



ADS ANNUAL REPORT 2024

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Welcome to our Annual Report for 2023-2024, a highly successful year for ADS, but a year of significant changes and challenges too.

OVERVIEW

Staffing

We bid farewell to Helen Reid, Head of Operations, in March 2024. Helen made significant contributions to each ADS service, and provided significant support to the Chief Executive and Board of Directors. We wish her a very happy "early" retirement.

We reviewed our leadership structure, and were delighted that Janice Henderson, previously Housing Support Team Leader, accepted a new Service Manager role within the organisation. Janice had years of experience within Housing Support, and this new role was a logical progression.

Also joining the Leadership Team was Laura Payne,

Investors in People

2023 saw ADS undergo the re-accreditation process with Investors in People, an award we have held since 2001. Delighted to report that not only did we maintain our IIP accreditation, but that our scores had increased from the previous assessment in 2020.

Our benchmark score of 853 was greater than both the average IIP benchmark [728] and the average industry benchmark score [734]. It had also increased from our previous score of 843, from our 2020 survey.

What our people said...

'I have flexibility, I'm told to look after myself.'

'It's the first organisation I've worked for that actually does what it says it will do.'

'It was acknowledged when we were working above capacity, we were thanked and we were advised to take lots of self care.'

'Self care is reminded to me, it's really high up on the agenda.'

Administration and Compliance Manager, with specific responsibility for our Talking Therapies Service. Working with Debbie Dickie our Professional Head of Service and the Chief Executive, the new leadership was complete.

We wish Janice and Laura the very best in their new roles.

Other changes this year included the departure of Martyn Dunlop from Housing Support, and the very welcome addition of Kirsty Russell who replaced him.

'We have an online check in, asking how we're feeling on a personal level. It's joyful, being able to talk as a person and not just a worker.'

'I feel the care from the organisation and they inspire me. It makes me want to give back.'

'I feel very valued because I'm listened to and if I do something well it's fed back to me by phone call or email.'

'They're unbelievably thoughtful. They strive to make sure you're getting your work/life balance and you're getting your breaks.'

'We're respected, valued, listened to. Staff is the most important asset and we believe that we are treated very fairly. If we have any concerns or views, they'll change things accordingly.'

'I'm so honoured to be working with them. I thoroughly enjoy working here.'

'I can give the best of me. I'm energised, motivated and positive because I'm looked after.'

'This is my dream job. It's a breath of fresh air.'

OVERVIEW

Investors in People

We were delighted with this really positive feedback from our people

We implemented many of the constructive suggestions made during the assessment, and at the time of writing, are excited to report that ADS has reached the finals of The Investors in People “UK Employer of the Year” Awards

COSCA Recognition Scheme

Building on the successful evaluation of our Talking Therapies Service in 2023, we decided to pursue accreditation with COSCA as part of their Recognition Scheme. The Recognition Scheme is a chance for COSCA Member Organisations such as ADS to build upon their existing COSCA Membership by demonstrating how they meet COSCA’s nine Ethical Principles and what effect they have on the communities they serve.

We worked very hard throughout 2023 to improve our processes and procedures, and to generate evidence

ADS Services

As usual, there are detailed reports from each of the services, but here are some highlights.

Talking Therapies Service

This year, 328 people presented for help with alcohol and / or drugs issues. A further 28 people sought help with gambling problems, their own or someone else’s. As in previous years, 100% of clients waited no more than 21 days for their first appointment.

What our clients told us...

“...it was wonderful to hear how positively your staff speak of working at your organisation. They feel valued, appreciated for the work they do, listened to and involved in decision making, and aware of upcoming plans for the future. They see the benefit of the work that they do, and the impact that your organisation has on the community and they work for an organisation whose values match their own. Overall, these are the ingredients for a thriving, positive and motivated workforce, something that is evident from both the survey results and from the interviews”.

Lorna Moffat, IIP Assessor

for the assessment process. This was a very worthwhile exercise, involving each member of the Talking Therapies and Leadership Teams. It has led to significant improvements in the quality of our service, which can only benefit the people who need our support.

We are very grateful to Jenna Faser, Development Officer for the COSCA Recognition Scheme, for guiding us through the process, and to Linda McLachlan the external verifier for our assessment.

“It has provided unexpected but very helpful support. Support which I wasn’t aware I needed but which I have benefitted from, and I am continuing to benefit from in many ways.”

“Very helpful, helps me understand how I am feeling and supportive in my recovery and what I need to do to make me feel better in myself.”

OVERVIEW

Housing Support Service

Housing Support continued to be busy; referrals were high, with 210 referrals in our second year of this contract. Sadly, Dumfries and Galloway continues to have unprecedented amount of people presenting as homeless. As expected, given the nature of our support and the remit of our service, significant improvements in outcomes were

recorded in the Accommodation elements of our outcome reporting as well as Social and Economic Wellbeing. A

“You’re a super star and someone I can trust, thank you for believing in me. I am so happy with my wee flat”.

point to note is positive outcomes were achieved in all elements of support.

What people we supported told us...

“I can talk and trust you; you motivate me to get things done. You were respectful to me and my disabilities”.

“You changed my life around, with the support and guidance you gave, thank you”.

Being There Family Support Service

Increasing referral rates this year were encouraging. With an annual target of 20, we were delighted to report achieving 225% of this, totalling 45 referrals. This was an increase of 10% on last year, indicating service growth. Evaluation and feedback is always important to our team ensuring we are delivering beneficial support which meets

the needs of our families. Returned feedback questionnaires showed 100% of people we supported found the quality of support they received to be excellent.

What families told us...

“The support I received was fantastic, really took an interest and helped out with advice. The person was so easy to talk to. Someone who was there for me when I needed it most.”

“I’ve never had better support. Talking to an independent person was good, someone impartial. The service was valuable, a lifeline. I decided how often the appointments were and could have had them more frequently if I wanted.”

Conclusion

We are very grateful for continued financial support and confidence from our commissioners, Dumfries and Galloway Council and Dumfries and Galloway Alcohol and Drug Partnership [ADP]. Delays with procurement for new contracts have meant that our current Talking Therapies and Being There contracts will continue until at least March 2025. We hope to be successful in retaining this work as and when the tenders are published.

We would like to thank our staff for their loyalty and hard

work this year. We continue to deliver quality services for the vulnerable people who need our help and support, none of which would be possible without our great team. Our thanks also to the ADS Charity Trustees, who are totally committed to the ADS Family, and provide significant support to both the Chair and the Chief Executive.

Finally, special thanks to Janice Henderson, 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.

Dr Angela Roberts
Chief Executive

Mr Syd Barry
Chair

OUR TEAM 2023/2024

Honorary President

Ian Stewart OBE

Directors

Syd Barry
Chair

Mhairi Ross
Vice - Chair

Karen Irving
Director of Finance

Carol Reece
Director

Cllr Linda Dorward
Council Observer

Dr Angela Roberts
Company Secretary

Leadership Team

Dr Angela Roberts
Chief Executive

Helen Reid (Until March 2024)
Operations Manager

Debbie Dickie
Professional Head of Service

Janice Henderson
*Housing Support Service Manager
(From March 2024)*

Laura Payne
*Administration & Data Compliance Manager
(From March 2024)*

Talking Therapies

Donna Carruthers
Talking Therapist

Jeanette Chantler
Talking Therapist

Lara Black
Talking Therapist

Shirley Islam
Talking Therapist

Housing Support Service

Caroline Keith
Housing Support Worker

Tony Walsh
Housing Support Worker

Allison Porter
Housing Support Worker

Leanne Thomson
Housing Support Worker

Reave Brown
Housing Support Worker

Martyn Dunlop (Until May 2023)
Housing Support Worker

Kirsteen McColm
Housing Support Worker

April Wilson
Housing Support Worker

Kirsty Russell
Housing Support Worker

Family Support Service

Lisbeth McColm
*Family Support Worker
Annandale & Eskdale*

Morag Hogg
*Family Support Worker
Wigtown & Stewartry*

Math Thomas
*Family Support Worker
Dumfriesshire*

Keith Moore
Volunteer Minibus Driver

TALKING THERAPIES

COSCA Recognition

Building on the successful evaluation of our Talking Therapies Service in 2023, we decided to pursue accreditation with COSCA as part of their Recognition Scheme. The Recognition Scheme is a chance for COSCA Member Organisations such as ADS to build upon their existing COSCA Membership by demonstrating how they

meet COSCA's nine Ethical Principles and what effect they have on the communities they serve.

Organisations must evidence outcomes and assess impact in the following areas:

1. Improving ethical working relationships

2. Advancing the best interests of clients, colleagues and other stakeholders

3. Developing counsellors/counselling skills workers and supporting them to work within their competency

4. Elevating integrity, openness and objectivity

5. Cultivating respect for dignity, worth and uniqueness

6. Promoting respect for diversity and difference

7. Ensuring confidentiality

8. Working within the law

9. That all these practices are consistently followed in practice

Throughout 2023 the team worked hard to gather evidence and update procedures. In December 2023, interviews took place with the Recognition Scheme Development Officer

and an external assessor, and we are delighted to report we achieved COSCA recognition in January 2024.

What they said about us...

"Overall, the External Assessor and I were very impressed with what we saw on the visit. It looks like ADSSWS is a creative, responsive and supportive organisation that takes as much care of their staff and counsellors as they do their clients. Staff were very openly invested in the principles and values of ADSSWS and were keen to point out the

support, community and value they feel being part of this organisation. They all clearly wanted ADSSWS to do well and gain COSCA's gold stamp of Recognition.

The external assessor and I have no hesitation in recommending ADSSWS for Recognition".

Activity

This year, 328 people presented for help with alcohol and / or drugs issues. A further 28 people sought help with gambling problems, their own or someone else's. As in previous years, 100% of clients waited no more than 21 days for their first appointment.

Most referrals to this service continue to come from other treatment and recovery services within Dumfries and Galloway. We continue to collaborate with our partners to

enhance the client experience and ensure they are receiving the appropriate service.

Dumfries and Galloway Alcohol and Drug Partnership [ADP] wish to recommission a Talking Therapies Service. As a result of delays to the procurement process, our current Talking Therapies contract has been extended until at least March 2025, and we await publication of the new tender specifications.

The People We Support

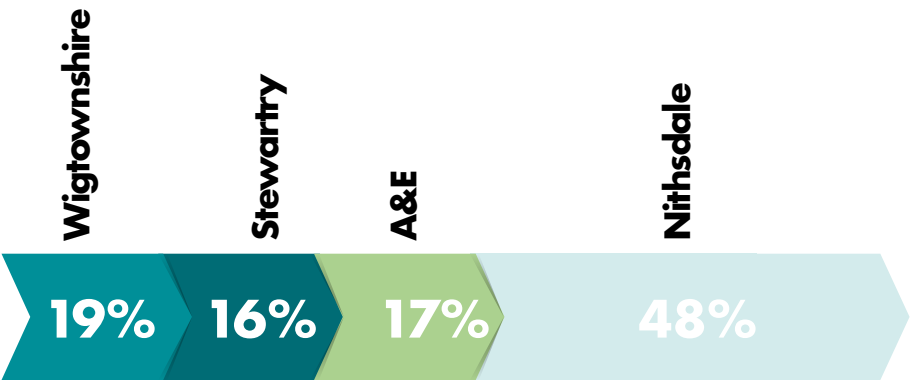
Client progress can be demonstrated by our Recovery Outcomes reporting. 95% of people accessing the Talking Therapies service reported a significant improvement to their

substance use. This figure has also remained consistent with previous years and demonstrates the progress our clients make whilst engaging with therapy.

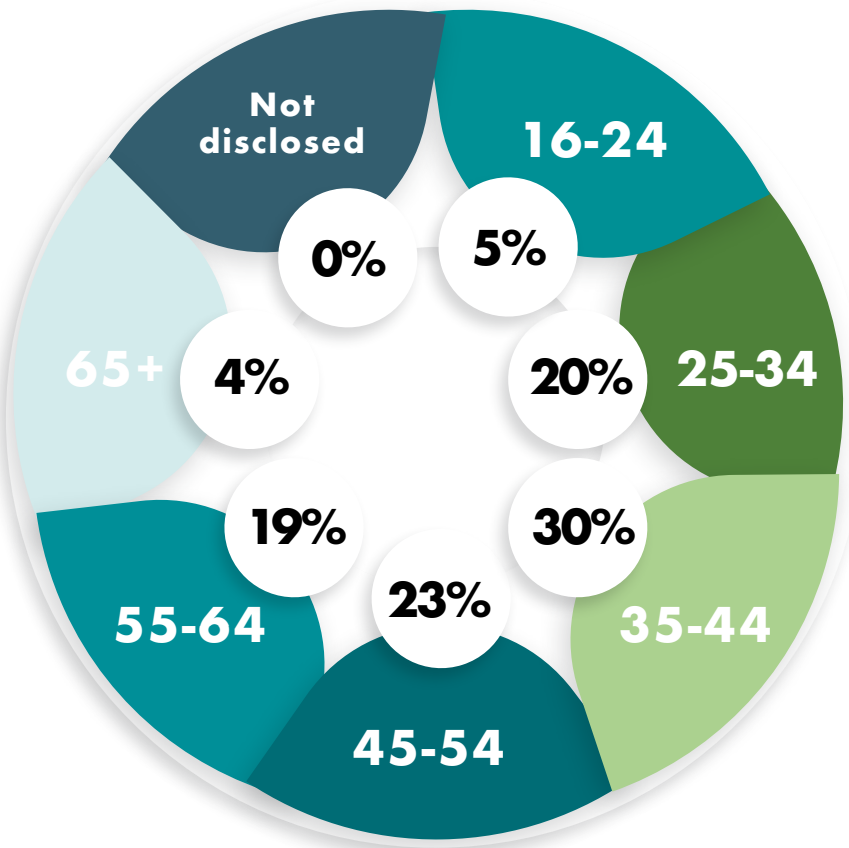
		COUNT / PERCENTAGE INCREASE & DECREASE						
AVERAGE INCREASES		DECREASE		NO CHANGE		INCREASE		EVERY COUNT
SUBSTANCE	3.58	3	5.0%	0	1.0%	57	95.0%	60
SELF CARE	1.37	0	0.0%	26	43.3%	34	56.7%	60
R'SHIPS	1.32	6	10.0%	18	30.0%	36	60.0%	60
PHYSICAL HEALTH	1.08	1	1.67%	29	48.3%	30	50.0%	60
MENTAL HEALTH	2.07	1	1.67%	12	20.0%	47	78.3%	60
TIME	1.47	1	1.67%	22	36.7%	37	61.7%	60
HOUSING	0.03	5	8.33%	48	80.0%	7	11.7%	60
OFFENDING	0.38	0	0.0%	53	88.3%	7	11.7%	60
MONEY MATTERS	0.75	2	3.33%	39	65.0%	19	31.7%	60
CHILDREN	0.33	3	5.0%	49	81.7%	8	13.3%	60

TALKING THERAPIES

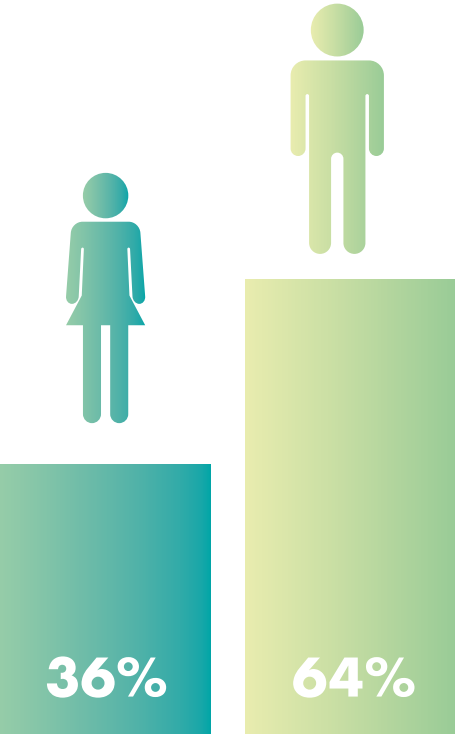
ADS TALKING THERAPIES: LOCALITY



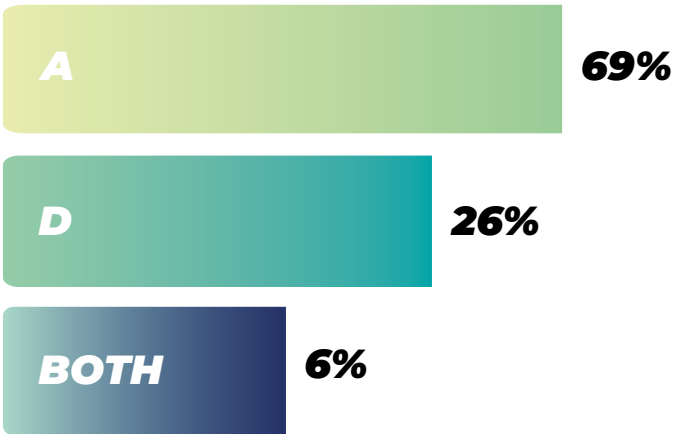
ADS TALKING THERAPIES: AGE RANGE



ADS TALKING THERAPIES: GENDER



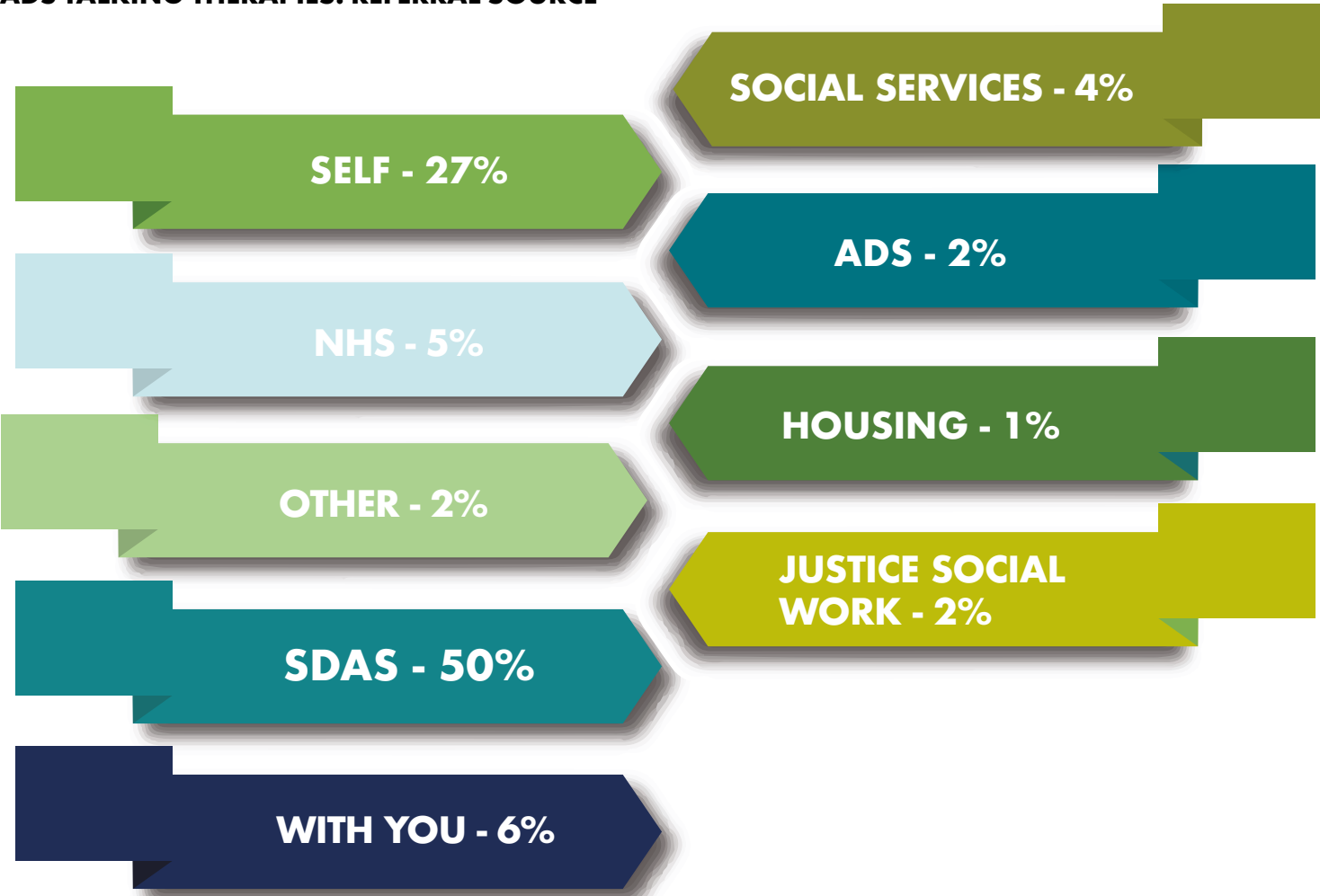
ADS TALKING THERAPIES: SUBSTANCE



ADS TALKING THERAPIES: REFERRALS



ADS TALKING THERAPIES: REFERRAL SOURCE



TALKING THERAPIES

Our clients’ gratitude to our Therapists shines through in the feedback received. The excellence rating achieved by the Talking Therapies Team is 96.3%.

“The consistent appointments, the freedom to talk openly without judgement and the encouragement/support from my therapist throughout the sessions.”

“Very helpful, helps me understand how I am feeling and supportive in my recovery and what I need to do to make me feel better in myself.”

“It has provided unexpected but very helpful support. Support which I wasn’t aware I needed but which I have benefitted from, and I am continuing to benefit from in many ways.”

Our Staff

As noted in the Overview, Helen Reid our Head of Operations retired at the end of March 2024, and will be missed a great deal. Helen made a significant contribution to the development of the Talking Therapies Service over many years.

Laura Payne accepted a promotion to a new role, Data and Administration Manager for Talking Therapies. Working alongside Debbie Dickie, Professional Head of Service, leadership of the service remains in very safe hands.

The Talking Therapies team engaged fully with the COSCA recognition process, and I am very thankful for their various

contributions. It was a great deal of hard work at the time, but well worth it.

In conclusion the ADS Talking Therapies Service has had an excellent year. It continues to meet and often exceed the expectations of the people we support. My thanks to the team for their continued loyalty to ADS, and to the vulnerable people in need of our support.

Dr Angela Roberts
Chief Executive



GAMBLING SERVICES

ADS GAMBLING SERVICES: REFERRALS



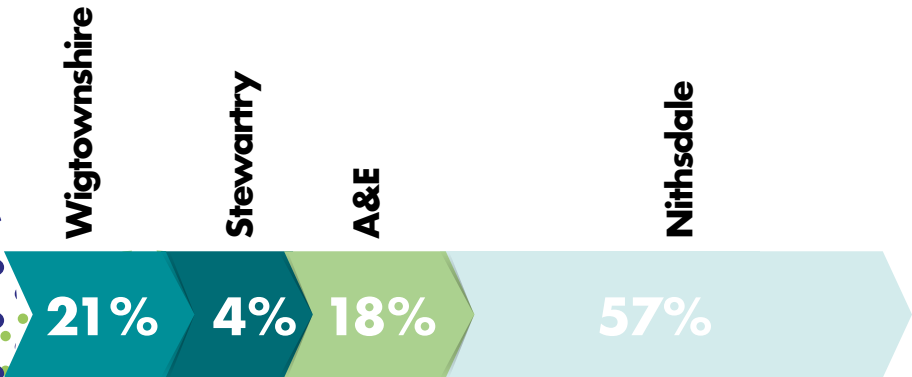
TOTAL
REFERRALS

RE-REFERRALS

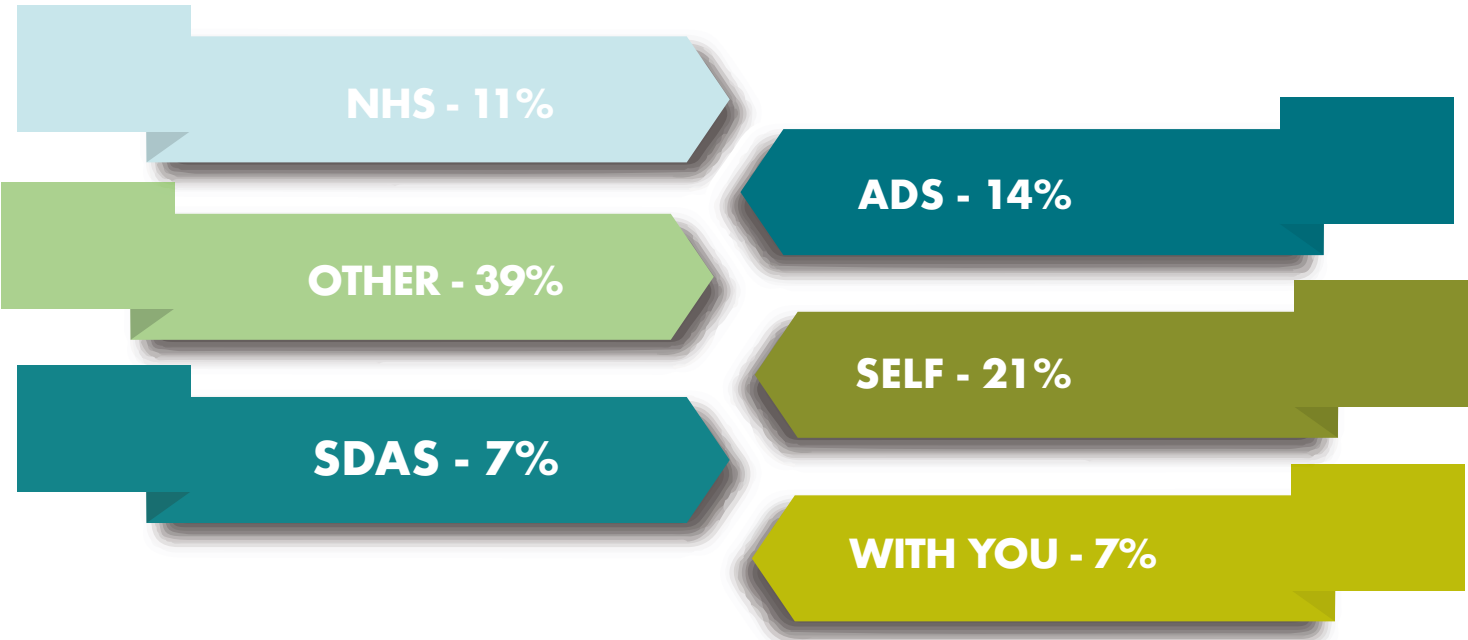
ADS GAMBLING SERVICES: GENDER



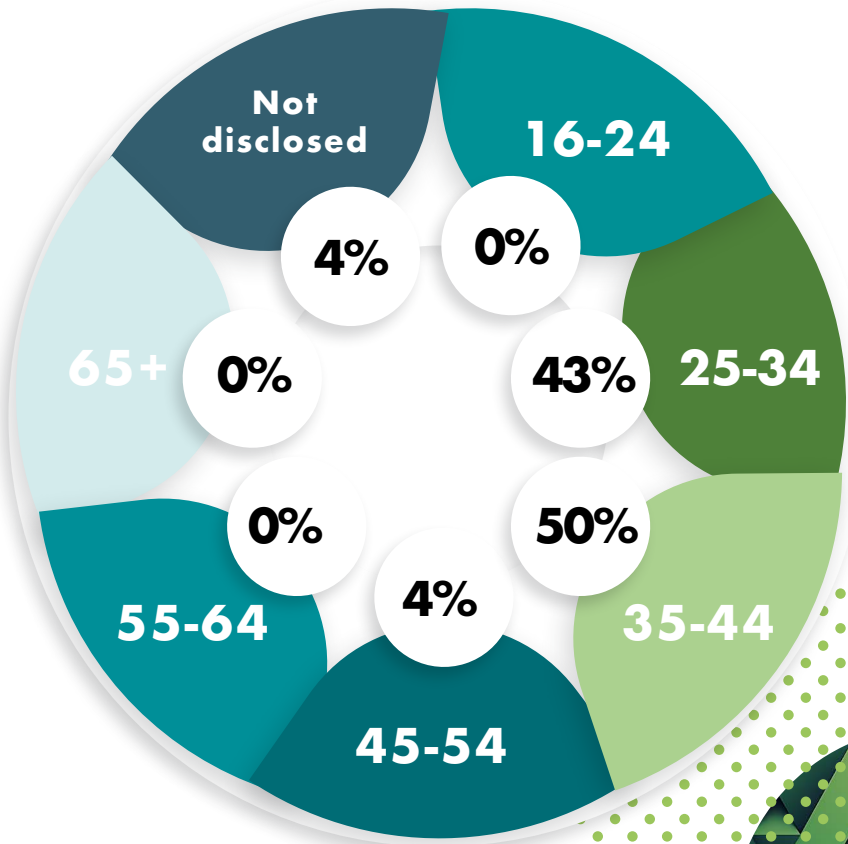
ADS GAMBLING SERVICES: LOCALITY



ADS GAMBLING SERVICES: REFERRAL SOURCE



ADS GAMBLING SERVICES: AGE RANGE



HOUSING SUPPORT

Contract

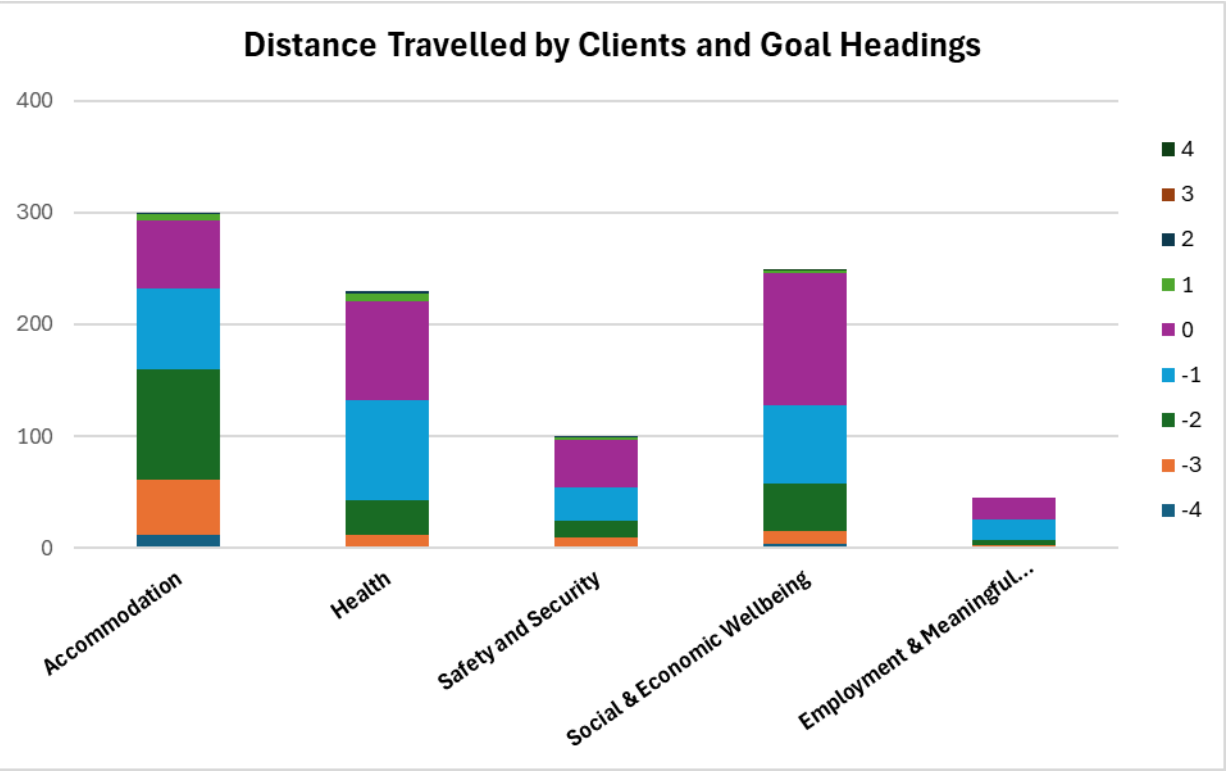
Housing Support continues to be busy; referrals continue to be high with 210 referrals in our second year of this contract. Sadly, Dumfries and Galloway continues to have an unprecedented amount of people presenting as homeless. We continually work closely and collaboratively with our commissioners – Dumfries and Galloway Council. We have regular and open communication along with structured quarterly meetings to discuss progress made and review how we are doing. We have a sound working partnership.

Currently, the team continues to be faced with high caseloads. In part this has been down to challenges with recruitment. The staff are not only hard working, going above and beyond, but they were also focused on ensuring our service standards remained paramount, and throughout this time managed to achieve positive outcomes with the people referred to us.

The People We Support

Given the nature of our support and the remit of our service, significant improvements in outcomes were recorded in the Accommodation elements of our outcome reporting as

well as Social and Economic Wellbeing. A point to note is positive outcomes were achieved in all elements of support.



Here are some of their comments.

I can talk and trust you; you motivate me to get things done. You were respectful to me and my disabilities.

100% couldn't have been better.

In the past we have had issues with trusting agencies, we felt that we can trust you and all you have done.

You changed my life around, with the support and guidance you gave, thank you.

You're a super star and someone I can trust, thank you for believing in me. I am so happy with my wee flat.

My support worker has gone above and beyond for me.

This is the best support I have ever had, you stuck with me through everything.

I am not sure what I would have done without you supporting me. You have gone above and beyond to help me.

The support I have received has been fantastic, my support worker always kept in contact, especially when I needed support.

Your support has really changed my life, the service is wonderful.

Staff

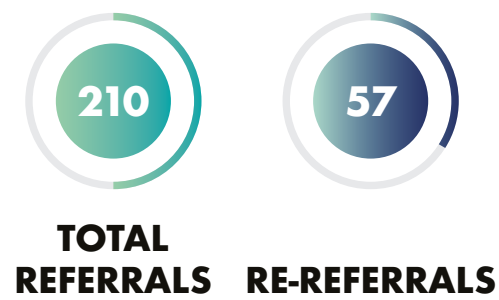
During this year we welcomed Kirsty Russell to our team after Martyn Dunlop moved on to pastures new. Kirsty has a wealth of experience regarding homeless issues, and has fitted into the team quickly picking up the role efficiently and quickly. We also said goodbye to Helen Reid this year, she will be missed. We will continue with our recruitment campaign to welcome appropriately qualified and professional individuals to join this highly skilled team.

Our outstanding team are great at resourcing options for the people they support and do their best in gaining grants for them. It is a pleasure and honour to work alongside them: they are a credit to ADS.

Janice Henderson
Housing Support Service Manager

HOUSING SUPPORT

ADS HOUSING SUPPORT: REFERRALS



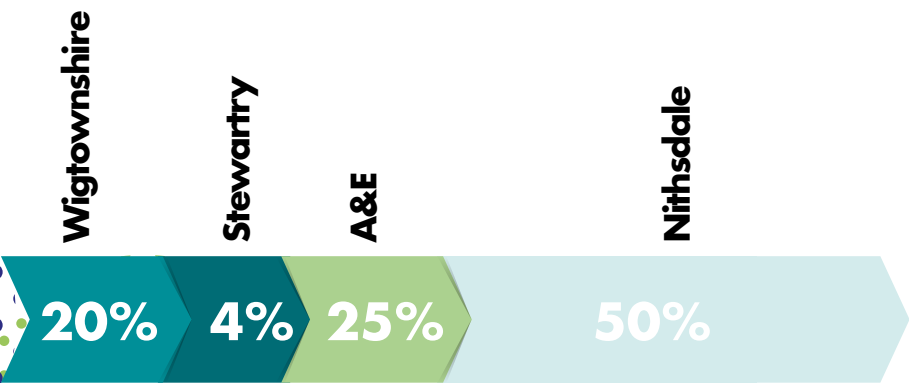
ADS HOUSING SUPPORT: GENDER



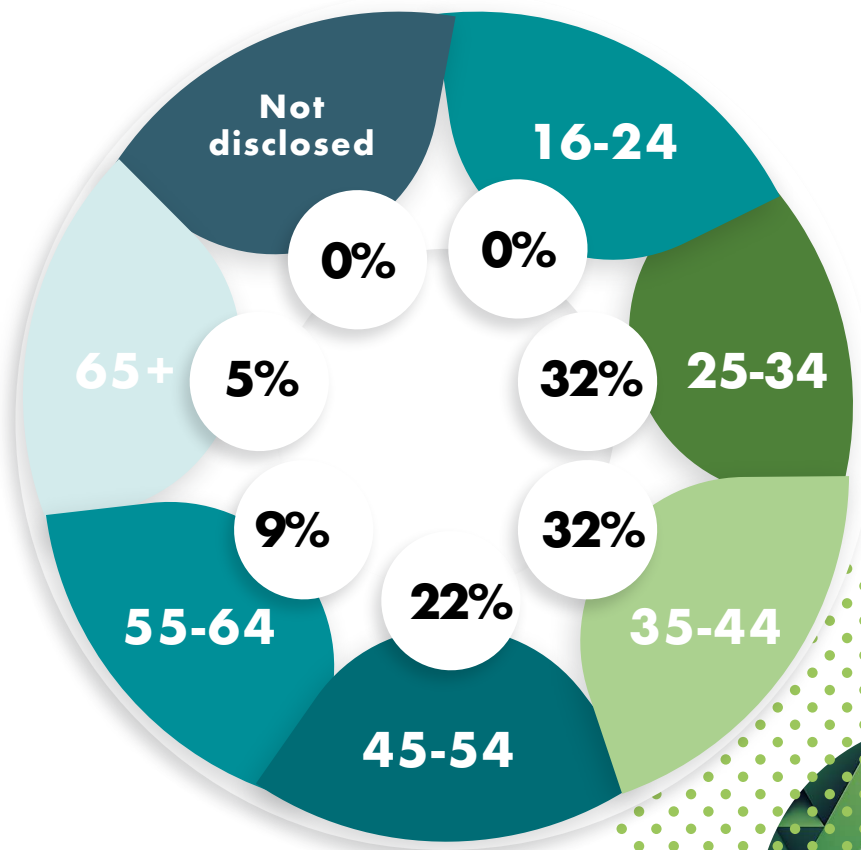
ADS HOUSING SUPPORT: REFERRAL SOURCE



ADS HOUSING SUPPORT: LOCALITY



ADS HOUSING SUPPORT: AGE RANGE



BEING THERE FAMILY SUPPORT SERVICE

Firmly established as an integral part of ADS, the Being There team supports family members on a one-to-one basis and in group sessions to help them cope with their loved one's alcohol or drug use. Offering practical and emotional support in a safe and friendly environment, the Being There

team are supporting individuals break down social isolation and stigma which they often face by promoting coping strategies to help rebuild their lives and offer hope.

A full complement of 2 full-time and 1 part-time member of staff, the Being There team practise flexible, hybrid working to cover the D&G region. Ongoing training keeps staff informed of current developments and procedures in the

alcohol and drug field, and monthly CRAFT Practitioners Forum meetings keep our vital support skills honed and fresh, benefitting families we support.

Monthly peer support meetings consist of a Friday Group in Dumfries which has grown significantly this year, from 12 participants to 18 which is very encouraging.

In June 2023 a Men's Walk and Talk Group was launched to promote engagement with support services, initially with 2 members a further 3 men joined the group by March 2024.

The groups make use of sessions to discuss topics and make connections to others facing similar challenges. Occasionally partner agencies are invited to join and

discuss how their services may benefit family members and their loved ones. In December 2023 we held an informal coffee and mince pie event which encouraged crossover between both groups.

Unfortunately, the offer of group work in the west of our region has had little interest. This is a historic issue amongst partner agencies in the area, but we will keep promoting the idea and hope to start a group in the area, as soon as numbers permit, as it has proven to be most beneficial to current members in the east of the region.

Importance of Community Engagement has been at the forefront of the Being There agenda this year, to publicise and promote our service. We have made excellent use of social media, consistently posting details of our service and sharing health, safety, and educational advice from our partners. Posters were distributed and branded marketing materials were given out, proving popular with the public and partner agencies alike.

We attended many events to promote our service directly to the public, including Stranraer Castle Green Memorial mini-walk, the Unpaid Carers Conference in Dumfries, the Wigtown Book Festival, International Overdose Awareness

Days across the region, a Xmas pop-up event in Dumfries, Alcohol Awareness Events at both sides of the county.

We also helped plan the Memorial Bench in Stranraer, erected to remember those who have lost their lives to drugs and alcohol, showing community support and providing comfort to their families through their bereavement.

We were also delighted when pupils in Stranraer, Dumfries and Annan chose to represent our charity at the Youth Philanthropy Initiative, promoting our services and raising funds on our behalf in the process.

Linking with our partner agencies is vital to provide a comprehensive service to the families we support, and this year joined forces to help organise events during Alcohol and Overdose Awareness Weeks. We supported the Carers Centre in Dumfries and were involved with the ADP Prevention Group. We also attended SFAD Leadership meetings and supported the ADP, With You, NHS Specialist Drug and Alcohol Service and D&G Recovery Group at events in Castle Douglas, Dumfries, Thornhill, Stranraer.

We attended a Practitioners' Forum in September networking with our partners and continue to be involved in the Naloxone Working Group guiding delivery of this life-saving drug in our region. Regular involvement with the Peer

Naloxone Steering Group also taken place and advice was given to develop their podcast.

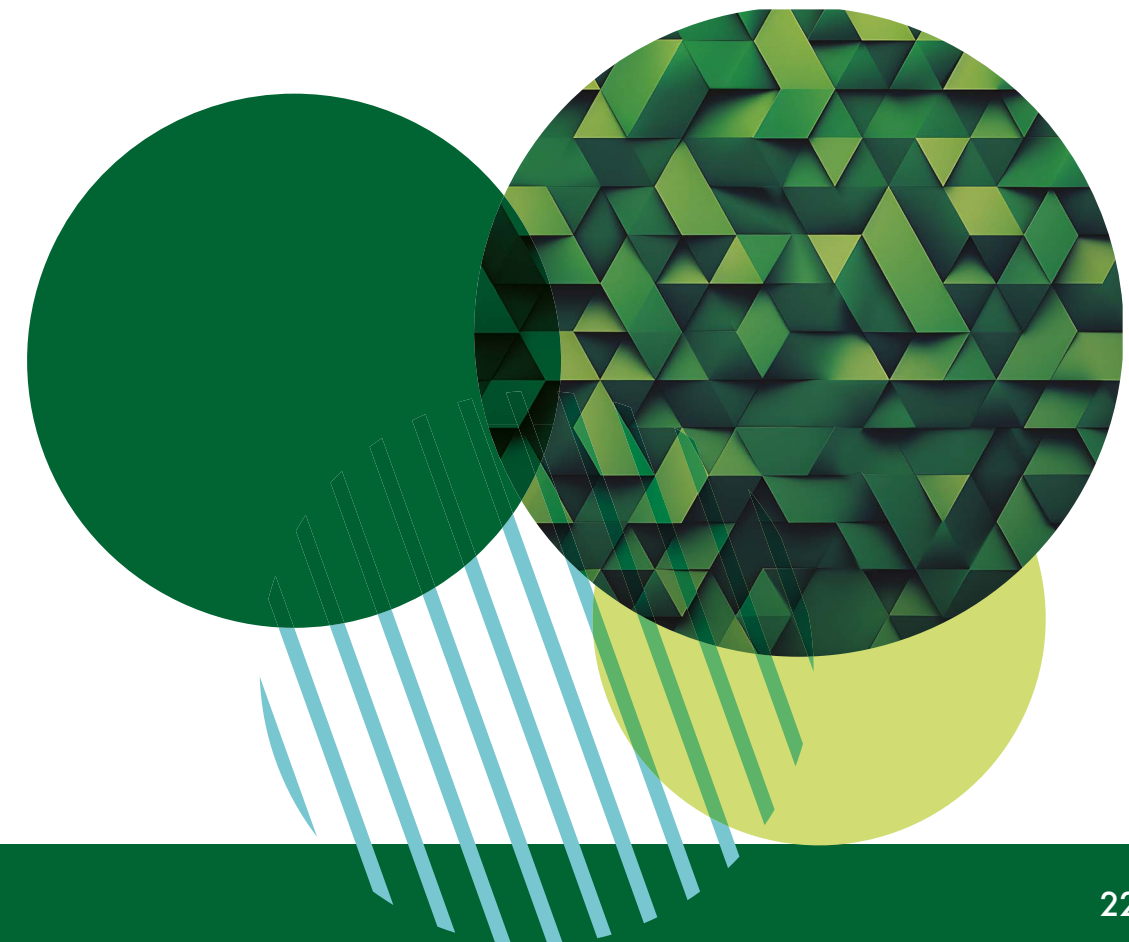
We supported families to engage with the ADP experiential feedback on current Medical Assisted Treatment [MAT] strategies, and to help plan future services in the region. We became involved with the ADP group addressing the Needs of Women and Children Affected by Substance Use, planning strategies to break down barriers for women accessing support, and in January 2024 we helped develop monthly RADAR meetings and took part in a presentation and training event regarding Building Healthy Foundations with Independent Living Support.

Increasing referral rates this year were encouraging. With an annual target of 20 we are delighted to report achieving 225% of this, totalling 45 referrals. This is an increase of 10% on last year and indicates service growth. Again, as in previous years, many more women accessed our service than men.

Self-referrals accounted for 56% of our family members this year, with both SDAS and WY referring a further 11% each. Annandale & Eskdale was by far the main area of need this

year with 51% of referrals coming from there, with a further 20% from Stewartry, 16% from Nithsdale and 13% from Wigtownshire.

All of this shows need and significant growth in our service, which is very reassuring.



BEING THERE FAMILY SUPPORT SERVICE

Evaluation and feedback is always important to our team ensuring we are delivering beneficial services which meets the needs of the families we support. Returned feedback questionnaires showed 100% of people we supported found the quality of support they received to be excellent. This is some of the amazing feedback we received this year.

"It has been really engaging and good to talk and offload and to know about the help that's out there to support him too."

"Service was flexible around times that suited me. Let me guide the discussion to fit my needs. Felt supporter genuinely cared and wanted to help."

"I've never had better support. Talking to an independent person was good, someone impartial. The service was valuable, a lifeline. I decided how often the appointments were and could have had them more frequently if I wanted."

"I found the support very helpful. Being able to vent and get impartial advice back."

"I needed someone to offload to who wouldn't judge and that is what I got. They helped put things back into perspective and give me pointers as to possible ways to approach issues."

"They gave me ideas of things I hadn't thought about. The service was flexible, I didn't always want a call every week, so we negotiated times to chat."

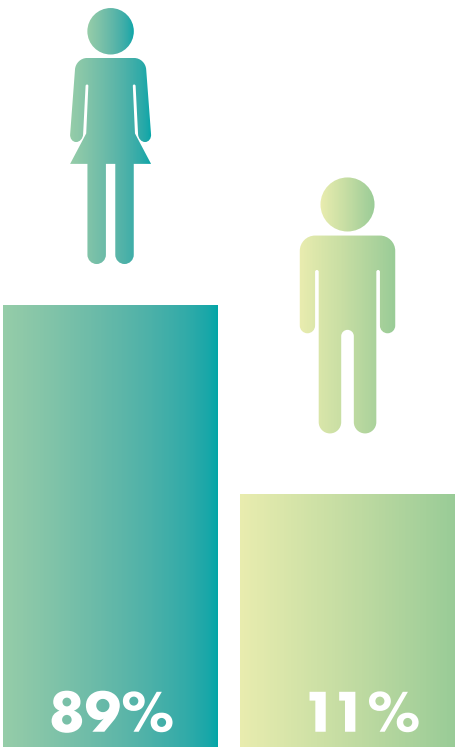
"The support I received was fantastic, really took an interest and helped out with advice. The person was so easy to talk to. Someone who was there for me when I needed it most."

BEING THERE: REFERRALS

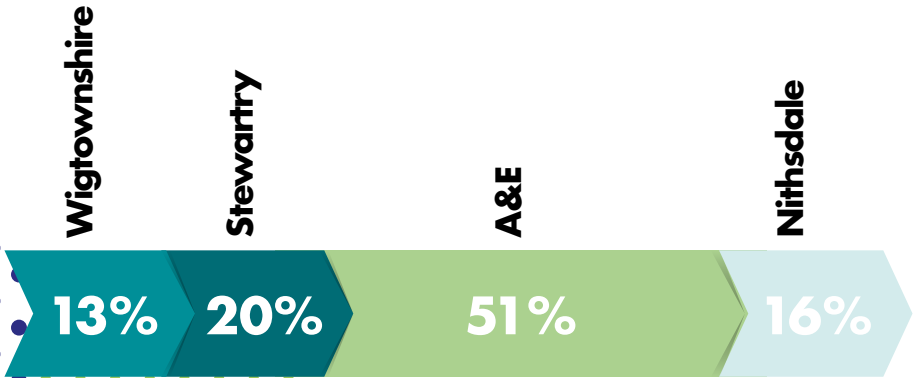


TOTAL REFERRALS RE-REFERRALS

BEING THERE: GENDER



BEING THERE: LOCALITY

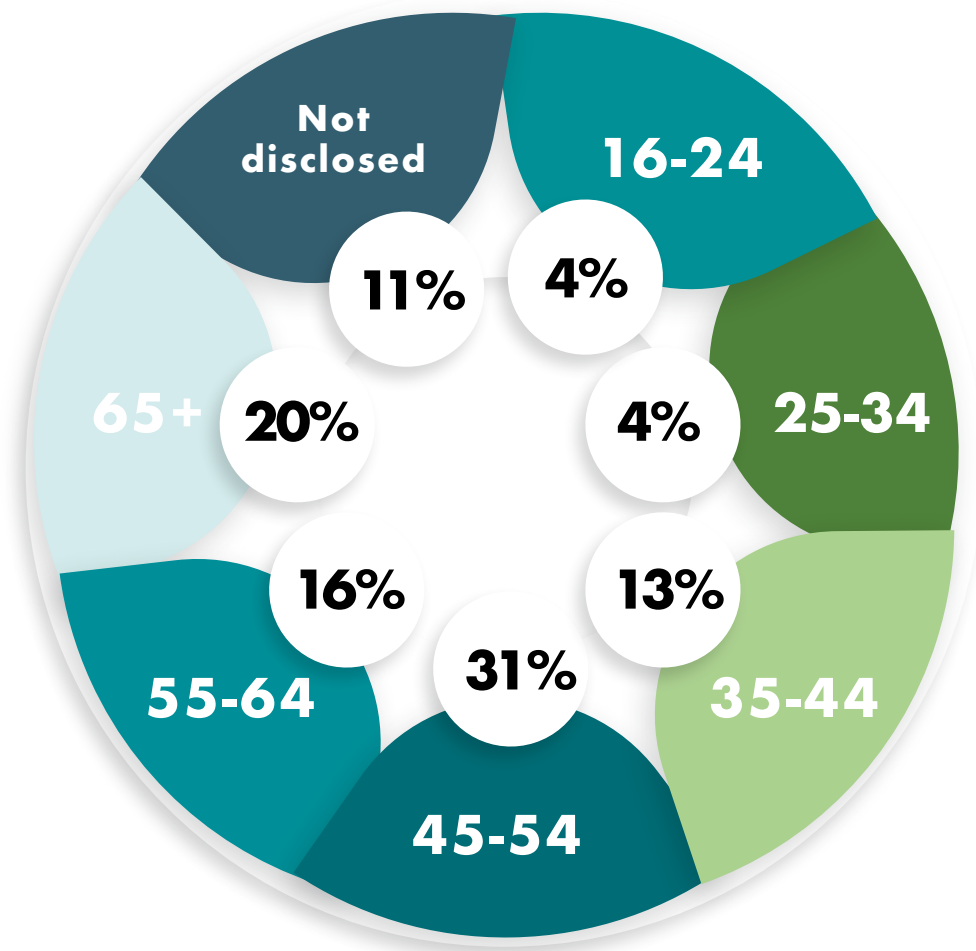


So next year, we plan to continue raising the Being There profile and champion every aspect of ADS services. We will take part in a podcast to reach a new audience and will continue to deliver responsive, tailored support to meet families' needs. We will encourage growth within our peer support groups and look at different ideas to initiate a group in the west of the region. We will continue to collaborate with other agencies to offer a comprehensive support network for family members and their loved ones... because FAMILIES are at the forefront of our service delivery and the heart and soul of what we do.

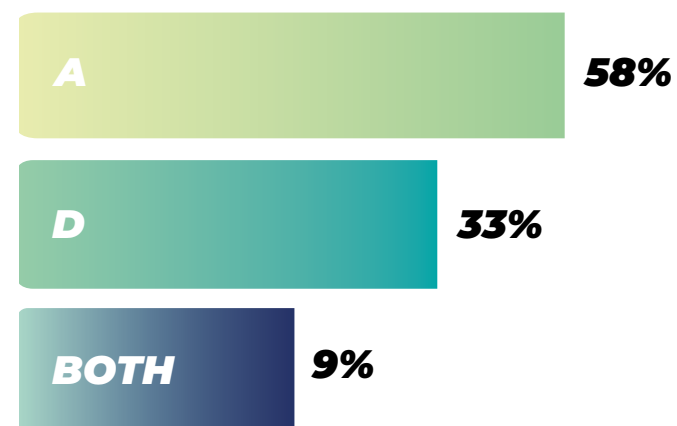
Morag Hogg
Being There Family Support Worker

BEING THERE FAMILY SUPPORT SERVICE

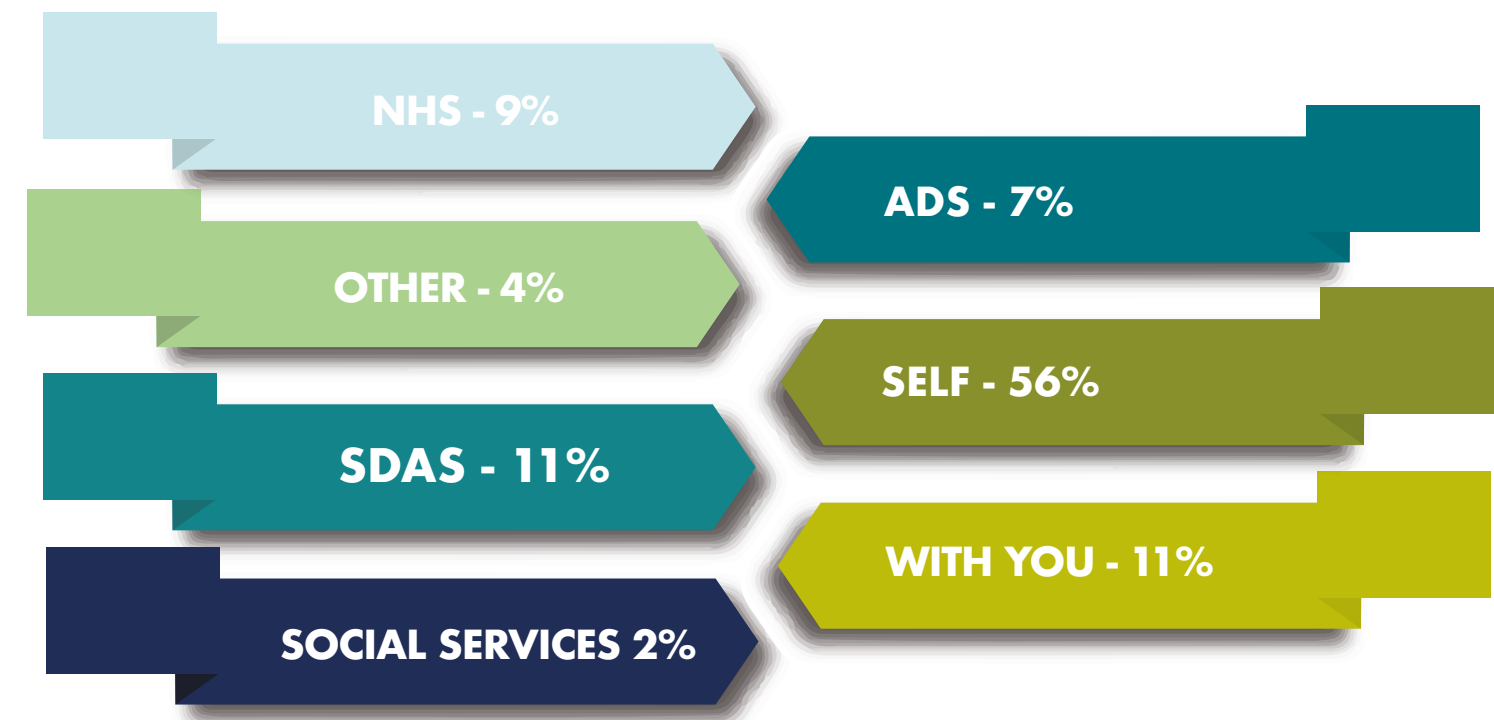
BEING THERE: AGE RANGE



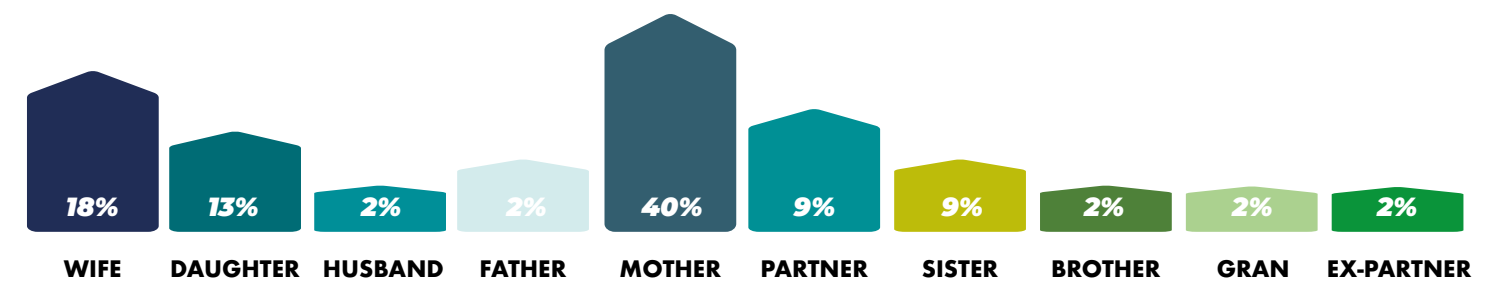
BEING THERE: SUBSTANCE



BEING THERE: REFERRAL SOURCE

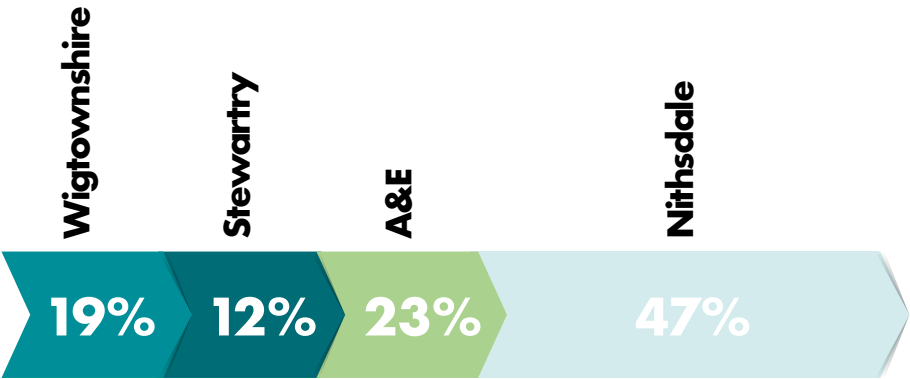


BEING THERE: RELATIONSHIP



ADS Total

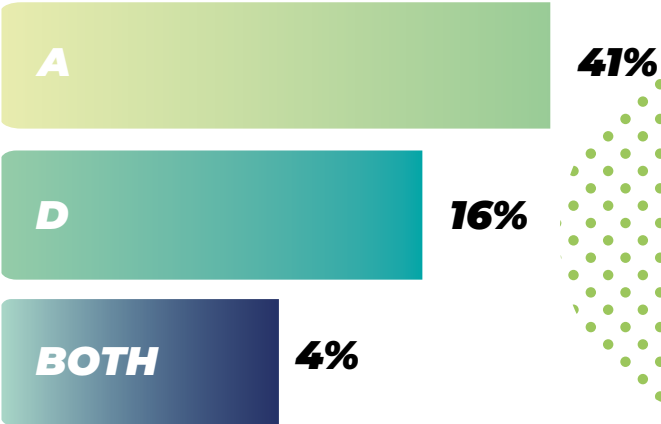
ADS TOTAL: LOCALITY



ADS TOTAL: REFERRALS



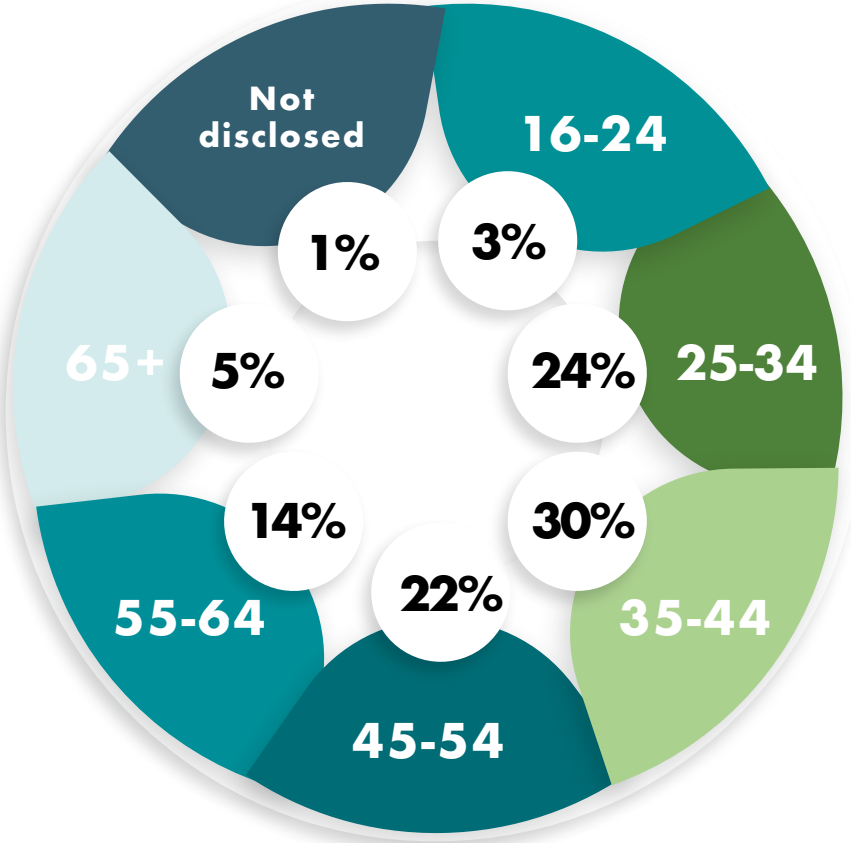
ADS TOTAL: SUBSTANCE



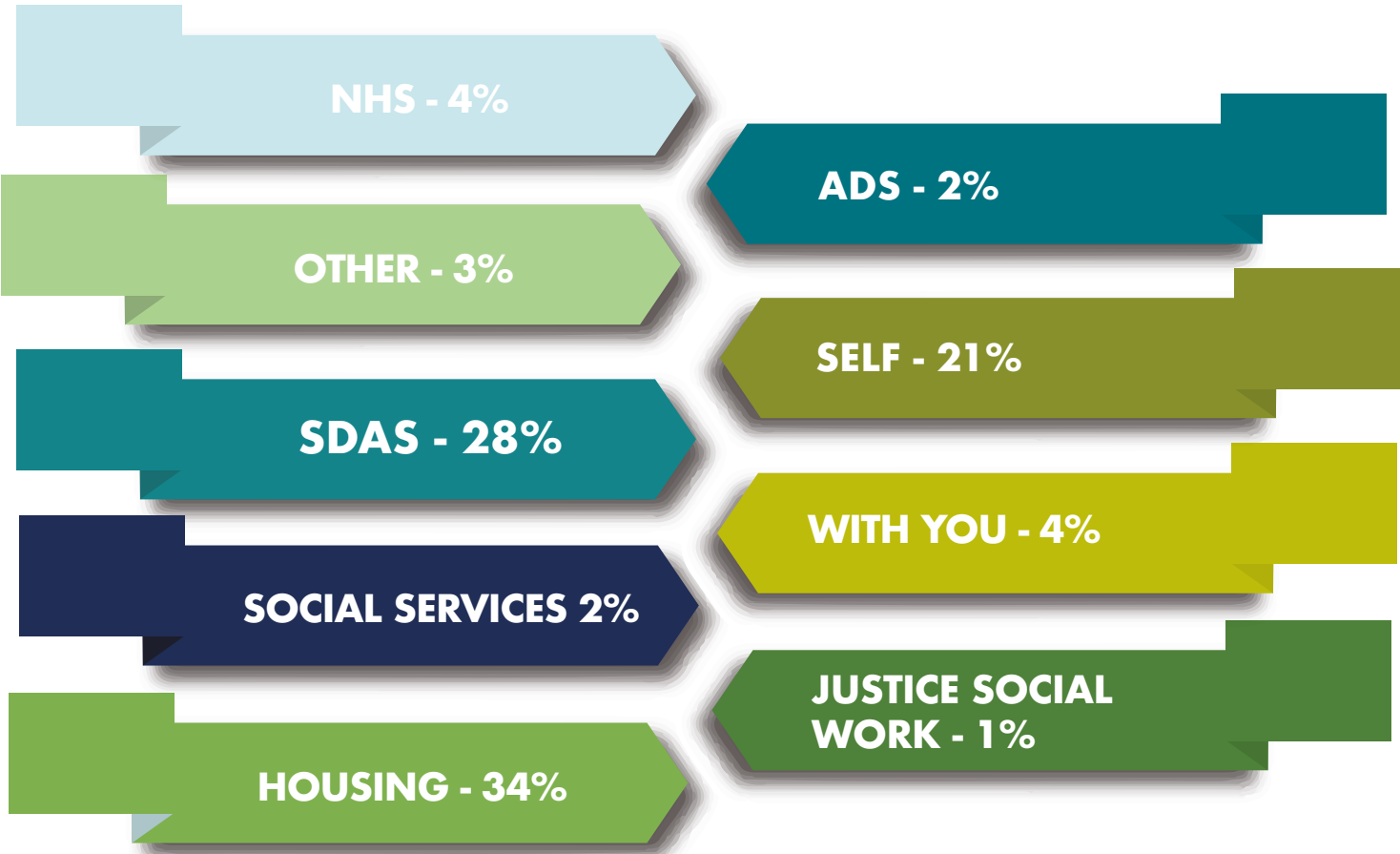
ADS TOTAL: GENDER



ADS TOTAL: AGE RANGE



ADS TOTAL: REFERRAL SOURCE



Statement Of Financial Activities

(including income and expenditure account)

for the year ended 31st March 2024

	Unrestricted Funds(£)	Restricted Funds (£)	Total Funds 2024 (£)	2023 (£)
Income from				
Donations & legacies	1,545	-	1,545	2,270
Charitable activities	39,558	712,704	752,262	731,582
Investments	5,630	-	5,630	1,476
Total Income	46,733	712,704	759,437	735,328
Expenditure on Charitable activities				
Operations of activities	(111,539)	(573,506)	(685,045)	(580,074)
Governance costs	(12,800)	-	(12,800)	(11,200)
Total expenditure	(124,339)	(573,506)	(697,845)	(591,274)
Net income/(expenditure) for the year	(77,606)	139,198	61,592	144,054
Transfers between funds	80,000	(80,000)	-	-
Net movements in funds	2,394	59,198	61,592	144,054
Reconciliation of funds:				
Total funds brought forward	191,089	270,405	461,494	317,440
Total funds carried forward	£193,483	£329,603	£523,086	£461,494

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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