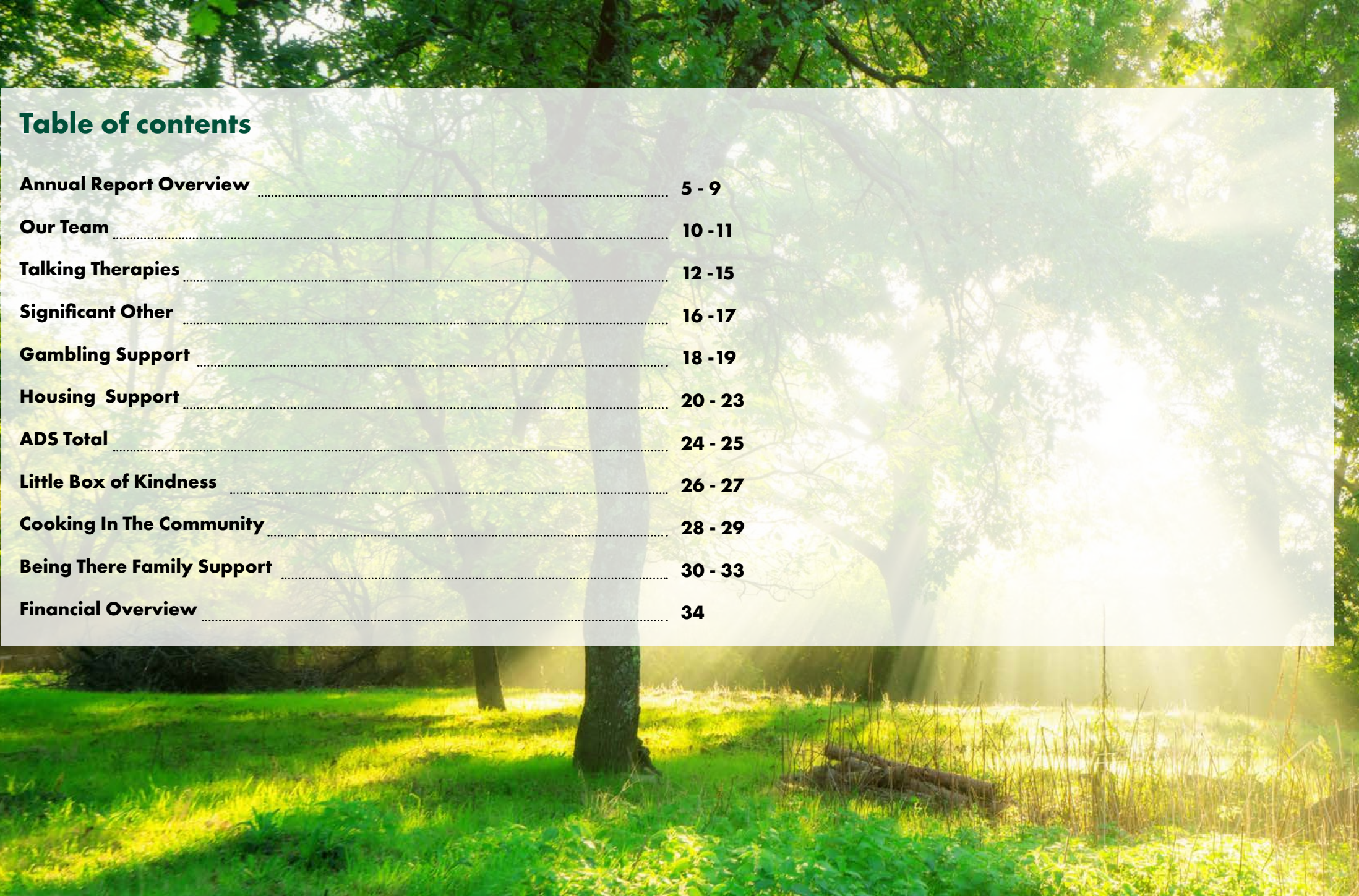


*This report is dedicated to the memory of Fiona Douglas, Charlotte Spratt, Guy Oscroft and Victor Henderson: ADS Staff present and past, who sadly passed away this year.*





## Table of contents

Annual Report Overview	5 - 9
Our Team	10 - 11
Talking Therapies	12 - 15
Significant Other	16 - 17
Gambling Support	18 - 19
Housing Support	20 - 23
ADS Total	24 - 25
Little Box of Kindness	26 - 27
Cooking In The Community	28 - 29
Being There Family Support	30 - 33
Financial Overview	34

### When Everything Changed

Welcome to the ADS Annual Report for 2020-2021, the period in which everything changed...for everyone. From lockdowns to food shortages, social distancing to face coverings. This was new, frightening and challenging for everyone, and impacted particularly on the very vulnerable people that ADS and other recovery organisations support.

We were given a slight glimmer of hope on 2nd December 2020 when the Medicines and Healthcare Products Regulatory Agency (MHRA) registered the first vaccine against coronavirus for use in the UK. By March 2021, all ADS staff had received both vaccinations.

We acknowledge the extraordinary efforts made by ADS staff throughout this period to continue delivering services, by phone and

online. Balancing commitments such as home schooling and other caring responsibilities, they are to be congratulated on adapting to their new working environment at home.

Our thanks also to the ADS Charity Trustees, for continuing to support ADS and in particular the efforts of the Senior Leadership Team. Zoom remains the order of the day, and they have each adapted to remote meetings.

Individual service reports provide more detail, but in essence across all services we supported more people than before, especially people with drugs problems.

Against the backdrop of increasing drug deaths in Scotland, this was a very positive development.

### Absent Friends

With terrible sadness, we acknowledge the death of Fiona Douglas, one of our Housing Support Team. Fiona died on 18th May 2021 following a short illness. A terrible shock for everyone who knew her.

With regret, we also have to report the passing of three staff who held positions with ADS in the past.

Guy Oscroft, deputy Chief Executive with ADS in the last decade, died of COVID 19 in January 2021. Victor Henderson, Senior Practice Supervisor, also in the last decade, passed away in July 2020.

Both Guy and Victor made significant contributions to ADS and were a great source of support and friendship to the Chief

Executive. They had remained friends after leaving us.

At the time of publishing this report, we received the tragic news that Charlotte Spratt, a previous administrator with ADS had died. A young woman in her thirties, Charlotte's gentle and genuine manner was appreciated by colleagues and clients alike. A great loss.

As a mark of respect to Fiona, Guy, Victor and Charlotte, we dedicate this year's Annual Report to their memories.



## Staff Welfare

Appreciating that we were all working under very difficult circumstances, exacerbated by the difficulties the people we support were facing, the health and wellbeing of our team were paramount. We invested this year in a new Employee Assistance Programme, with access to formal counselling, therapy, legal advice and so on.

Our Professional Head of Service, Debbie Dickie, developed an excellent Self-Care tool that was implemented across ADS and shared with our recovery partners.

With everyone now expected to work from home, comfortable office chairs were purchased for everyone who wanted one: feedback was very positive.

## Investors in People Review

In April 2020, newly into lockdown, we successfully completed our Investors in People Re-accreditation. ADS's IIP benchmark was 843 out of 900, with the average IIP benchmark for our sector being 725. All interviews were conducted by phone, but our assessor still managed to capture much good practice within ADS: she had particular praise for how well our investment in learning and development had helped us drive the organisation forward, and particularly informed our response to working with COVID restrictions.

*"Your decision to support your counsellors to gain a recognised qualification in Online Counselling underlines your commitment to improvement and best value through learning and development. Those who have completed the course to date*

*have gained a distinction, learning as a team and developing their knowledge together".*

*"Your value 'People - we always put people first' came across strongly in several conversations. People discussed the personal support freely offered to help them through difficult times in the last three years.*

*This focus also informs your Covid-19 approach knowing which of your employees are working from home alone. You have introduced meetings to start the week and liked the idea of tea breaks, that I mentioned as happening in other organisations".*

### Shelia Anderson

IIP Assessor April 2020

## Talking Therapies

There have been significant changes made to the way we deliver our Talking Therapies Service over the last year. All appointments were conducted online or by telephone. In the past these platforms accounted for 26% of all counselling activity.

Our overall counselling activity significantly increased. Planned appointments were up by a staggering 19% while our resources remained static. That equates to well over 3000 appointments. An amazing achievement in any normal year, which of course this wasn't.

The people we supported embraced the change to remote working. We were initially concerned some service users may struggle, however in our experience only a few of them reported a face-to-face preference in the future.

## Housing Support

This has been one of the busiest years we have had. Referrals were up by 38%. This resulted in our staff working at maximum capacity for much of the year. They adapted their working practices without sacrificing any of our professional and organisational standards. Their achievements are to be admired.

The pandemic restrictions meant we had to be far more creative in the way we delivered support. This was achieved by sharing experience and responding to the individual needs of the people we supported, with their enablement our primary focus. This was also aided by smart phones and tablets being made available for our most vulnerable people. We are delighted with the outcomes achieved in the period.

## Being There Family Support Service

In December 2019, ADS was awarded the contract to run a dedicated Family Support Service in Dumfries and Galloway. We already appreciated the vital role family play in supporting their loved ones through the turmoil of alcohol and drugs issues. ADS understood that the stress, anxiety, stigma, and associated feelings of isolation, meant family members deserved support in their own right to cope: the 'Being There' Service was born.

Following a successful recruitment exercise, four candidates were due to take up employment as Family Support Workers in April 2020. In light of the COVID 19 pandemic, and following discussion with commissioners, implementation of the new contract was put on hold.

Staff finally took up post in August 2020, but between April and August undertook significant training and development in their own time – we thank the team for their enthusiasm and commitment to the service.



### Cooking in the Community: Taste It, Love It, Cook It

Much like every other part of society, the Cooking in the Community project hit the pause button in March 2020 and didn't resume until the end of August.

All the recipes that had been used during the Cooking in the Community cooking classes were collated, formatted and with a touch of design were made into forty A5 loose leaf ring binder recipe books which were distributed amongst class participants and interested others.

### Little Box of Kindness

The Little Box of Kindness Initiative was a partnership approach to help improve individuals' and families' physical and mental health and wellbeing during the ongoing COVID 19 pandemic. ADS and APEX were the lead partners.

Even as restrictions began to be lifted, the people we supported were telling us of ongoing fear and anxiety, negative thought processes, boredom and family tensions.

The idea for The Little Box of Kindness came from a central belt project supported by APEX - Crafty Kids Survival Boxes.

In addition to the crafting elements which proved popular with the Crafty Kids Survival boxes, the people we supported had indicated they would also appreciate stress relieving tools such as fidget spinners and snap bands. Moreover, toiletries and treats would be very welcome.

The boxes were very well received, and plans are in place to scale up this project in 2021 - 2022.

### Finally

In the year that everything changed for everyone, some things remained the same or actually improved. Enhanced communication, for example, between recovery partners and ADP with weekly conversations, that were both supportive for participants and innovative for services. Levels of engagement with the people we support also improved.

Finally, the support that our staff offered each other, as well as the people accessing our services, is what we have come to expect within the ADS family and is very much appreciated.

**Mr Syd Barry**  
Chair

**Dr Angela Roberts**  
Chief Executive





## Honorary President

**Mr Ian Stewart OBE**

## Directors

**Mr Syd Barry JP**  
*Chair*

**Mrs Mhairi Ross**  
*Vice - Chair*

**Ms Karen Irving**  
*Director of Finance*

**Mrs Carol Reece**  
*Director from May 2020*

**Dr Angela Roberts**  
*Company Secretary*

## Senior Leadership Team

**Dr Angela Roberts**  
*Chief Executive*

**Helen Reid**  
*Head of Operations*

**Debbie Dickie**  
*Professional Head of Service*

## Administration

**Laura Payne**  
*Administrator and Data Compliance Officer*

## Talking Therapies

**Donna Carruthers**  
*Talking Therapist*

**Jeanette Chantler**  
*Talking Therapist*

**Helen Harper**  
*Talking Therapist*

## Housing Support Service

**Neil Johnstone**  
*Team Leader until October 2021*

**Janice Henderson**  
*Team Leader from October 2021*

**Fiona Douglas**  
*Housing Support Worker. Deceased May 2021*

**Caroline Keith**  
*Housing Support Worker*

**Tony Walls**  
*Housing Support Worker*

**Allison Porter**  
*Housing Support Worker*

## Family Support Service

**Louise Milligan**  
*Family Support Worker*  
*Nithsdale*

**Lisbeth McColm**  
*Family Support Worker*  
*Annandale & Eskdale*

**Fiona Limbrey**  
*Family Support Worker*  
*Stewartry*

**Morag Hogg**  
*Family Support Worker*  
*Wigtownshire*

## Cooking in the Community

**Fiona Limbrey**  
*Cooking in the Community Co-ordinator*

**Keith Moore**  
*Volunteer Minibus Driver*



Our Contract

There have been significant changes made to the way we deliver our Talking Therapies Service over the last year. All appointments were conducted online or by telephone. In the past these platforms accounted for 26% of all counselling activity. This year we received 333 referrals.

Our overall counselling activity significantly increased. Planned appointments were up by a staggering 19% while our resources remained static. That equates to well over 3000 appointments. An amazing achievement.

Overall referrals to this service were slightly down (3%) over the year however with this in mind an interesting observation is our drugs referrals increased by 32%. Given the problems highlighted throughout Dumfries and Galloway regarding drug use this is a welcomed statistic that service users, with this particular issue are presenting to our counselling service.

Feedback received from the Dumfries and Galloway Alcohol and Drug Partnership remained positive throughout this year. A new national database, Drug and Alcohol Information System (DAISy), developed to collect drug and alcohol referrals, waiting times and outcome information from staff delivering specialist drug and alcohol interventions was implemented in December 2020. This has been a challenge as it has involved increasing the time required to complete the paperwork and adapting our conversation with our service users to ensure we capture all information required. We look forward to when the reporting capability is fully functional to allow us to monitor our waiting times and outcomes more effectively.

The People We Support

People accessing the service embraced the change to remote working. We were concerned some may struggle with this platform, however in our experience only a few service users reported a face-to-face preference in the future. Individuals spent longer within the service, and they reported higher anxiety levels and isolation due to the pandemic. Hence the significant increase in counselling activity while referrals stayed relatively unchanged in overall number.

Service users’ progress can be demonstrated by our Recovery Outcomes reporting.

*"From the lowest point in my life, I have had encouragement, guidance and support from my counselling. I am now drug free and have a better relationship with my partner. From being a lost person in my emotions, to where I am now, as I know who I am now with my emotions and my place in the world. I could not be happier now. I thank Debbie from the bottom of my heart."*

The average positive outcome increased from 1.49 in 2019 – 2020 to 1.79 for 2020 – 2021. An incredible 99% of service users reported a significant improvement to their substance use. This is an outstanding figure and evidences the need for this service.

Peoples’ gratitude to the responsiveness of our therapists shines through in the feedback received. The excellence rating achieved by the Talking Therapies Team is 96%.

*"Gave me a sense of discipline. Helped me reduce drinking drastically. Feel physically and mentally so much better. Got a good deal of baggage sorted out that affected and was affected by drinking."*

*"Everything, Sincerity of service - professionalism and dedication"*

*"Everything - its helped me to open up. I was very guarded but have been able to open up. Telephone calls have suited me."*

*"It helps me be more self aware, it helps me to get things into perspective so I can work things out in my head. Out of anybody I've worked with in the past Donna has been the best. There is nothing I couldn't talk to Donna about"*

		COUNT / PERCENTAGE INCREASE & DECREASE						
AVERAGE INCREASES		DECREASES		NO CHANGES		INCREASE		EVERY COUNT
SUBSTANCE	3.80	0	0.0%	1	0.9%	106	99.1%	107
SELF CARE	2.19	4	3.7%	24	22.2%	80	74.1%	108
R'SHIPS	2.12	5	4.6%	25	23.1%	78	72.2%	108
PHYSICAL HEALTH	1.43	7	6.5%	39	36.1%	62	57.4%	108
MENTAL HEALTH	2.56	2	1.9%	6	5.6%	100	92.6%	108
TIME	1.77	3	2.8%	30	27.8%	75	69.4%	108
HOUSING	0.58	4	3.7%	80	74.1%	24	22.2%	108
OFFENDING	0.46	2	1.9%	88	81.5%	18	16.7%	108
MONEY MATTERS	0.75	5	4.6%	68	63.0%	35	32.4%	108
CHILDREN	0.32	2	1.9%	94	87.0%	12	11.1%	108

Our Staff

There is no doubt the counsellors went above and beyond any expectations set. It was apparent; however, they would be unable to sustain working at this level. Our Professional Head of Service, Debbie Dickie, devised a session and template for the counsellors to consider their self-care - what they needed to implement during their working day to help manage stress levels. In addition, we reviewed all working practices and identified practical administrative tasks we could employ which would also assist in relieving pressure.

This self-care initiative was appreciated by the counselling team. So much so, this activity was then shared with all our staff members. We will continue to implement, monitor, and review these plans and ensure self-care is a constant conversation within ADS.

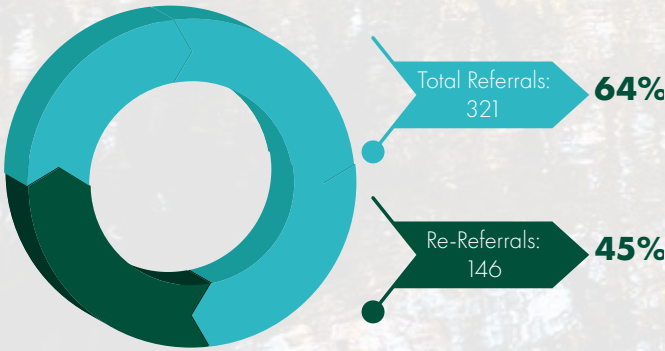
I applaud each member of our staff in their response to the pressures of last year. Their professionalism and dedication to their role was demonstrated in abundance. The management information pays homage to that, coupled with the outcomes achieved by the people we support and the feedback received.

**Helen Reid,** Head of Operations



TALKING THERAPIES

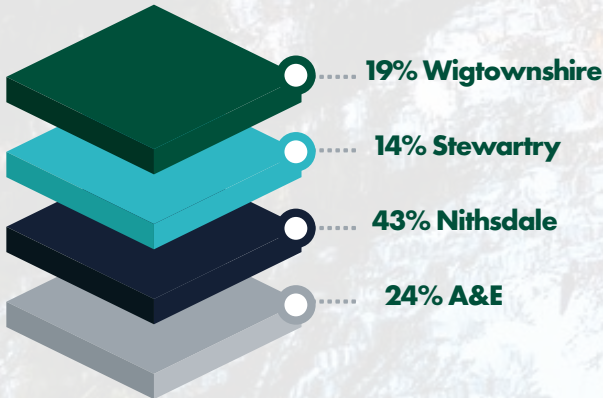
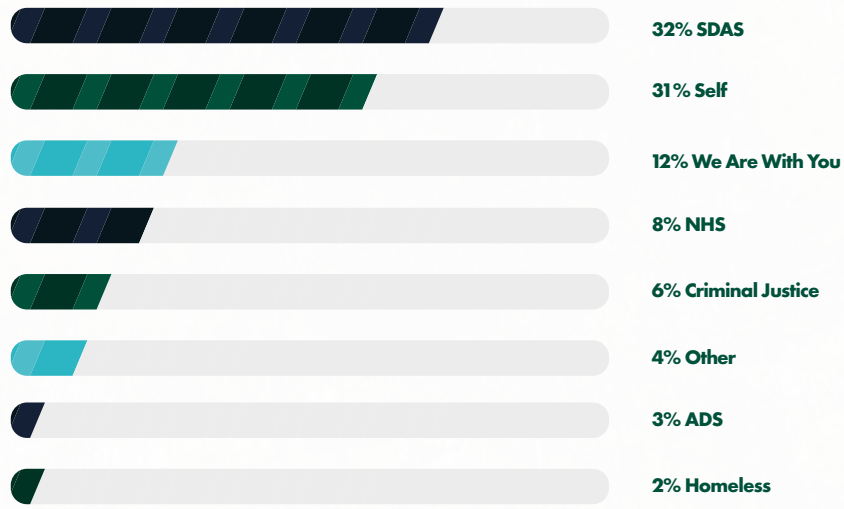
TALKING THERAPIES: REFERRALS



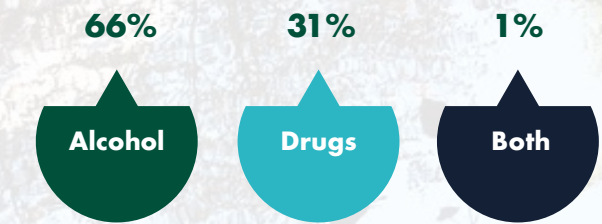
TALKING THERAPIES: GENDER



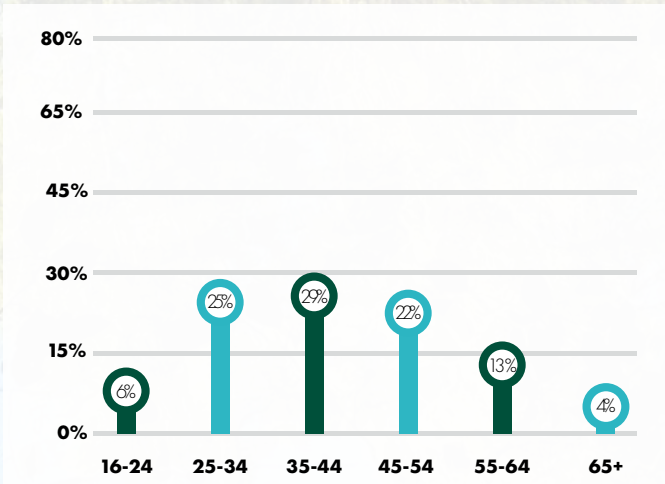
TALKING THERAPIES: REFERRAL SOURCE



TALKING THERAPIES: LOCALITY



TALKING THERAPIES: SUBSTANCE

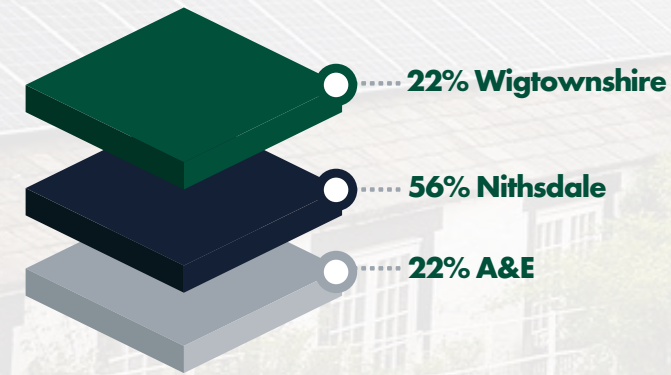


TALKING THERAPIES: AGE RANGE



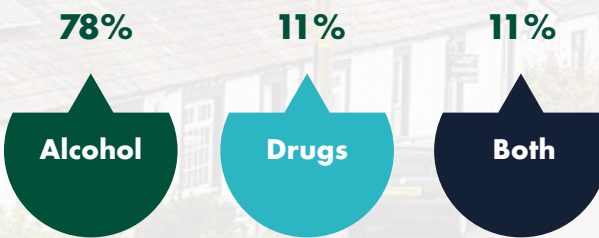
# SIGNIFICANT OTHER

SIGNIFICANT OTHER: REFERRALS



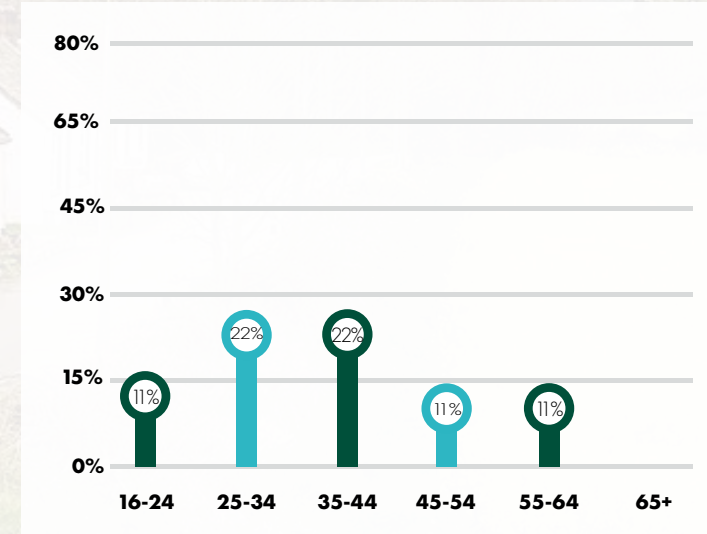
SIGNIFICANT OTHER: LOCALITY

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SIGNIFICANT OTHER: SUBSTANCE

SIGNIFICANT OTHER: REFERRAL SOURCE

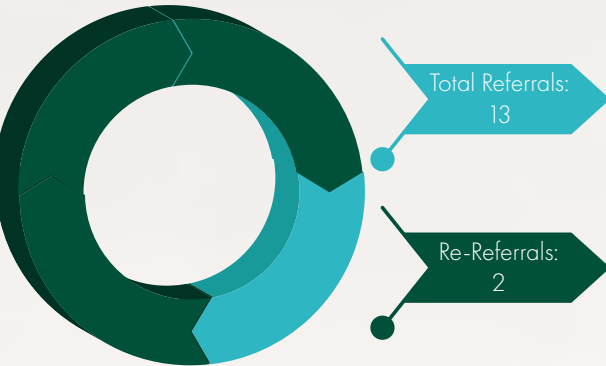


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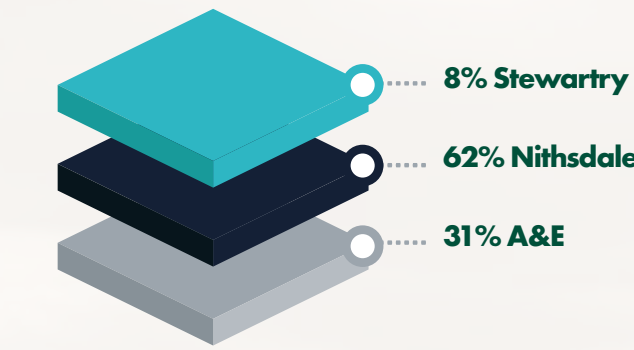
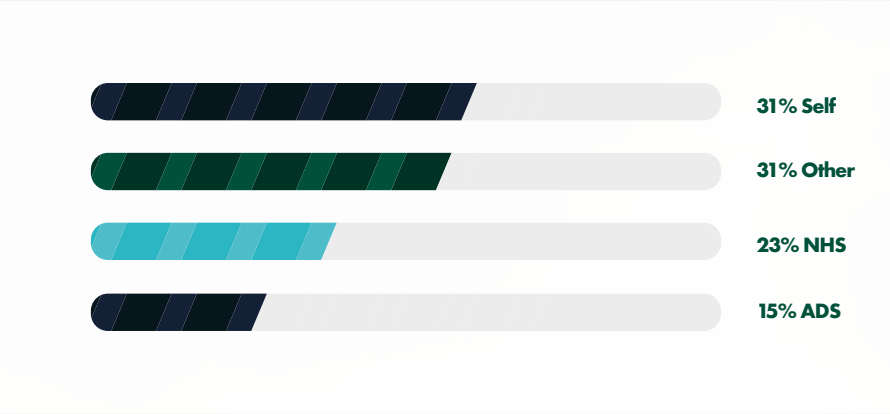


GAMBLING SERVICES

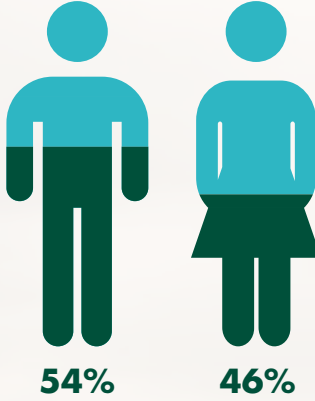
GAMBLING SERVICES: REFERRALS



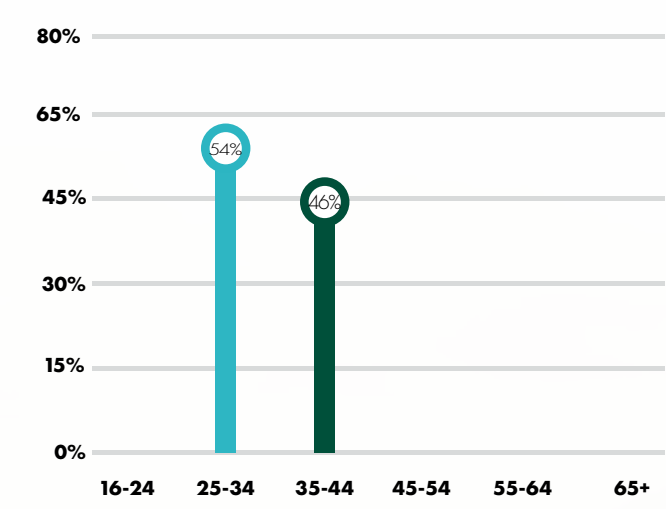
GAMBLING SERVICES: REFERRAL SOURCE



GAMBLING SERVICES: LOCALITY



GAMBLING SERVICES: GENDER



GAMBLING SERVICES: AGE RANGE



Our Contract

The past year has been a year like no other for various reasons. The ADS Housing Support Team have proven their hard work, tenacity, professionalism and empathy in the face of adversity.

This has been one of the busiest years we have had. Referrals were up by 38%, resulting in our staff working at maximum capacity for much of the year. They adapted their working practices without sacrificing any of our professional and organisational standards. Their achievements are to be admired.

Our gratitude is also extended to the Dumfries and Galloway Housing Support team, our commissioners, who displayed appreciation and support with regards to the potential impact on support hours and the challenges remote working can bring. We were pleased to receive positive

feedback from them.

With rapid rehousing, the people we support are spending less time in temporary accommodation and are being allocated permanent tenancies at the earliest date. In essence this means our work with them is more intensive and their time in service reduced.

Another housing support provider in Dumfries and Galloway withdrew their service provision meaning they ceased to accept referrals from December 2020. We agreed with our commissioners to cover Stewartry and Wigtownshire (excluding Stranraer) areas for the final quarter of the business year.

The pandemic had a detrimental impact on consultation work for commissioning as such we have been offered a one-year extension to our current contract.

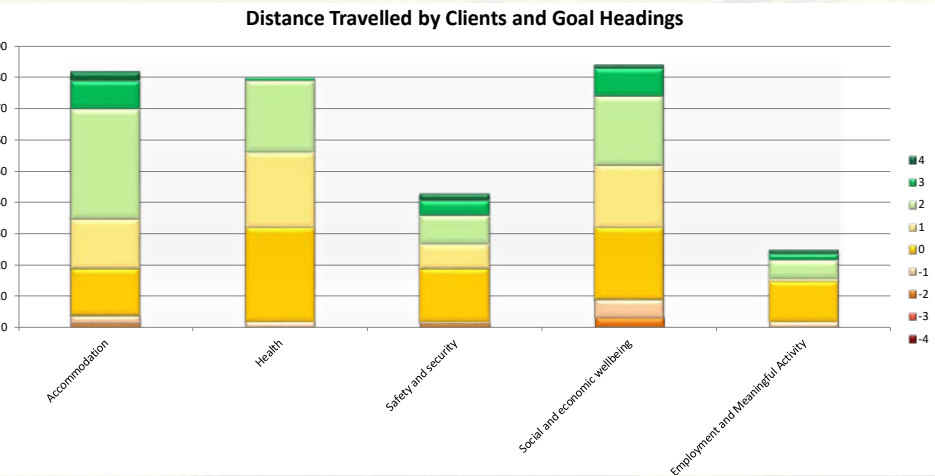
Our Service Users

152 Service Users presented to our Housing Support Service for help in accessing, and, or sustaining housing across Dumfries and Galloway. Enabling people to undertake resettlement activities during a national lockdown was a trial for all involved.

The pandemic restrictions meant we had to be far more creative in the way we supported the people accessing our service. This was achieved by sharing experience and responding to their individual needs, with their enablement our primary focus.

This was also aided by smart phones and tablets being made available for our most vulnerable service users. We are delighted with the outcomes achieved in the period.

As expected, given the nature of our support, significant improvements were made in the Accommodation elements of our outcome reporting as well as health and social and economic wellbeing. A point to note is positive outcomes were reported in all elements of support.



Feedback from the people we support has also been overwhelmingly positive.

Our excellent rating for this year is 99%

Comments from the users of our service.

*"I can't thank you enough for getting me to this place and my new home. I am so excited for my carpets coming tomorrow so I can really start my new life. The support has been awesome."*

*"Support has been great and I feel very able to do more tasks by myself, my workers has been there for me and guided me through some very tough times. Thank you."*

*"I am just of prison, and you helped me set up my benefits and sorted out my fuel issues with me. Thank you Still drug free so proud of myself. Keep me motivated."*

*"My support worker has rebuilt my confidence, self-esteem has improved, she gave coping mechanisms, she has listened to my rants without judging me, couldn't have done it without support."*



Our Staff

This has been a year of change for the Housing Support Team. Neil Johnstone left us for a life in the sun after 15 years’ Service. He will be missed by staff and service users alike. We wish him well.

Janice Henderson was promoted to Team Leader. She has proved her value several times over, gaining experience in a matter of weeks some managers would amass in years. She has quickly become confident and competent in the role and a credit to our service.

ADS welcomed two new members of staff to our team: Tony Walsh and Allison Porter. Together they bring a wealth of experience in the mental health and alcohol and drug field. It has been a baptism of fire for them, and I am delighted they hit the ground running.

The devastating loss after a short illness of our colleague and friend Fiona Douglas was tragic for us all. Fiona was an entertaining character who brightened up our days. She will be missed by everyone, however has left us with treasured and precious memories: we will be recalling with hearty laughter for years to come.

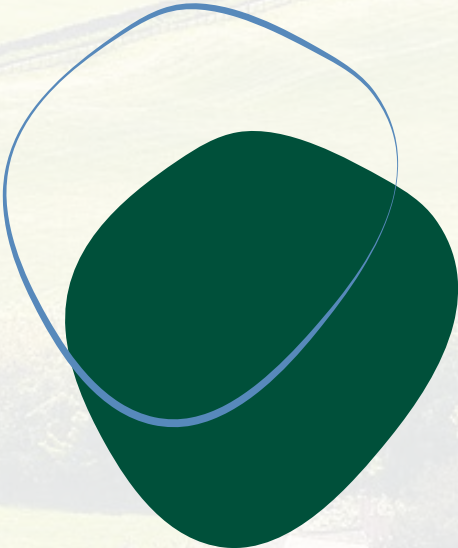
Moving Forward

We await confirmation of the future commissioning of housing support provision in Dumfries and Galloway. The extension provided for our current contract will cease in March 2022.

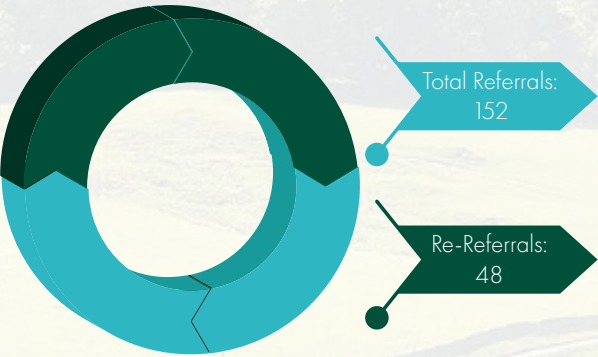
We have started to tentatively introduce community working and home visits for our most vulnerable service users. We will, of course, continue to adhere to government guidelines regarding the pandemic.

In any event, the experience of the past year will inform our approach. The outcome results achieved by remote working alone were impressive. As a result, our intention is to adopt a blended model of service provision, utilising the benefits of remote working balanced with the needs of the people who need our support.

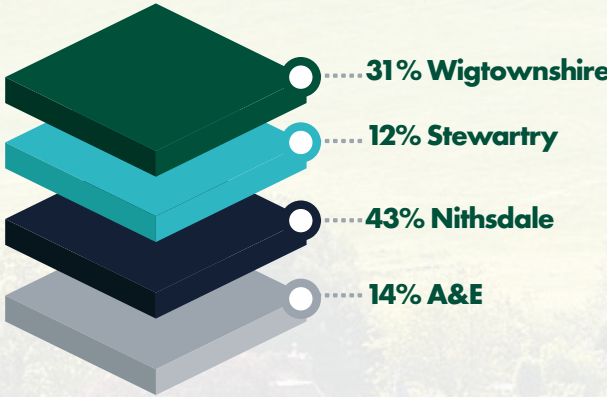
**Helen Reid**  
Head of Operations



HOUSING SUPPORT: REFERRALS



HOUSING SUPPORT: LOCALITY



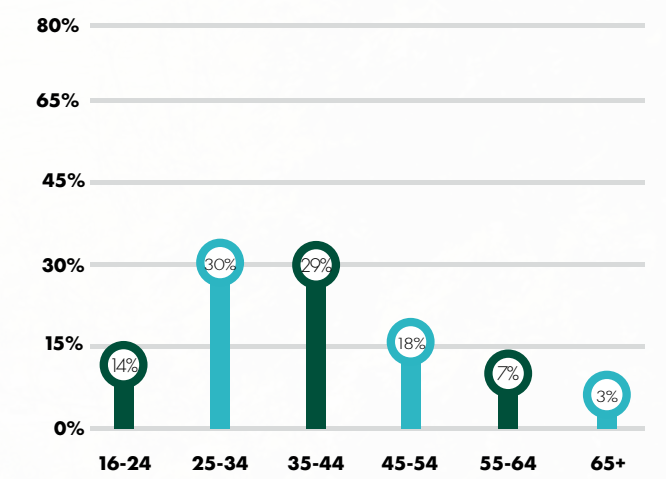
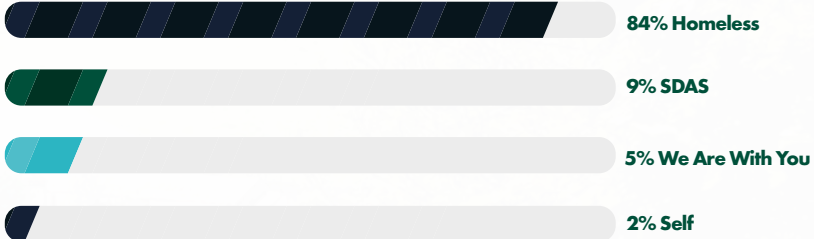
HOUSING SUPPORT: GENDER



HOUSING SUPPORT: SUBSTANCE



HOUSING SUPPORT: REFERRAL SOURCE



HOUSING SUPPORT: AGE RANGE



# ADS TOTAL

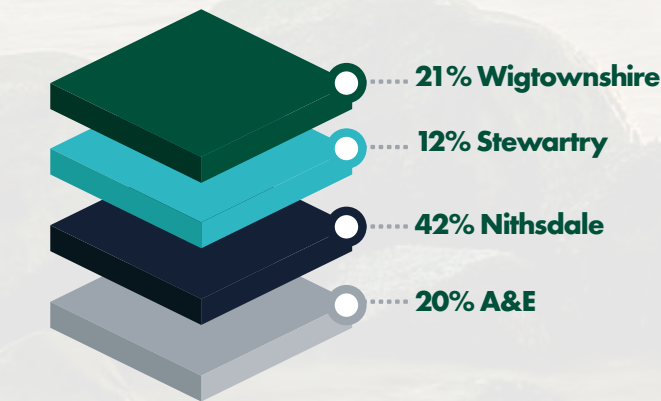
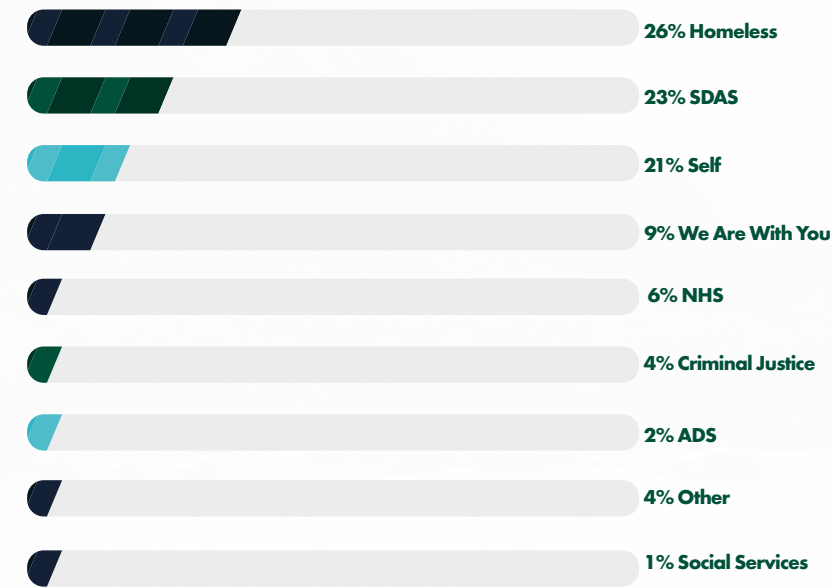
## ADS TOTAL: REFERRALS



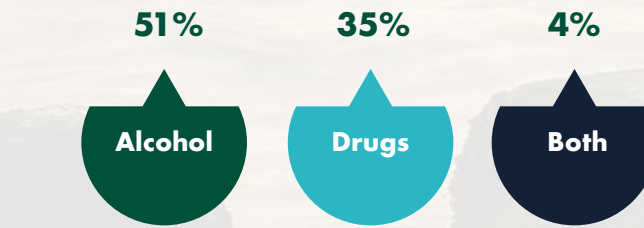
## ADS TOTAL: GENDER



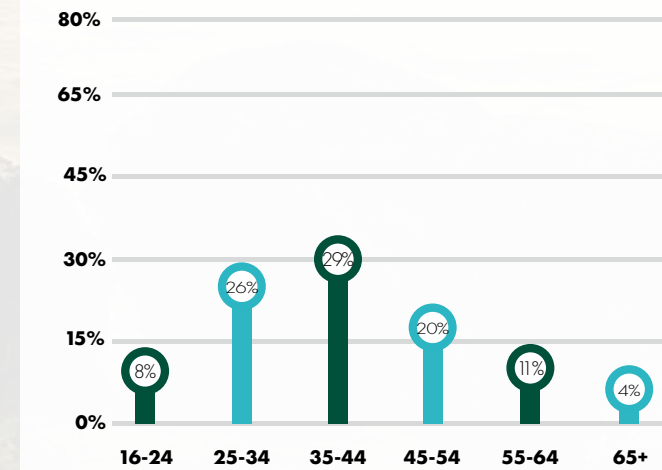
## ADS TOTAL: REFERRAL SOURCE



## ADS TOTAL: LOCALITY



## ADS TOTAL: SUBSTANCE



## ADS TOTAL: AGE RANGE





## Background

The Little Box of Kindness Initiative was a partnership approach to help improve individuals' and families' physical and mental health and wellbeing during the ongoing COVID 19 pandemic. ADS and APEX were the lead partners.

Even as restrictions began to be lifted, the people we supported were telling us of ongoing fear and anxiety, negative thought processes, boredom and family tensions.

The idea for The Little Box of Kindness came from a central belt project supported by APEX - Crafty Kids Survival Boxes.

In addition to the crafting elements which proved popular with the Crafty Kids Survival boxes, the people we support had indicated they would also appreciate stress relieving tools such as fidget spinners and snap bands. Moreover, toiletries and treats would be very welcome.

The boxes also contained printed information on the sources of help that are available, based on the Prevent Suicide in D&G App,

D&G Psychology Services and Recovery Partners.

We were fortunate to receive donations of premium local honey, from friends at the South of Scotland Beekeepers Association and John Mellis Honey.

During June and July 2020, we produced and distributed 100 boxes to service users from ADS, APEX, We Are With You and the NHS Specialist Drug and Alcohol Service.

Within this first 100 boxes, we also produced several Family Boxes of Kindness, which we hoped would help service users with children participate in fun and creative activities together.

## Feedback from Recipients and Staff

**Caroline Keith**  
Support Worker ADS

*"I had three SU's who loved the lavender seeds and have given me updates every week on the progress of them. One said ... they had never seen seeds grow and it was amazing"*

**From Donna Carruthers**  
Talking Therapist ADS

*"The box of kindness I received was so lovely, I felt really appreciated and I was grateful of how someone had nominated me for this box. It made me feel like I meant something other than just a person who is receiving support and help regarding my issues".*

*"Amazing, I was overwhelmed by the kindness of you for starters and also the other services that donated. I liked everything and immediately planted the lavender which is already growing and I've started to paint some stones, loving that. VERY therapeutic, everything was lovely and the*

*tasty honey and chocolate was a lovely treat. HONESTLY so well thought out. AN HONEST THANK YOU AND THAT'S FROM THE BOTTOM OF MY HEART"*

**Janice Henderson**  
Support Worker ADS

*"All of my clients where grateful for the boxes, some loved the pens as they loved drawing, the colouring books were welcomed as they could tune out to what was going on around them. I had some in tears some wanted to hug (which didn't happen) as they had a bereavement or circumstances changed with them and they felt they were not forgotten about. The chocolate and tea went down a storm. Everybody had smiles on their faces once they got the boxes. I believe they were a success."*

**Mhairi Ross**  
Service Development Manager APEX

*"I genuinely thought when I gave a box to Lucy and James their eyes literally lit up. It*

*was more the feeling of them being thought about and not what was actually in the box although when they opened the box there was a massive smile on their face. Through lock down they didn't obviously have much interaction with anyone so Lucy said she really appreciated us thinking about them whilst making the boxes up and the list of people who would have liked a box. When I gave the box over to them I even had a smile on my face because I know it meant so much to them".*

*"Jenny got one and said that it had really cheered her up as she'd been struggling a lot during lockdown".*

*"Douglas got one for his mum and all the family, and his mum said she was really grateful for it and for someone thinking about them as sometimes she feels very alone".*

## Summary

We are aware that many of the people we were supporting were facing even more financial hardship than in the past. Many were heavily reliant on food parcels and crisis grants, simply to survive. This is probably set to continue for a considerable period of time.


The Little Box of Kindness contained a variety of treats that, that an emergency food parcel wouldn't have. We believe this helped raise self-esteem and self-worth.

**Dr Angela Roberts**  
Chief Executive



**A little box of Kindness....  
...because you are worth it**

- Tea for when you need time out
- Arts & crafts to help with boredom
- Soap to wash your worries away
- Snap bands if you feel it's getting too much
- Breathing Space card if you need someone to talk to
- A plant to nurture, grow and connect with nature
- Chocolate for a treat
- Honey to help your wellbeing



**A Little Box of Kindness**  
was made possible with funding, donations and support from the following organisations

- Dumfries & Galloway Alcohol and Drugs Partnership
- Dumfries and Galloway Community Justice Partnership
- APEX Scotland
- Alcohol and Drugs Support South West Scotland
- South of Scotland Beekeepers Association
- John Mellis Honey
- Biocell Agri

Logos for partner organizations: drugs+alcohol, djp, apex, south of scotland beekeepers association, Biocell agri, ADS.



# COOKING IN THE COMMUNITY

## Background

Much like every other part of society, the Cooking in the Community scheme hit the pause button in March 2020 and didn't resume until the end of August 2020.

Due to the social distancing required for Covid safety, numbers that could attend the Cookery School were limited to a maximum of nine attendees. With the requirement to wear face coverings in the kitchen, and the general level of apprehension within the community to start attending groups again, we were very pleased to welcome back some of the regular participants (for a few it was their first trip out of the house since March) as well as new participants. Participants had been made aware of the classes by promotional publicity or had been referred through our Talking Therapies or other agencies.

In total we held three classes (August, September and November 2020) with 16 participants.

Class themes were Middle Eastern Cookery, Salads & Dressings and Pasta. From the comments on the feedback forms all

attending thoroughly enjoyed the sessions, benefiting not only from picking up top tips from Nick Morris, Station House Cook School and learning new recipes but also from seeing other people in a relaxed and friendly environment. We felt that a number of the participants would significantly benefit from attending the more intensive classes being run in partnership with the Galloway Glens Landscape Partnership, scheduled to begin in the January of 2021. However, due to a further lockdown, these classes have been postponed to the summer of 2021.

All the recipes that had been used during the Cooking in the Community cooking classes were collated, formatted and with a touch of design were made into forty A5 loose leaf ring binder recipe books which were distributed amongst class participants and interested others.

**Fiona Limbrey**

Cooking in the Community Co-ordinator





Background

In December 2019 ADS were awarded the contract to run a Family Support Service in Dumfries and Galloway. With over 30 years’ experience in the drug and alcohol field, we appreciated the vital role family play in supporting their loved ones through the turmoil of alcohol and drugs problems. ADS understood that the stress, anxiety, stigma, and associated feelings of isolation, meant family members deserved support in their own right to cope..... and so the ‘Being There’ Service was born.

"Being There’ were a terrific sounding board."

Employment of Staff

With an initial start date of April 2020, four staff members were recruited to cover Wigtownshire, Stewartry, Nithsdale and Annandale & Eskdale, however due to Coronavirus, service launch was delayed until 5th August 2020. Luckily, staff were keen, enthusiastic, saw value in the service and were flexible in their approach to the postponement. They have brought with them a wealth of knowledge and experience from the health and social care sectors and have complimented each other well, developing a team and service together during unprecedented times.

"It was great having someone to remind me how far I’d come"

Initial Planning

Service development took place from 5 August 2020, exploiting ADS resources, and considering families’ needs, working practises, policies, training, outcomes and marketing. Within a relatively short period of time, coupled with the added challenge of a pandemic, we were delighted to launch our service to the public only 10 weeks later, on 5 October 2020.

"Being There’ were very flexible and responsive"

Needs Assessment

The Being There service is committed to tailoring support to meet the unique needs of each individual, looking to achieve progressive movement in all or some of the following areas:

- Support for Coping
- Knowledge
- Role in Recovery of Family
- Wellbeing
- Relationships
- Healthy Alternatives

We can measure the impact our service has had on the individual or family involved.

‘Being There’ has made a very real difference to how I am coping with my husband’s drinking"

Training

Regular online training has taken place since August 2020, covering a range of topics designed to meet staff and service needs. Additionally, in September 2020 we were able to come together in person, for a 2 day ‘Community Reinforcement and Family Training’ course and all staff are now fully qualified ‘CRAFT’ Practitioners.

How We Help

Employing ‘CRAFT’ techniques, offering a confidential listening ear, providing group support and signposting to partnership agencies are some of the ways we are supporting families to feel included and valued again. We provide a safe, non-judgemental environment where people feel supported on their journey and empowered and integrated once more, within their home and wider community.

Establishing Partnership Working

Weekly meetings are arranged to introduce our service and staff to both statutory and Third Sector agencies in the region, with a view to promoting our service, learning more about theirs, identifying partnership working opportunities and promoting an air of trust and cooperation. National discussion with fellow Family Support Agencies has given the opportunity to explore ideas and strategies for continued service growth.

‘I’ feel very much supported and if I contacted you between support, you got back to me

Referrals

Six months into service we have already achieved 95% of our annual target and as our service continues to grow, we are confident that our referral rate will increase accordingly too. Figures show that the majority of our referrals were from women, and we have identified the need to promote the service to men who appear to be under-represented within our service so far. This picture is replicated across Scotland.

Early feedback has been positive.

"Totally person centred could be whatever I needed it to be."

What’s Next?

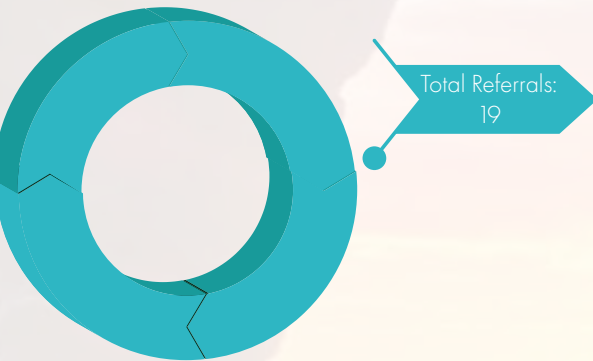
In July 2021 Being There will launch a monthly support group encouraging individuals to come together and share their stories and experience. Initially run online, the evening meetings will be a safe space where people can share lived experience, learn from, and support each other. We hope participants will make meaningful connections within their peer group and beyond, and feel less isolated and more supported within their community. We will also encourage and aim for volunteer-led practice in future.

Regular reviews will ensure our service is fit for purpose and meeting the needs of the family members we support. Ongoing staff training and development will continue. We hope to get out into the community when safe to do so and start meeting people in person. We will continue networking with partner agencies and encourage an effective referral system for the benefit of families accessing the service. We will actively look at ways to encourage men into support and look to engage the LGBTQ community to seek support from our service when needed.

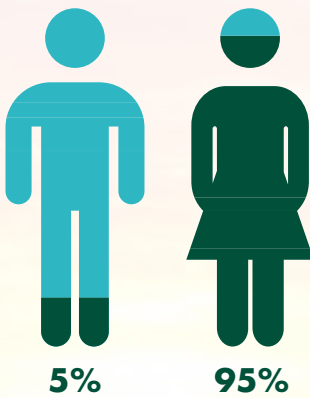
Morag Hogg  
Being There Family Support Worker



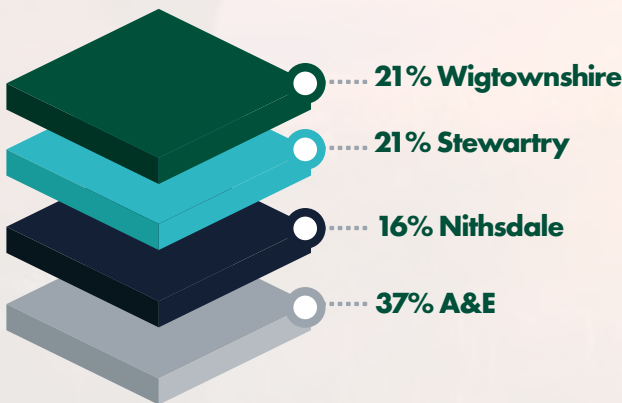
BEING THERE: REFERRALS



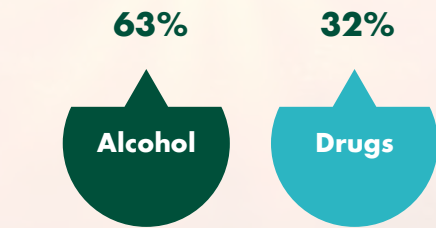
BEING THERE GENDER



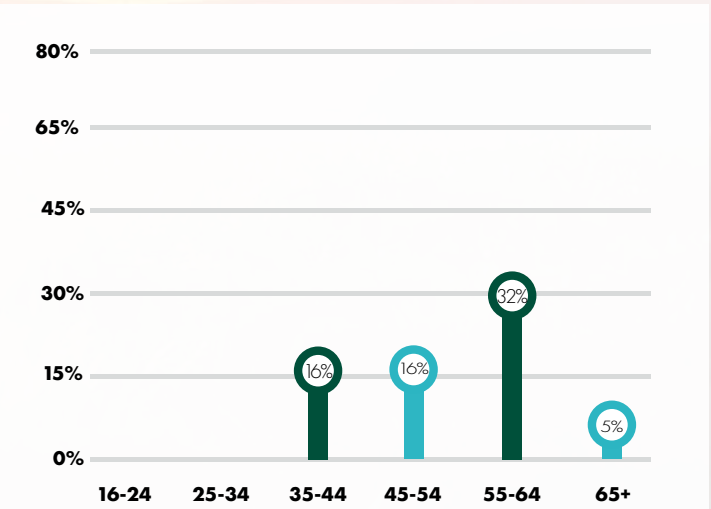
BEING THERE: REFERRAL SOURCE



BEING THERE: LOCALITY



BEING THERE SUBSTANCE



BEING THERE: AGE RANGE



# Statement Of Financial Activities (including income and expenditure account) for the year ended 31st March 2021

	Unrestricted Funds(£)	Restricted Funds (£)	Total Funds 2021 (£)	2020 (£)
<b>Income from</b>				
Donations & legacies	3,111	-	3,111	2,008
Charitable activities	40,726	443,250	483,976	447,577
Investments	117	-	117	262
<b>Total Income</b>	43,954	443,250	487,204	449,847
<b>Expenditure on Charitable activities</b>				
Operations of activities	(94,411)	(332,649)	(427,060)	(384,141)
Governance costs	(8,039)	-	(8,039)	(8,090)
<b>Total expenditure</b>	(102,450)	(332,649)	(435,099)	(392,231)
<b>Net income/(expenditure) for the year</b>	(58,496)	110,601	52,105	57,616
Transfers between funds	65,000	(65,000)	-	-
<b>Net movements in funds</b>	6,504	45,601	52,105	57,616
<b>Reconciliation of funds:</b>				
Total funds brought forward	192,608	90,515	283,123	225,507
<b>Total funds carried forward</b>	£199,112	£136,116	£335,228	£228,103

## Contact Us

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Image credits: James Johnstone, Terry Kearney