Referrals Locality

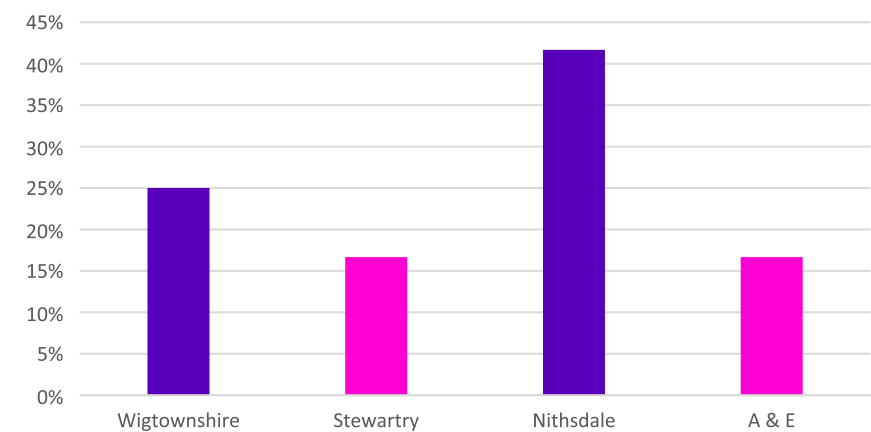
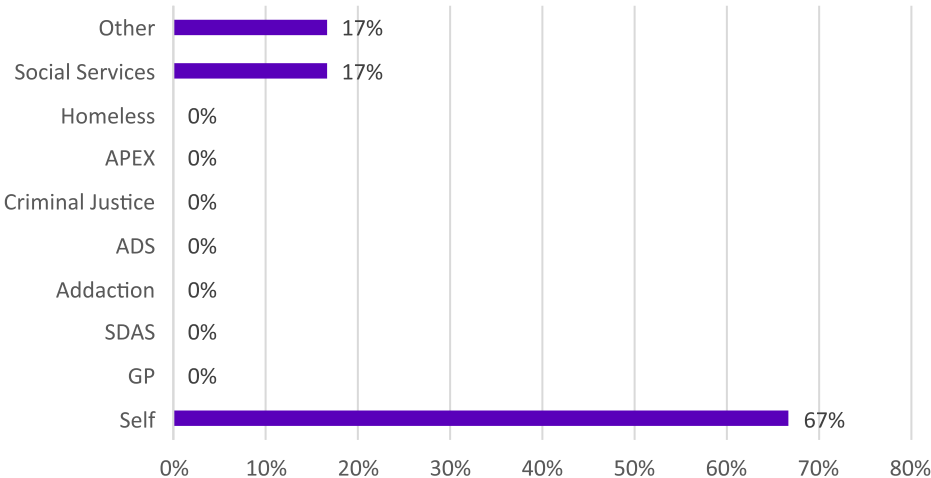


Figure 9: ADS Gambling Referrals Source



# Housing Support

## Housing Support

### Our contract

Feedback from the housing support team (our funders) continues to be extremely positive. Contract monitoring is robust, challenging yet motivating at the same time. Our management information evidences our efficiency as well as the impact our service is having on our service users’ lives.

### Our Service Users

We have seen referrals to our Specialist Housing Support Service increase by 34% in 2018-2019 compared to the year before: people are referred to the service by the Council’s Housing and Homeless teams, and are very vulnerable on account of substance misuse and concomitant chaotic lifestyles.

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.

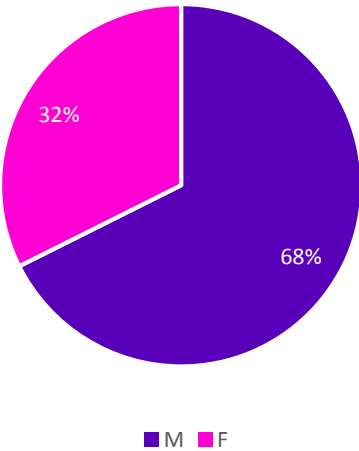
The most significant change reported by service users is that of their accommodation, once again evidencing we are undertaking the work we are commissioned to do.

An integral part of our review process provides the Service User with an opportunity to rate all aspects of our service (in line with the Care Inspectorate grading system). It provides service users 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 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%.

*Mrs Helen Reid*  
Operations Manager

Figure 10: ADS Housing Support Gender



■ M ■ F

# Housing Support

Figure 11: ADS Housing Support Age Range

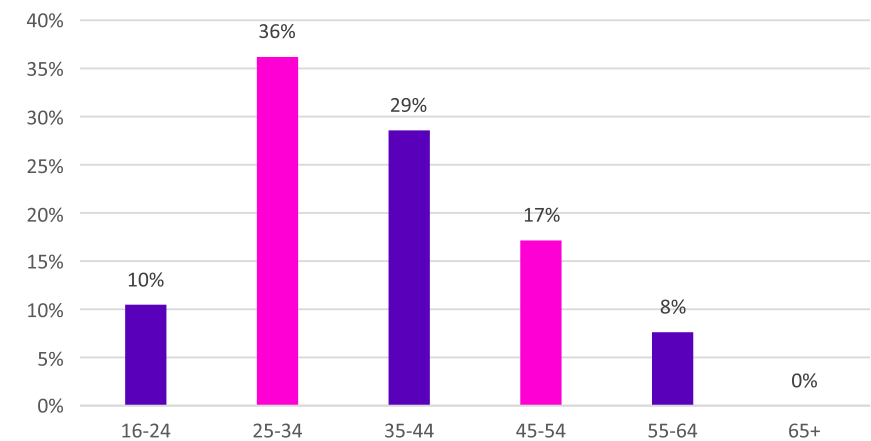
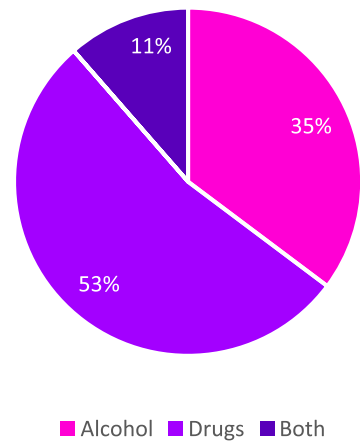


Figure 12: ADS Housing Support Substance



# Housing Support

Figure 13: ADS Housing Support Locality

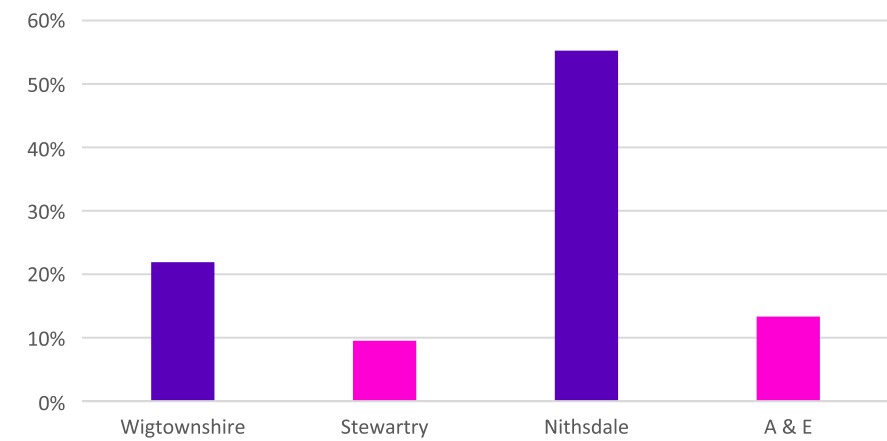
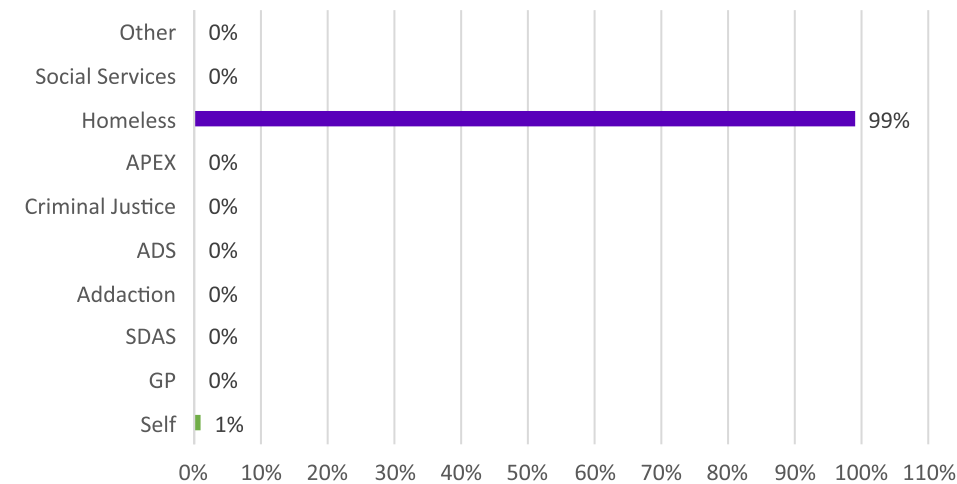


Figure 14: ADS Housing Support Referral Source



# TLC Cafes

## TLC Cafes

The TLC Café network has gone from strength to strength in the last 12 months. Having won the public vote at a Participatory Budgeting event in May 2018, we were able to recruit a new Café Co-ordinator.

Funded by anti-poverty strategy funding, the Café Co-ordinator has developed the Castle Douglas TLC Café by supporting volunteer recruitment, training and development. Moreover, new partnerships with other organisations who support people who might benefit from the TLC Café have been cultivated.

A second TLC Café was established in Dalbeattie at St Peters Catholic Church. The Co-ordinator supported a group of new volunteers, who have been trained, as have their Castle Douglas colleagues, in food hygiene and handling, and workplace first aid. Additional funding of £500 was generously provided by Loreburn Housing for set up costs, as was £1000 from the Roman Catholic Diocese of Galloway,

The TLC Café in Dalbeattie opened its doors on 6th November 2018 and is steadily growing in terms of volunteer numbers and the number of customers attending.

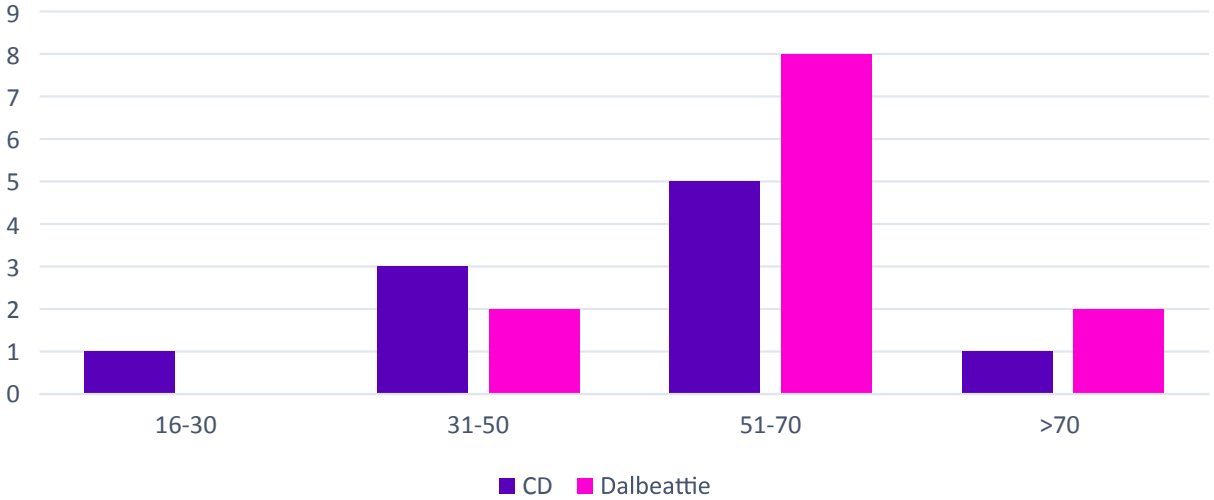
Partnerships established include a community garden with the Activity and Resource Centre in Castle Douglas and Lunch Club opportunities for organisations including The Food Train and Support in Mind Scotland. Further, we have developed excellent relationships with local supermarkets – both Tesco and the Co-Operative, who donate surplus food to both cafes.

The TLC cafés have benefited from the ADS mini bus, which has allowed staff and volunteers to work with Sheltered Housing groups in Castle Douglas to provide support and transport. The mini bus also gave the volunteers transport to collect food donations and to attend training events.

As a developing network of community cafes, we encouraged anyone to attend, including adults with learning disabilities, residents from housing associations and sheltered housing, people attending local support groups and the general public.

The café co-ordinator has taken time to speak to the customers for feedback and to assess the type of customer the café attracts. The average age of attendees is 60 plus, many of whom are finding it hard to make ends meet.

# TLC Cafes



Following a “Food for Change” conference attended by volunteers and the Co-ordinator, a produce table was created within each café to allow the customers an opportunity to take food which the cafés cannot use and has been donated by local supermarkets for free, or for a small donation.

This “Community Larder” initiative has been praised for giving people the offer of food which they possibly couldn’t have otherwise afforded,

without the perceived stigma of having to attend a food bank.

Many customers live on their own, and large bags of food are seldom used up. Our approach therefore also contributes to reduction in food waste.

**The results of a satisfaction study are shown on the next page**



# Satisfaction Study

**Table One:** Satisfaction Survey: CASTLE DOUGLAS

Satisfaction Survey: CASTLE DOUGLAS								
1=Poor								
5= Excellent								
			1	2	3	4	5	
Service								100%
Volunteer Friendliness								100%
Food Quality								100%
Atmosphere								100%
Value for Money								100%
Cleanliness								100%
Overall Appearance of Venue								100%

# Satisfaction Study

**Table Two:** Satisfaction Survey: DALBEATTIE

Satisfaction Survey: DALBEATTIE								
1=Poor								
5= Excellent								
				1	2	3	4	5
Service								100%
Volunteer Friendliness								100%
Food Quality							17%	83%
Atmosphere							17%	83%
Value for Money								100%
Cleanliness								100%
Overall Appearance of Venue								100%

## Customer Comments

"Good quality food, a choice of 3 soups. Very rare you would get this in a 'high street' café, certainly not at the price we pay here"

"I use the produce table. A chance for me to be able to pay what I can afford for healthy fruit and vegetables"

"The cafe gets us out of the house, if it wasn't open we would stay at home. We wouldn't want to pay the prices the town's cafes charge, can't afford it"

## Customer Comments

"it's a lifeline for me to meet up with people for company"

"Crucial for helping me budget my low income"

"Motivates us to go out"

### Finally

Our sincere thanks to TLC Cafés volunteers for their hard work and commitment to ADS and the communities which they serve.

*Mrs Hollie Mitchell - TLC Cafes Co-ordinator*

*Dr Angela Roberts - Chief Executive*

# Annual Accounts

Statement of financial activities (including income and expenditure account)  
for the year ended 31 March 2019

	Unrestricted Funds	Restricted Funds	Total Funds 2019	Total Funds 2018
			£	£
<b>Income from:</b>				
Donations and legacies	1,996	1,294	3,290	8,238
Investment income	224	-	224	101
Charitable activities	43,232	351,659	394,891	494,975
<b>Total income</b>	<b>45,452</b>	<b>352,953</b>	<b>398,405</b>	<b>503,314</b>
<b>Expenditure on:</b>				
<b>Charitable activities</b>				
Grants returned	-	(15,000)	(15,000)	-
Operation of activities	(103,061)	(310,982)	(414,043)	(506,455)
Governance costs	(8,147)	-	(8,147)	(5,096)
<b>Total expenditure</b>	<b>(111,208)</b>	<b>(325,982)</b>	<b>(437,190)</b>	<b>(511,551)</b>
<b>Net income/(expenditure) for the year</b>	<b>(65,756)</b>	<b>26,971</b>	<b>(38,785)</b>	<b>(8,237)</b>
Transfers between funds	56,012	(56,012)	-	-
<b>Net movement in funds</b>	<b>(9,744)</b>	<b>(29,041)</b>	<b>(38,785)</b>	<b>(8,237)</b>
<b>Reconciliation of funds:</b>				
Total funds brought forward	202,044	62,248	264,292	272,529
<b>Total funds carried forward</b>	<b>£192,300</b>	<b>£33,207</b>	<b>£225,507</b>	<b>£264,292</b>

There are no recognised gains or losses other than included 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



### Contact us at:-

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79 Buccleuch Street, Dumfries, DG1 2AB. Tel: 01387 259999

32 Charlotte Street, Stranraer, DG9 7EF. Tel: 01776 702626

[www.adssws.co.uk](http://www.adssws.co.uk)

