



Table of contents

Annual Report Overview	
Our Team	8 - 9
Talking Therapies	
Gambling Services	
Housing Support	
Being There Family Support	
ADS Total	
Financial Overview	

such as ours.

OVERVIEW

Same Old...



Our staff continued to work from home in the main, being supported by good mobile technology. Over the next few months, we ventured out more, into communities, GP surgeries and service user homes, until of course the Omicron variant of coronavirus emerged in December 2021 and it was back to sauare one for a while. All ADS staff received timely covid booster and flu vaccinations in the autumn of 2021 and we are indebted to the Public Health Team at Dumfries and Galloway Health Board for coordinating and delivering the vaccination roll-out to front-line staff and key workers

By the end of March 2022, we had settled into working flexibly between home and office, the best of both worlds some might say. As always, we acknowledge the significant contributions made by our staff, existing and new, to continue delivering quality services for the vulnerable people who need our help and support. Our thanks also to the ADS Charity Trustees, for continuing to support ADS and in particular the efforts of the Leadership Team.

The report contains detailed reports from each of our services, but here are some of the highlights.

Talking Therapies

This has been another challenging year for our Talking Therapies Service. When we reported last year, our referrals were slightly down. However our activity intensified with the needs of our clients becoming more complex due to the impact of the pandemic. This year our referrals increased by an astounding 28% with intensity remaining static.

412 individuals presented to this service for Talking Therapy.

This was an enormous challenge – ADS managed this with an incredible 100% of clients waiting no more than 21 days for their first appointment.

Over 3000 appointments were arranged for people needing our support. This is what some of them said...

"I think it has been a bed rock to me, Donna has been a safe person to speak to that doesn't hold any judgement. The service is genuine and authentic, and I

have trust in my time with Donna. When I was at my most vulnerable, I was able to reach out and get the support I needed".

"The encouragement to open up and talk and not being face to face has been a good help. I feel my counselling has been a great success. The flexibility has been great whilst maintaining the consistency for myself, was good as at times when I was on standby. Debbie was 100%, I could trust her and tell her things that I had not spoken to anyone about. If my family could meet her, they would be thanking her too".

All the therapists received very positive feedback, which is reflected in the full Talking Therapies report. We are delighted to confirm that our current contract has been extended until 31 st March 2024. We are grateful to our commissioners at Dumfries and Galloway Alcohol and Drugs Partnership [ADP] for their faith in us, and for their support throughout the year.

OVERVIEW

Housing Support

In the autumn of 2021, it was confirmed a commissioning exercise for general outreach housing support would be undertaken with a view to new contracts being in place by 1st April 2022. We were advised that the regionwide specialist contract currently delivered by ADS would not be recommissioned. This was disappointing but not surprising.

After reviewing the specification, it was agreed ADS would bid for contracts in the East and West of the region. In addition, we would also bid for the younger person's contract.

We were able to provide evidence of sound current practice, involving the people we support, and demonstration of significant improvement in outcomes for the people in need of our service. We were delighted to be awarded the contract for the East and the West of the region for adults over the age

of 25. An outstanding and welldeserved outcome: we are grateful to Dumfries and Galloway Council for continuing to work with us on developing this new service.

Some comments from the people we support...

"I could not have moved out of that homeless place into my own tenancy without your support. You helped me get furniture and items for my new home. You are a star, and your weekly support helps me gain confidence to keep my home running".

"You have been there for me through really tough times and supported me gain a wonderful safe flat. Thank you so much for all the support and care you have shown me over the years. I know it is time to move on".

Being There Family Support Service

Our first full year in service saw lots of development and challenges for our team. COVID restrictions were still impacting our plans, but staff found ways to deliver and develop our service and expand their own roles, establishing effective working partnerships along the way. Service delivery was paramount, but ongoing staff training and regional development work made for a rounded contribution from the whole team.

This year also saw us join a National Family Carer Support Collaborative, which brought together organisations supporting families and carers affected by someone else's alcohol or drug use.

Family members are often forgotten, with so much attention and emphasis on the person affected by alcohol or drugs issues. That's why this dedicated service is critically

important, and we were delighted to have this contract also extended to 31 st March 2024, just like Talking Therapies. It is encouraging that Dumfries and Galloway ADP recognises the value in having a standalone service for families affected by a loved one's problems.

Families' voices...

"(Being There) provided a sympathetic listening ear during a stressful time

"Talking about my options was helpful and to know that this is normal and stuff like this happens".



[YPI].

OVERVIEW

Youth and Philanthropy Initiative [YPI]

Occasionally, something nice comes along which you weren't expecting. In June 2021, we were approached by a group of students at Dumfries Academy who had selected ADS as their chosen charity to support as part of the Youth and Philanthropy Initiative

Since it was introduced to Scotland in 2008 by The Wood Foundation, YPI has engaged more than 230,000 young people who have taken responsibility for £5m of charitable giving.

YPI is the biggest independent initiative being delivered in Scottish education. Each school is responsible for directing a grant of £3000 to a local charity championed by its students through a unique programme of teamwork research, and competition. YPI engages a full year-group of students, developing skills and confidence through a contextualised learning experience.

The programme raises awareness of social issues and local charities and is a vital means of enablina devolved, locally driven grant making.

ADS has worked with YPI over many years, responding to questions from students, meeting in person pre-pandemic and so forth. What made the Dumfries Academy students' presentation different in 2021 though, was that they won! ADS received a cheque for £3000 to help support our work in Dumfries, and we were delighted. We were also delighted to be able to empower these inspiring young people to become active citizens, to help their communities and to develop new life skills.

Our thanks and congratulations to the Dumfries Academy Students... Heather McKean, Sarah Pennycook, Madalaine Moore, Hamish Bell, Orla Fieldhouse and Jessica Howatt.

Little Box of Kindness

We reported last year on The Little Box of Kindness Initiative, which 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.

Based on the success of the original project, which was rolled out during the first lockdown of 2020, we received further funding from the National Lottery Community Fund, to further develop the initiative.

In December 2021, willing volunteers from the Being There Family Support Team made up the Christmas Bags of Kindness, which were distributed to people accessing ADS services, and also to We Are With You and the NHS Specialist Alcohol and Drugs Service, our Recovery Partners. Containing a variety of treats and crafts, the bags were gratefully received.

Staff Health & Wellbeing

We continue to encourage staff to use our self-care tools developed last year by Debbie Dickie, Professional Head of Service, along with access to our independent Employee Assistance Programme.

It's important also to acknowledge the significant efforts of Dumfries and Galloway Occupational Health Service, who have given all third sector key workers access to self-help, counselling, psychotherapy and pro-social support.

If the pandemic has taught us anything it's the importance of looking after one another and ourselves.



OVERVIEW

The Future?

Whereas ADS is financially secure going into the new financial year, with existing contracts extended and new contracts awarded, we anticipate the future for the people we support, and indeed ourselves, will be very difficult. The cost-of-living crisis is starting to bite, the tragic war in Ukraine being a significant factor. The outlook is grim, sadly.

We will do everything we can to mitigate the impact of rising inflation for our staff. A review of our income and expenditure will be conducted in the coming months, including staff remuneration. We do, however, remain increasingly concerned for the welfare of the people we support, and what the future might hold for them. We are sure though that our staff, as always, will continue to do their very best for the people who need our help, and we thank them for their commitment.

Special thanks to Helen Reid, Laura Payne and Morag Hogg for their assistance with the preparation of this year's Annual Report, and to Katy Coltart of KC Creative for the report's design.

Mr Syd Barry

Chair

Dr Angela Roberts Chief Executive



OUR TEAM 2021/2022

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

Dr Angela Roberts Company Secretary

Leadership Team

Dr Angela Roberts Chief Executive Helen Reid Head of Operations **Debbie Dickie Professional Head of Service**

Janice Henderson Team Leader

Talking Therapies

Donna Carruthers Talking Therapist Jeanette Chantler Talking Therapist Helen Harper (until October 21) **Talking Therapist**

Shirley Islam Talking Therapist

Housing Support Service

Fiona Douglas Housing Support Worker. Deceased May 2021 **Caroline Keith Housing Support Worker Tony Walsh** Housing Support Worker **Allison Porter** Housing Support Worker Leanne Thomson (from April 22) **Housing Support Worker** Reave Brown (from May 22) **Housing Support Worker**

Martyn Dunlop (from May 22) **Housing Support Worker**

Administration

Laura Payne Administrator and Data Compliance Officer

Louise Milligan (until February 22) Family Support Worker Nithsdale

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

Morag Hogg **Family Support Worker** Wigtownshire

OUR TEAM 2021/2022

Family Support Service

Fiona Limbrey (until May 22) **Family Support Worker Stewartry**

Keith Moore **Volunteer Minibus Driver**



TALKING THERAPIES

Our Contract

This has been another challenging year for our Talking Therapies Service. When we reported last year, our referrals were slightly down. However our activity intensified with the needs of our clients becoming more complex, due to the impact of the pandemic. This year our referrals increased by an astounding 28% with intensity remaining static.

412 people presented to this service for therapy.

This was an enormous challenge – ADS managed this with an incredible 100% of clients waiting no more that 21 days for their first appointment.

Over 3000 appointments were arranged for people needing our support.

The national database, Drug and Alcohol Information System (DAISy), continues to be improved and developed. We look forward to when its reporting capability is fully

functional to allow us to monitor our waiting times and outcomes more effectively.

The People We Support

Client progress can be demonstrated by our Recovery Outcomes reporting. An incredible 98% of service users reported a significant improvement to their substance use. This is an outstanding figure and evidences the need for this service.

Our Staff

I have so much admiration and praise for each member of our staff in their response to the pressures of last year.

Our beloved Helen Harper retired from ADS in September 2021. Although devastated to see her go we wish her well in this new chapter of her life.

We welcomed the lovely Shirley Islam to our fold. Shirley resides out of region and is employed to undertake remote counselling. A sign of the times indeed.

The loss of a key member of staff. coupled the recruitment and induction of another, does amount to a significant dent in resources. This coupled with the increase in referrals put a strain on the workload and pressures.

The therapists showed their resilience and dug deep. We reviewed working practices and employed contingencies to assist in relieving the pressure. However, the gratitude belongs to the therapists with their commitment to ensuring our clients receive the exceptional service they deserve.



Our administrator, Laura, worked incredibly hard to ensure all referrals and enquiries were responded to promptly and accurately. She also collaborated closely with the therapists to streamline processes to ease the administrative pressure on the therapists. As a team, we thank her immensely for this.

The self-care initiative implemented during the pandemic became paramount. Constant conversations were in play with the entire team looking out for each other. Teamwork at its best!

We are delighted to confirm that our current contract has been extended until 31st March 2024. We are grateful to our commissioners at Dumfries and Galloway Alcohol and Drugs Partnership [ADP] for their faith in us, and for their support throughout the year.

Helen Reid Head of Operations









Our clients' gratitude to the responsiveness of our therapists shines through in the feedback received. The excellence rating achieved by the Talking Therapies Team is 97%.

TALKING THERAPIES

This is what some of them said...



		COUNT / PERCENTAGE INCREASE & DECREASE						
AVERAGE INCRE	ASES	DECREASE		NO CHANGE		INCREASE		EVERY COUNT
SUBSTANCE	3.48	1	1.0%	1	1.0%	98	98.0%	100
SELF CARE	1.97	1	1.0%	28	28.0%	71	71.0%	100
R'SHIPS	1.84	2	2.0%	24	24.0%	74	74.0%	100
PHYSICAL HEALTH	1.03	5	5.0%	46	46.0%	49	49.0%	100
MENTAL HEALTH	2.44	1	1.0%	9	9.0%	90	90.0%	100
TIME	1.55	0	0.0%	37	37.0%	63	63.0%	100
HOUSING	0.06	7	7.0%	82	82.0%	11	11.0%	100
OFFENDING	0.27	1	1.0%	88	88.0%	11	11.0%	100
MONEY MATTERS	0.55	5	2.0%	72	72.0%	26	26.0%	100
CHILDREN	0.20	2	2.0%	88	88.0%	10	10.0%	100

TALKING THERAPIES



TALKING THERAPIES: LOCALITY









HOUSING SUPPORT

Our Contract

The past year, although being a challenge, saw some relief from the very high presentations experienced in the previous year (we were aware this level of workload activity could not have been sustained).

The ADS Housing Support Team have once again proven their hard work, tenacity, professionalism and commitment to providing support to adults at risk.

In the autumn of 2021, it was confirmed a commissioning exercise for general outreach housing support would be undertaken with a view to new contracts being in place by 1 st April 2022. We were advised that the regionwide specialist contract currently delivered by ADS would not be recommissioned. This was disappointing but not surprising.

After reviewing the specification, it was agreed ADS would bid for

contracts for adult services in the East and West of the region. In addition, we would also bid for the younger person's contract.

We were able to provide evidence of sound current practice, involving the people we support, and demonstration of significant improvement in outcomes for the people accessing our services. We were delighted to be awarded the contract for the East and the West of the region for adults over the age of 25, as was Turning Point Scotland. An outstanding and well-deserved outcome.

Although unsuccessful for the young person's contract, we recognise we would not have been the best placed provider to have been awarded this contract, and wish Quarriers who won the tender every success with this new service. Our new contract will lead to a significant increase in our contract

value, meaning more staff are required. A major recruitment campaign is underway to welcome appropriately qualified and highly professional individuals to join our team.

As anticipated our referrals reduced in the last year (this happens when contracts are decommissioned. and new contracts commissioned). However, we are under no illusion and anticipate the coming year will be like no other, given the unprecedented presentations to the Homeless service in Dumfries and Galloway.

The People We Support

As the pandemic restrictions and guidance changed throughout the year so did our response. We continued to employ a blended approach. Where possible we provided face to face support when this was essential. The people we supported were extremely understanding. During their time in this service. we have noted some change in expectationspeople not always requesting or expecting support in person; on occasion stipulating their preference for telephone support. Again, recognition for continuing with a blended approach to service provision as opposed to assuming face to face as a default. This was another year of

achieving and recording positive outcomes for the people accessing our Housing Support Service.

As expected, given the nature of our support, significant improvements in outcomes were recorded 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 achieved in all elements of support.

Thank you".

Our excellent rating for this year is 99.92%

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

Here are some of their comments:

"Me and my partner needed a heavily adapted property to meet our needs now and, in the future, can't believe the difference it has made to both of us, life is so much less stressful, and the property is amazing".

"You have been amazing and the support you have given while I was evicted and in homeless was life changing for me. I have nobody and you were there for me. I am pleased with my carer coming in three times a week and thanks to you I am able to manage my home.

"I could not have moved out of that homeless place into my own tenancy without your support. You helped me get furniture and items for my new home. You are a star, and your weekly support helps me gain confidence to keep my home running".

"You have been there for me through really tough times and supported me gain a wonderful safe flat. Thank you so much for all the support and care you have showed me over the years. I know it is time to move on".

"My support worker has helped keep the roof over my head, this is the first time I have had a house to manage. I would not be here without the support".

"My support worker was friendly and approachable and helpful during a difficult time especially when I was first homeless with no benefits in place"





HOUSING SUPPORT

Our Staff

I have complete admiration for this as team meetings. hard-working team. Given their work pressures they continually looked for creative solutions to support their clients, particularly when restrictions were in place. They communicated effectively with their colleagues to ensure everyone experienced the highest standards of service.

They quickly identified potential issues and were incredibly open and honest in communicating their workload challenges. Self-care continued to be top of the agenda in support and supervisions as well

The value of this staff team cannot be overstated.

We are currently running a recruitment campaign to add to our highly skilled team. Our current work force are looking forward to welcoming much needed staff to this service.

Moving Forward

We are looking forward to starting our new contract. We understand the initial period will be challenging. We are retaining our current clients and anticipate a substantial number of people will be transferred to us from outgoing providers as well as new referrals coming into the service from 1 st April 2022.

This will be happening in tandem with coaching and training our new staff. We have discussed what is ahead and as a team have agreed contingencies to help us during this time

It has been a tough year for the team. The outcome results achieved given

the work pressures are impressive. We will continue to adopt a blended model of service provision utilising the benefits of remote working balanced with the needs of those who need our help and support.

Helen Reid

Head of Operations



Being There Family Support Service

Our first full year in service saw lots of development and challenges for our team. COVID restrictions were still impacting our plans, but staff found ways to deliver and develop our service and expand their own roles, establishing effective working partnerships along the way. Service delivery was paramount, but ongoing staff training and regional development work made for a rounded contribution from the whole team.

Family members are often forgotten, with so much attention and emphasis on the person affected by alcohol or drugs issues. That's why this dedicated service is critically important, and we were delighted to have our contract also extended to 31 st March 2024, just like Talking Therapies. It is encouraging that Dumfries and Galloway Alcohol and Drugs Partnership [ADP] recognises the value in having a standalone service for families affected by a loved one's problems

Spring 2021

Spring saw us connecting with partner agencies, exchanging service information, and identifying ways to work together effectively. Justice, Social Work, ADP, Aberlour, the Carers' Centre and Victim Support Scotland were just some of our partners involved.

Staff developed self-care plans, being aware of the need for a healthy mind and working environment, especially during these extraordinary times.



Summer saw the launch of our monthly group sessions encouraging peer-to-peer support. Initially evenings, plans were made for afternoon sessions to follow later in the year.

The team were involved in the International Overdose Awareness Day alongside the ADP and With You colleagues at various venues across D&G. Service information was circulated, and firm connections were made on a serious, yet enjoyable day, providing a welcome opportunity for face-to-face activity.

Autumn 2021

Autumn saw further development of the Being There role alongside the ADP Communities Engagement team and opportunities for collaboration were explored.

Participation in an ADS recruitment day took place and training on gambling awareness was completed. Connections were made at the NHS Specialist Drug and Alcohol Service in Dumfries, meeting staff with varying roles and identifying opportunities for reciprocal service referrals.



Winter discussions were held with the 'Holding On' service at SFAD [Scottish Families Affected by Alcohol and Drugs] and the 'With You' regional team, helping reaffirm working relationships and awareness of the vital services these teams offer.

Christmas.

platforms.

Winter 2021

Staff delighted in rolling out the 'Box of Kindness' initiative throughout the region, preparing and delivering goodie-bags to clients from ADS, including family members, and other recovery partner agencies, in time for

Training began to develop our social media presence, keeping Being There visible and relevant in the online community and on the national Drug and Alcohol

The ADP conducted an interim evaluation of the Being There service in early 2022, talking to

staff, management, and families we supported, considering the role, value and impact our team makes. We were delighted to receive an excellent response.

Being There also joined the Naloxone Working Group for Dumfries and Galloway, helping to plan and establish good working practice for the roll-out of the initiative next year. Participation in this group is exciting, and offers a valuable opportunity to represent the voice of families during the planning stages of this initiative. We are hoping to train family members next year when the plans are finalised.

Our referral numbers are at a healthy level, and we are encouraged that many more men have accessed the service. There is however, still room for improvement, and we will continue to promote this area.

Families Voices

Feedback from family members has been very encouraging and we are always looking for ways to improve our service and steer it for their specific needs. We strive to improve their support system, their knowledge, their role in the recovery of their family, their well-being, their relationships and encourage them towards healthy lifestyle choices despite demands made of them

y support. My worker was

ery person-centred was

Being There) provided ear during a stressful time Knowing I'm not alone everything myself.

To be able to talk to

to know that this is normal and stuff like this happens

BEING THERE FAMILY SUPPORT SERVICE

Future Plans

Next year our service will continue to offer online and telephone support with the hope that face to face appointments and groups will commence in the coming months, as COVID restrictions begin to relax.

We are committed to tailoring our service to meet individual needs and are delighted the feedback we have received so far reflects this aim. Offering a listening ear combined with in-depth support using Community Reinforcement and Family Training (CRAFT), are helping family members cope. We will continue with this, helping people regain control of their future.

Partnership working is important to the team, and we will be looking for ways to further develop this area, with the aim of benefitting the individuals we support regionwide.

Scottish Families Affected by Alcohol and Drugs (SFAD) Network Leaders meetings have been a fantastic source of help and support to our team, discussing challenges, considering solutions, and celebrating achievements, with different family services nationwide.

This year also saw us join a National Family Carer Support Collaborative, which brought together organisations supporting families and carers affected by someone else's alcohol or drug use.

We plan regular attendance at Kate's Kitchen in Annan and The Fed-up Café in Stranraer, establishing connections within the recovery community and develop our visibility here too.

It has been another great year, with a great team, providing a great service!

Morag Hogg Being There Family Support Worker



ADS



A state

Statement Of Financial Activities (including income and expenditure account) for the year ended 31st March 2022

	Unrestricted Funds(£)	Restricted Funds (£)	Total Funds 2022 (£)	2021 (£)
Income from				
Donations & legacies	4,698	-	4,698	3,111
Charitable activities	47,584	406,816	454,400	483,976
Investments	101	-	101	117
Total Income	52,383	406,816	459,199	487,204
Expenditure on Charitable activitie	25			
Operations of activities	(99,831)	(368,686)	(468,517)	(427,060)
Governance costs	(8,470)	-	(8,470)	(8,039)
Total expenditure	(108,301)	(368,686)	(476,987)	(435,099)
Net income/(expenditure) for the year	(55,918)	38,130	(17,788)	52,105
Transfers between funds	45,000	(45,000)	-	-
Net movements in funds	(10,918)	(6,870)	(17,788)	52,105
Reconciliation of funds:				
Total funds brought forward	199,112	136,116	335,228	283,123
Total funds carried forward	£188,194	£129,246	£317,440	£335,228





The Statement of Financial Activities includes all gains and losses in the year / All of the above amounts related to continuing activities

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