



ADS ANNUAL REPORT



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“Welcome to our Annual Report for 2024–2025. It has been a highly successful year for ADS—marked by strong achievements as well as significant changes and challenges.”

Leadership

As previously described, at the start of April 2024 we undertook a review of our leadership structure and were delighted to appoint Janice Henderson, formerly Housing Support Team Leader, to a new role as Service Manager. With many years of experience in Housing Support, this was a natural and well-deserved progression for Janice. We also welcomed Laura Payne, Administration and Compliance Manager, to the Leadership Team. Laura brought specific responsibility for our Talking Therapies Service, working closely with Debbie Dickie, our Professional Head of Service, and the Chief Executive.

Our new Leadership Team quickly settled into their new roles, bringing fresh energy and focus to their areas of responsibility.



Staffing – Departures & Arrivals

In part due to uncertainties with future contracts, Matthew Thomas left the Being There Family Support Service in July 2024 to take up a position in Orkney where he had previously worked. The remaining Being There staff shouldered the additional workload caused by his departure until future contracts had been secured.

The Housing Support team welcomed five new members this year. As with other care and support services, recruitment had been a challenge. It had taken a while to recruit the right people for the roles within housing support. Rosemary Scott joined us in April 2024, followed by Lou Watkins [Lou had worked with ADS in the past and was keen to return].

Holly McHugh and Jade Devlin joined the team in August 2024, followed by Christopher Watson in November 2024. With these appointments, the Housing Support team was now fully staffed, resulting in a more manageable workload and improved work-life balance for all team members.

The new staff have integrated seamlessly into the existing team, bringing with them a welcome enthusiasm and a thoughtful curiosity that has been both energising and refreshing.

Investors in People Awards 2024

In 2023, ADS underwent the re-accreditation process with Investors in People (IIP)—an accreditation we have proudly held since 2001. We were delighted at the time to report that not only did we successfully maintain our IIP accreditation, but our assessment scores also improved compared to the previous review in 2020.

In 2024, we were thrilled to be informed that ADS has been recognised as one of the top 20 IIP accredited UK employers [4-49 employees] and were invited to submit a free entry to the Investors in People 2024 Awards.

The Investors in People Awards 2024 attracted over 300 entries from 200 organisations across 15 countries, celebrating the highest standards in organisational development and people management. We were proud that ADS was one of only five organisations from across the UK to reach the finals in the category ‘2–49 Employees – Standard Accreditation’.

The results were announced at a prestigious Awards Ceremony held in London on 13th November 2024, and we were thrilled to be named the UK Investors in People Employer of the Year 2024. This remarkable achievement reflects our ongoing commitment to excellence in investing in our staff to further organisational development.



Other Quality Accreditations

In addition to maintaining our accreditation with Investors in People, ADS remained fully committed to the principles and dimensions of Fair Work First, all of which are firmly embedded within our organisation. These core dimensions guide our practices and culture:

- Effective Voice
- Opportunity
- Security
- Fulfilment
- Respect

This ongoing commitment ensures that our working environment continues to support and empower our staff in meaningful and sustainable ways.

ADS became licensed as a Living Wage Employer and a Living Hours Employer in 2024. By offering Living Hours to directly employed staff and relevant third-party staff covered by the Living Wage commitment, ADS committed to provide workers with secure hours and predictable shifts.

ADS Services

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

Talking Therapies

During the past year:

- 269 individuals accessed support for alcohol and/or drug-related issues
- 23 individuals sought help in relation to gambling—either their own or that of someone close to them
- 100% of clients were seen within 21 days of referral

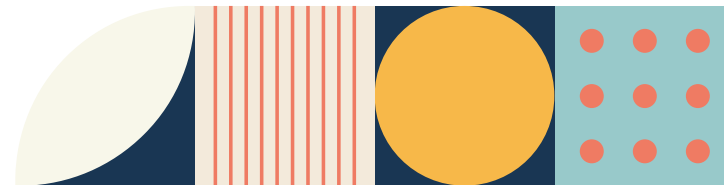
“I found the entire experience extremely positive from first getting in touch with ADS to signing off with X a few weeks ago. The speed at which I was put in touch with a counsellor was great, not left on a waiting list for months and months and X was very accommodating when it came to scheduling my sessions. The service itself was a great whole picture approach and helped me deal with some longstanding issues that seemed to be the root of my addictions.”

Talking Therapies Client

Contracts

In 2024, the Dumfries and Galloway Alcohol and Drug Partnership (ADP) initiated the recommissioning process for all Third Sector Alcohol and Drugs Services, including our Talking Therapies and Being There Family Support Services. However, due to unforeseen delays in the procurement process—beyond the control of all parties—the existing services continued uninterrupted through to 31st March 2025.

Throughout this extended and challenging period of uncertainty, the ADS staff affected by these delays demonstrated exceptional commitment—to their clients, their colleagues and their ongoing professional development. Their dedication, resilience, and professionalism have been truly outstanding. We extend our sincere thanks and appreciation to the entire team for their unwavering loyalty and fortitude.



While overall referral numbers were lower than in previous years, client satisfaction remained high with 97.5% positive feedback and an 89% engagement rate.

This consistently high success rate—mirroring outcomes from previous years—demonstrates the ongoing effectiveness of therapeutic support in helping individuals make meaningful and lasting changes in their lives.

Housing Support

This was another year of achieving and recording positive outcomes for the people accessing our Housing Support Service. We continued to be busy with 204 referrals coming through this year. Sadly, Dumfries and Galloway continues to have an unprecedented amount of people presenting themselves as homeless.

“You have been brilliant throughout my hard times. I am so grateful for the endless amount of support you have given me. You had confidence when I couldn’t see it”.

Housing Support Client

Conclusion

We close this financial year with a strong sense of optimism for the future of ADS. The successful retention of our contracts for Talking Therapies and Family Support has provided much-needed financial stability for the organisation.

We are excited about the opportunities ahead and look forward to developing new approaches and ideas in the coming months. Our sincere thanks go to the ADP for their continued confidence and support.

We would like to extend our heartfelt thanks to our dedicated staff for their loyalty and hard work throughout the year. The delivery of quality services to vulnerable individuals remains at the heart of what we do, and none

Dr Angela Roberts
Chief Executive

Being There Family Support

Offering practical and emotional support in a safe and friendly environment, the Being There team helped family members tackle social isolation and stigma which they often faced, by promoting coping strategies to help rebuild their lives and offer hope.

We had 53 referrals for the Being There Team, and we had some welcome feedback from them and what the service means to them.

“This service made me feel a lot better. I felt like a better version of myself, back in control and able to deal with it”.

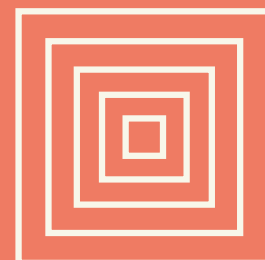
Being There Family Member

of it would be possible without the commitment and professionalism of our outstanding team.

We extend our sincere gratitude to the ADS Charity Trustees for their steadfast commitment and the invaluable support they continue to provide to both the Chair and the Chief Executive. Their dedication is deeply appreciated.

We also wish to express our particular thanks to Janice Henderson, Laura Payne, Morag Hogg, and Lisbeth McCollm for their significant contributions to the preparation of this year’s Annual Report. In addition, we are grateful to Katy Coltart of KC Creative for her professional expertise and creative input in the design of the report.

Mr Syd Barry
Chair



Honorary President

Ian Stewart OBE

Directors

Syd Barry JP
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

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

Kirsteen McColm
Housing Support Worker

April Wilson
Housing Support Worker

Kirsty Russell
Housing Support Worker

Rosemary Scott
Housing Support Worker

Louise Watkins
Housing Support Worker

Holly McHugh
Housing Support Worker

Jade Devlin
Housing Support Worker

Chris Watson
Housing Support Worker

Family Support Service

Lisbeth McColm
*Family Support Worker
Annandale & Eskdale*

Morag Hogg
*Family Support Worker
Wigtown & Stewartry*

Math Thomas (until June 2024)
*Family Support Worker
Nithsdale*



In 2024, the Dumfries and Galloway Alcohol and Drug Partnership (ADP) began the process of recommissioning the Talking Therapies Service. However, due to unforeseen delays in the procurement process—beyond the control of all involved—the existing service continued uninterrupted through to 31st March 2025.

A new contract was offered for competitive tender in December 2024, and we are delighted to report that ADS was successful, securing the new Talking Therapies contract in April 2025. Our thanks to the ADP for their continuing faith in what we deliver.

Throughout this extended period of uncertainty, the Talking Therapies team at ADS demonstrated exceptional commitment—to their clients, their colleagues, and their own professional development. Their dedication, resilience, and professionalism have been outstanding, and we extend our sincere thanks and appreciation to the entire team for their unwavering loyalty and fortitude.

“We are delighted to report that ADS was successful, securing the new Talking Therapies contract in April 2025. ”

Activity Report Summary (2024–2025)

During the past year:

- 269 individuals accessed support for alcohol and/or drug-related issues
- 23 individuals sought help in relation to gambling—either their own or that of someone close to them
- 100% of clients were seen within 21 days of referral

Referral patterns remained consistent, with the majority of clients referred from other treatment and recovery services across Dumfries and Galloway. Gambling referrals were received in the main from Gamcare and RCA Trust, our partners in gambling support. Our continued collaboration with partner organisations ensures a seamless experience for clients, helping them access the most appropriate and effective support.

Client Outcomes

Recovery Outcomes data continue to reflect the strong impact of our Talking Therapies service. In the past year, 95% of clients reported a significant improvement in their substance use following engagement with therapy. While overall referral numbers were lower than in previous years, client satisfaction remained high with 97.5% positive

feedback and an 89% engagement rate.

This consistently high success rate—mirroring outcomes from previous years—demonstrates the ongoing effectiveness of therapeutic support in helping individuals make meaningful and lasting changes in their lives.

“It has been great to talk every week and have someone hold me accountable. I've loved having this weekly appointment to discuss what has been going well and what I still need to work on. I always knew I could reduce my drinking but the service really helped me make it a reality.”

Talking Therapies Client

“I found the entire experience extremely positive from first getting in touch with ADS to signing off with X a few weeks ago. The speed at which I was put in touch with a counsellor was great, not left on a waiting list for months and months and X was very accommodating when it came to scheduling my sessions. The service itself was a great whole picture approach and helped me deal with some longstanding issues that seemed to be the root of my addictions.”

Talking Therapies Client

These personal reflections highlight the value of consistent, supportive engagement in helping clients achieve their goals and sustain recovery.

Dr Angela Roberts
Chief Executive

COSCA Recognition Scheme

Following a successful evaluation of the Talking Therapies service in early 2023, the Company decided to pursue accreditation through the COSCA Recognition Scheme.

This scheme allows COSCA Member Organisations like ADS to demonstrate how they uphold COSCA’s nine Ethical Principles and the impact they have on the communities they serve. ADS achieved COSCA Recognition in January 2024, and following evaluation in January 2025, ADS was confirmed as continuing to meet the required standards.



Plans for the Future

With a period of relative stability anticipated—particularly in terms of contracts and funding—ADS plans to focus on the following priorities:

- Continual improvement of services to ensure they meet the evolving needs of individuals and communities
- Regular review of policies and procedures to maintain high standards and regulatory compliance
- Ongoing training and development for staff to support a skilled, motivated workforce

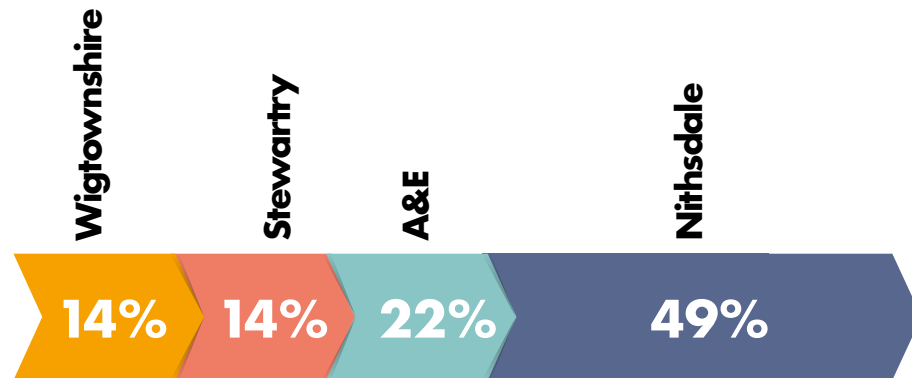
We also remain dedicated to working in partnership with other organisations and strengthening recovery communities across the region.

Client Outcomes Data

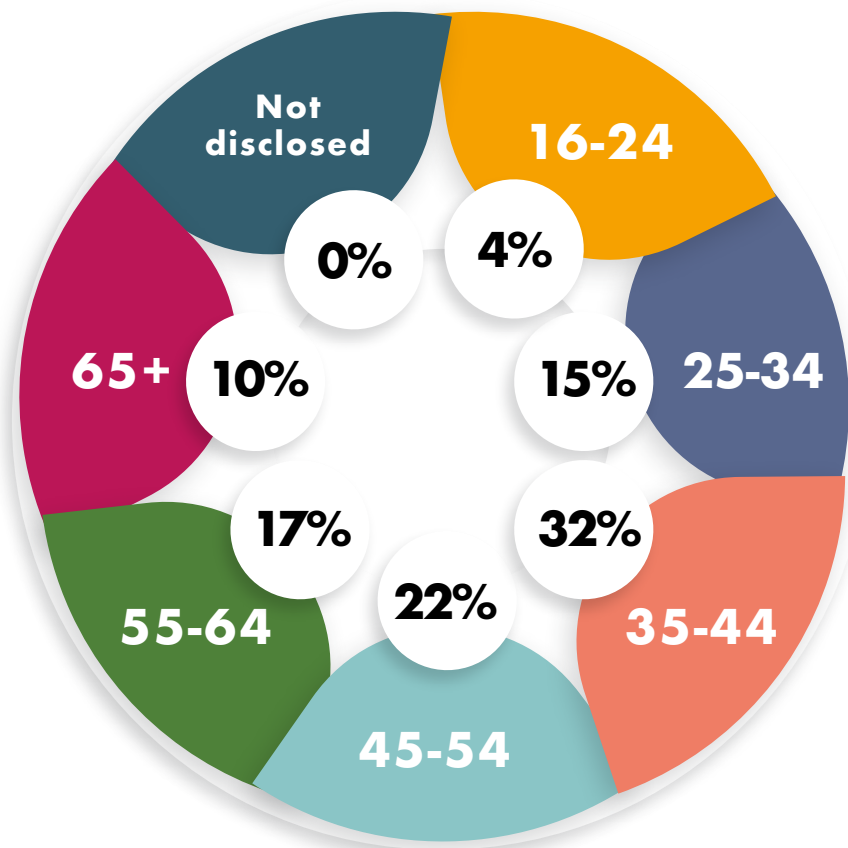
		COUNT / PERCENTAGE INCREASE & DECREASE						EVERY COUNT
AVERAGE INCREASES		DECREASE		NO CHANGE		INCREASE		
SUBSTANCE	2.95	0	0.0%	3	4.9%	58	95.1%	61
SELF CARE	1.67	0	0.0%	16	26.2%	45	73.8%	61
R'SHIPS	1.20	1	1.6%	24	39.3%	36	59.0%	61
PHYSICAL HEALTH	0.85	7	11.5%	22	36.1%	32	52.5%	61
MENTAL HEALTH	1.95	2	3.3%	5	8.2%	54	88.5%	61
TIME	1.44	2	3.3%	19	31.1%	40	65.6%	61
HOUSING	0.18	1	1.6%	54	88.5%	6	9.8%	61
OFFENDING	0.11	1	1.6%	56	91.8%	4	6.6%	61
MONEY MATTERS	0.70	2	3.3%	40	65.6%	19	31.1%	61
CHILDREN	0.03	2	3.3%	54	88.5%	5	8.2%	61

TALKING THERAPIES

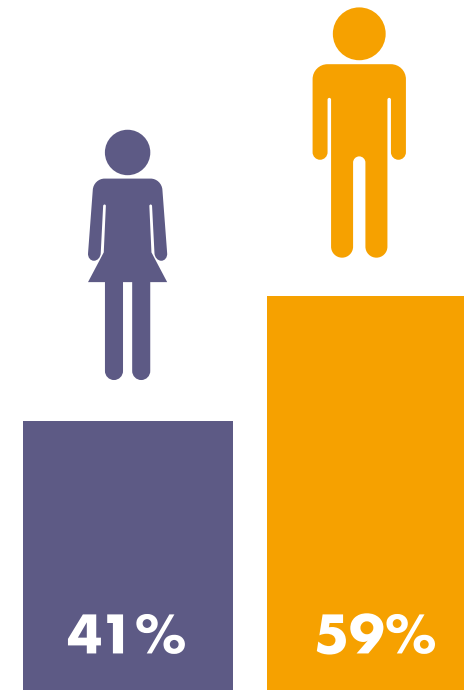
ADS TALKING THERAPIES: LOCALITY



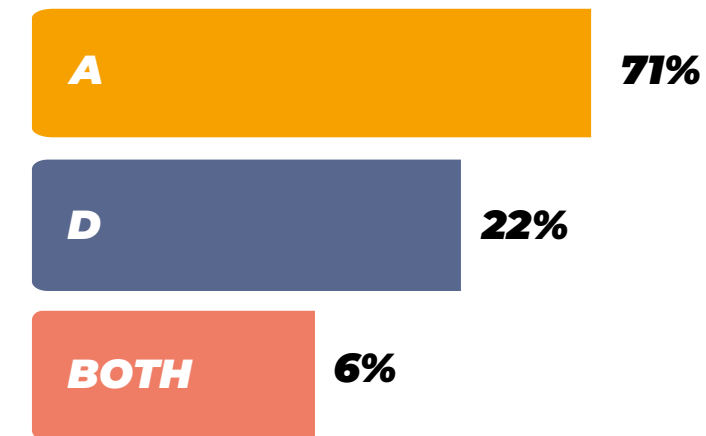
ADS TALKING THERAPIES: AGE RANGE



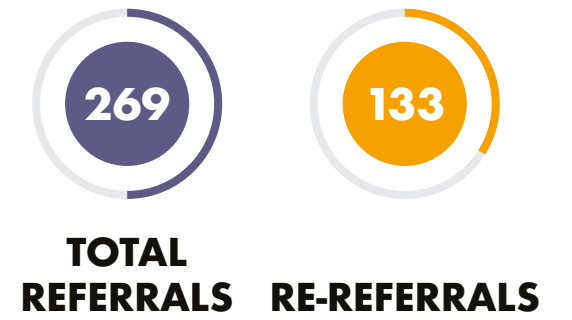
ADS TALKING THERAPIES: GENDER



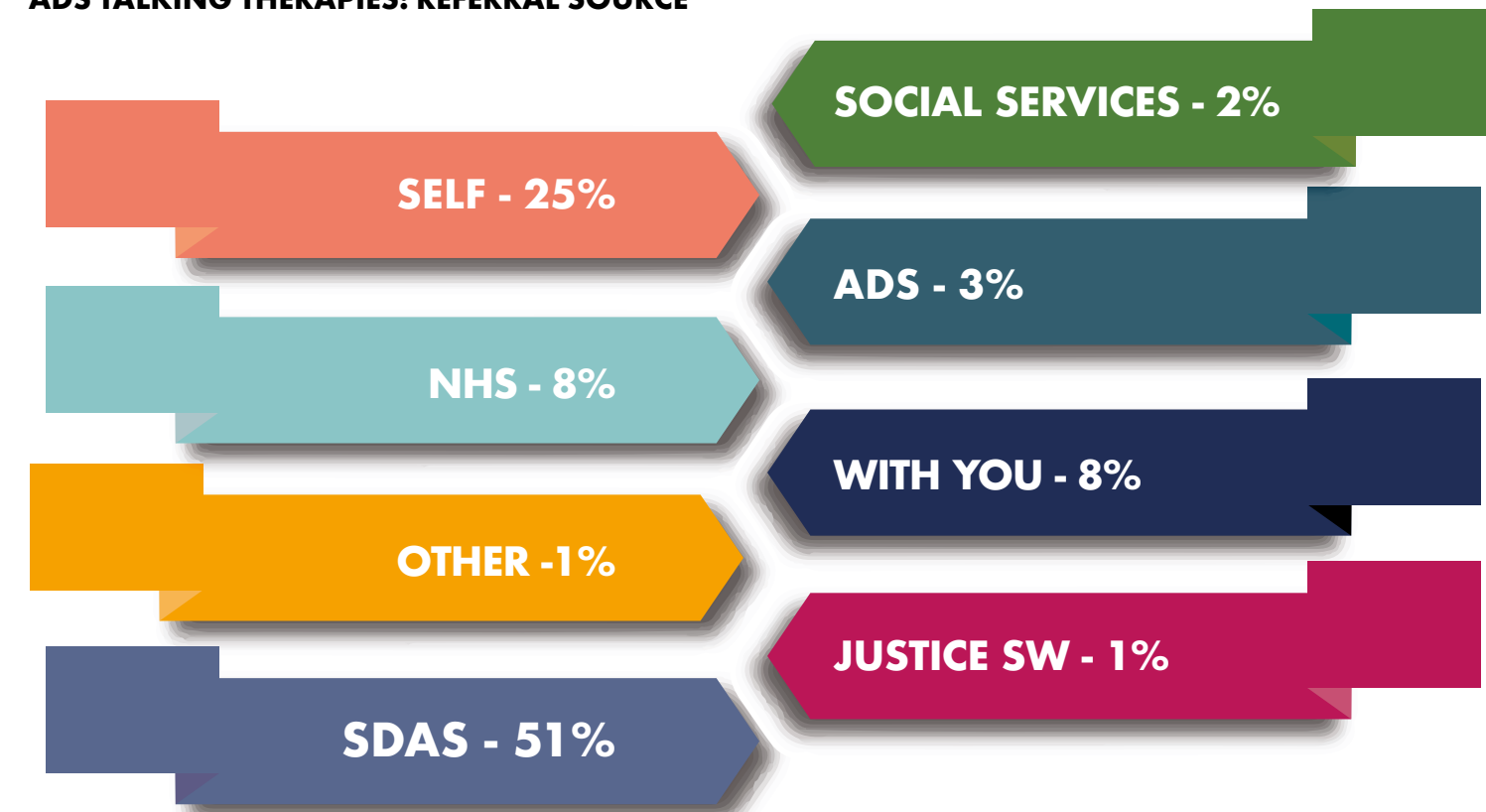
ADS TALKING THERAPIES: SUBSTANCE



ADS TALKING THERAPIES: REFERRALS

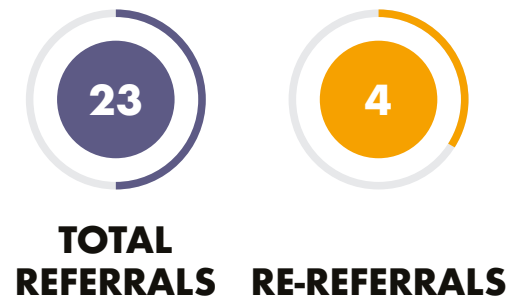


ADS TALKING THERAPIES: REFERRAL SOURCE



GAMBLING SERVICES

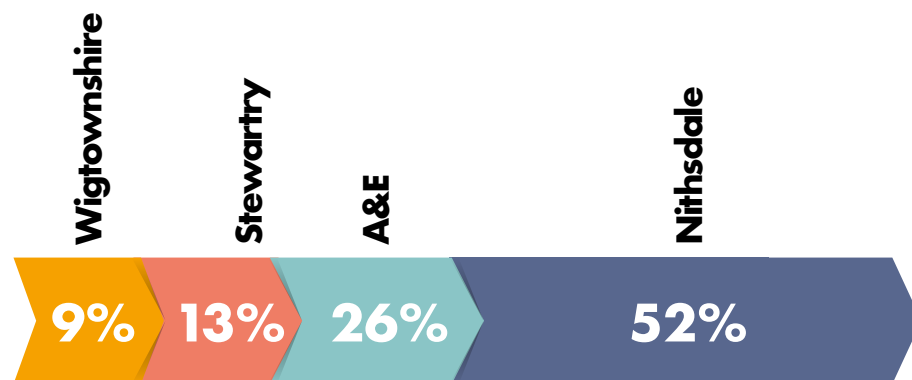
ADS GAMBLING SERVICES: REFERRALS



ADS GAMBLING SERVICES: GENDER

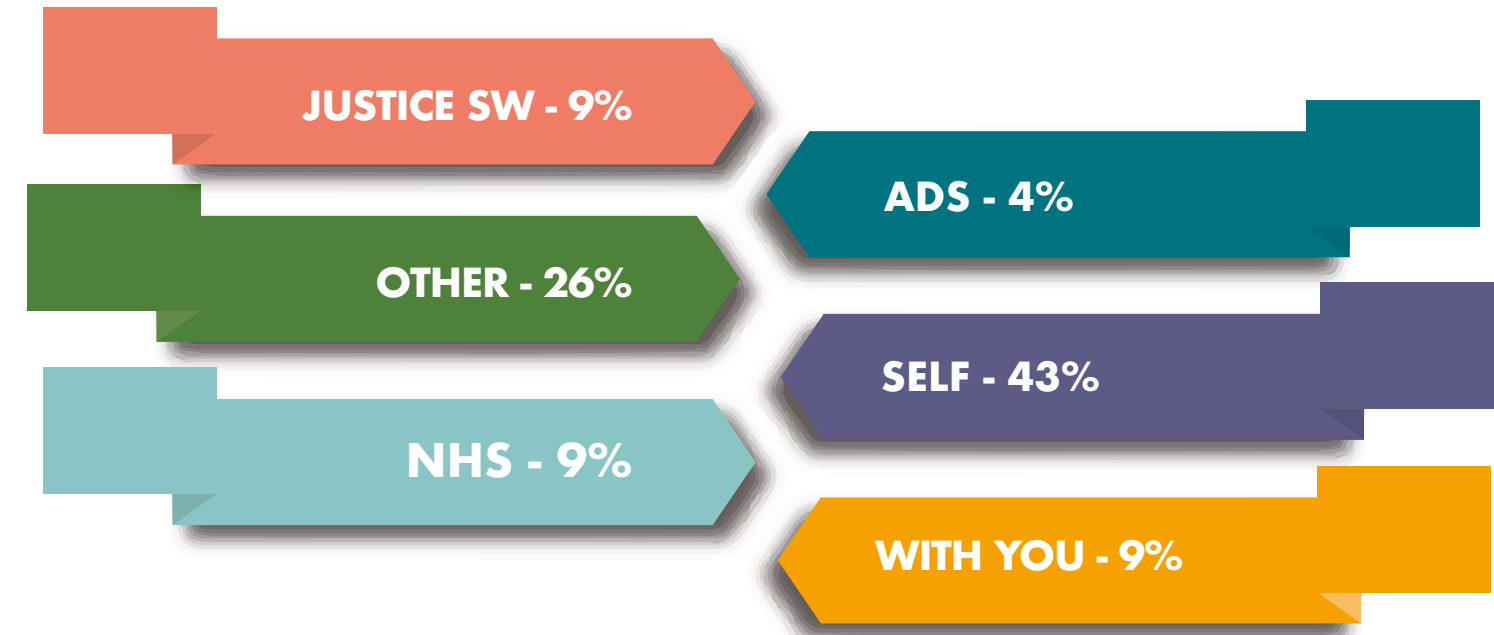


ADS GAMBLING SERVICES: LOCALITY

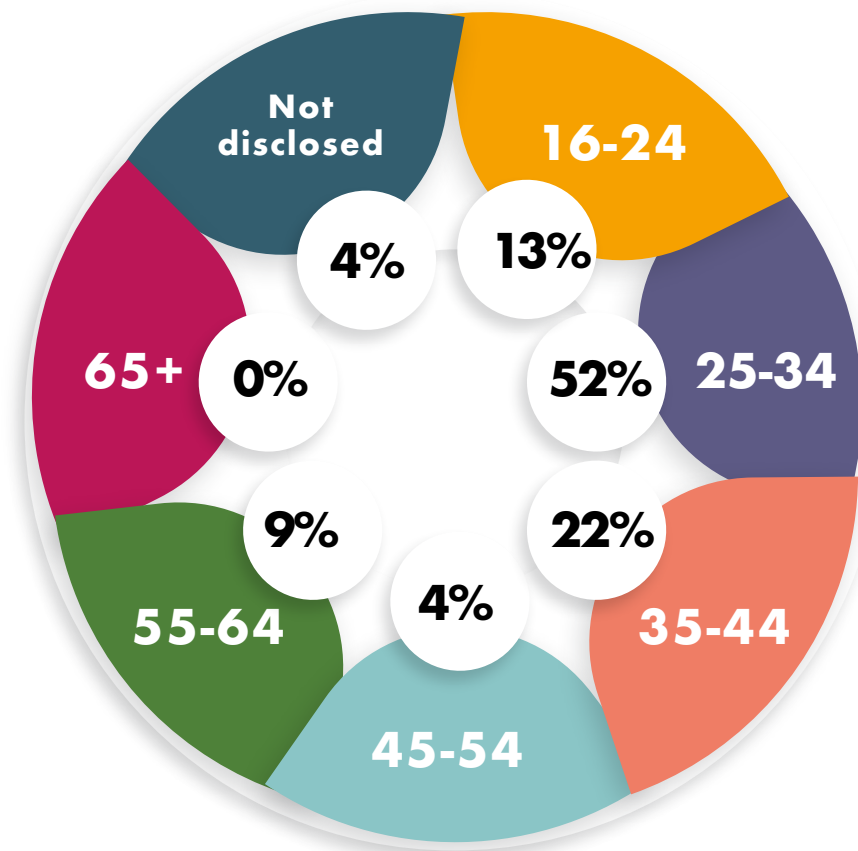


GAMBLING SERVICES

ADS GAMBLING SERVICES: REFERRAL SOURCE



ADS GAMBLING SERVICES: AGE RANGE



Current Contract

In our third year under this current contract, we continued to be busy with 204 referrals coming through this year: 153 males and 51 females, 63 of those were re-referrals. We aimed to ensure all individuals maintain and sustain their own tenancy delivering the best support available. We have been allocated another year to our contract which we are delighted with and are looking forward to fulfilling this. Sadly, Dumfries and Galloway continues to have unprecedented amount of people presenting

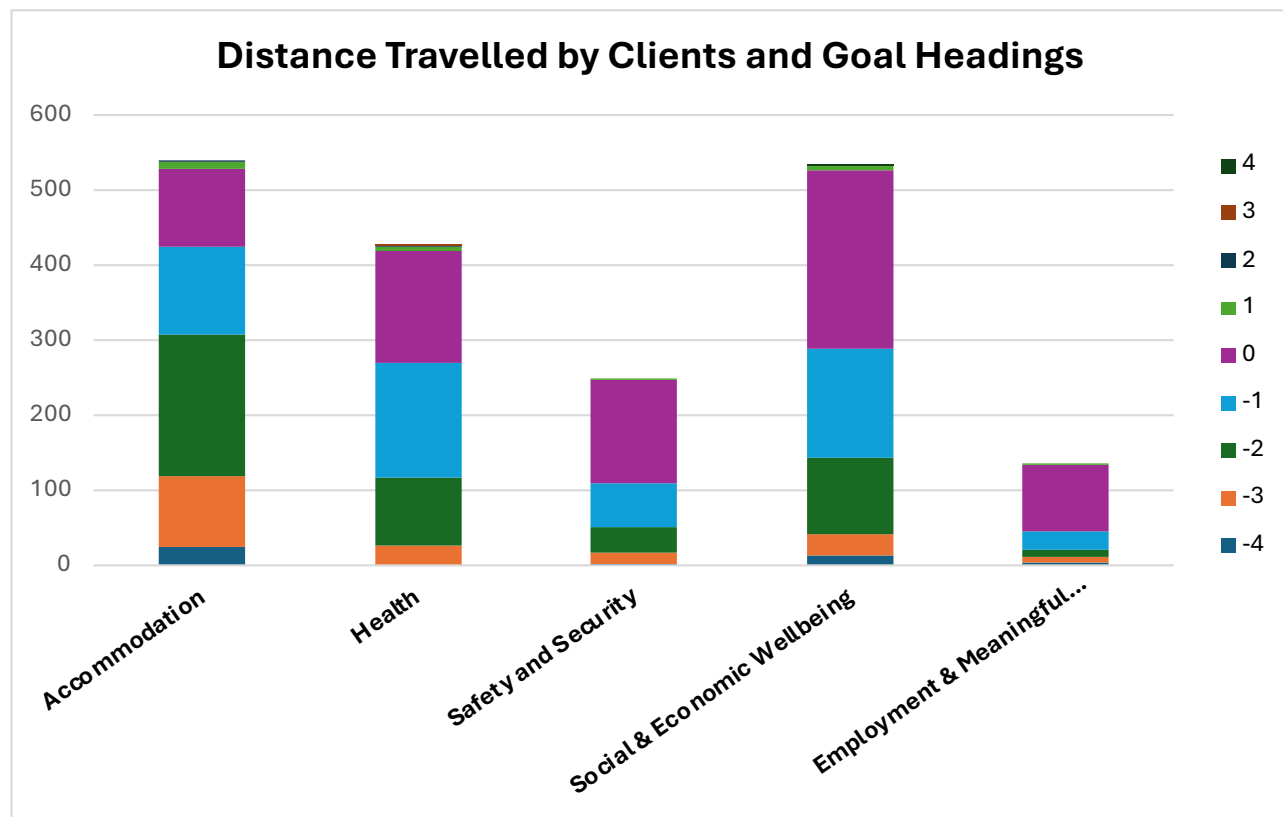
themselves as homeless.

We continually worked closely and collaboratively with our commissioners – Dumfries and Galloway Council. We had regular and open communication along with structured quarterly meetings to discuss progress made and review how we were performing. We continued to have a sound collaborative partnership.

The People We Support

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 and the remit of our service, there were significant improvements in outcomes that were recorded in the Accommodation

elements of our outcome reporting as well as Social and Economic Wellbeing. We achieved positive outcomes in all elements of support.



Given the challenges of this year, high referrals and resourcing issues, we were absolutely thrilled to achieve an excellent rating of 98% from our service users through the

feedback form: we are delighted with the comments they say about our service.

What the people we supported said about us....

I wouldn't be where I am now if it wasn't for my support worker. Her encouragement and support have kept me afloat and she has supported me to manage my finances more responsibly.

You are all amazing. Really persevered with me through everything. I didn't think I would ever be able to move on.

Thank you for all the support and giving me confidence in myself to get back on my feet with your help.

You really help me get back into my house and help me speak to everyone. Sometimes I don't understand everything, and you help me understand.

The support since I moved out of women's aid has been very welcomed and I trust you and am able to talk to you.

Just helping me get to grips with everything. I have never lived alone before, and it's been great having someone show me the forgetful things.

I really got back onto my feet with the help you gave me.

Just always being able to come over and help me. Helping me speak to everyone on the phone

You have been brilliant throughout my hard times. I am so grateful for the endless amount of support you have given me. You had confidence when I couldn't see it.

I can't believe you can support me and all you are doing is way too much for me to thank you.

Staff

We currently have 13 team members working part-time and full-time. As with other care and support services, recruitment has been a challenge. It has taken a while to recruit the right people for the roles within housing support. Delighted to report that we successfully recruited Rosemary Scott in April 2024 and Lou Watkins in July 2024: Lou had previously worked with us and was keen to come back. Both had experience in this field of work. We required more housing support workers due to our referrals and individual workloads being so high, so we tried something new regarding recruitment this time. We attended an open day run by the job centre to promote the job vacancies within housing support. This was a productive day with interviews taking place later. We conducted online interviews which were very successful – all candidates attended which does not always happen. The hard decision was who to choose.

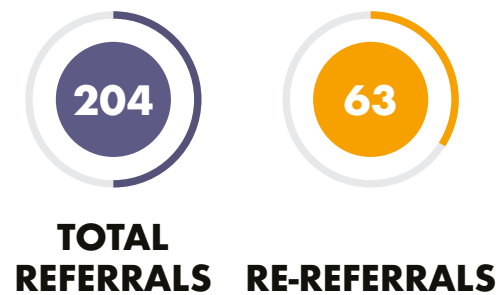
We finally chose Holly McHugh, Jade Devlin and Chris Watson. Holly and Jade joined us in August 2024 and Chris finally joined us in November 2024. Reave left us for a while due to having a baby in October, a little bit earlier than expected but both mum and baby are doing well. We are now fully staffed, which is working out well for everyone, ensuring everyone's work level has been reduced, a better balance for everyone. All new staff members have fitted in seamlessly with the other staff, they have brought enthusiasm and lots of questions which have been refreshing. I am very proud of our Housing Support Team.

Janice Henderson

Housing Support Service Manager

HOUSING SUPPORT

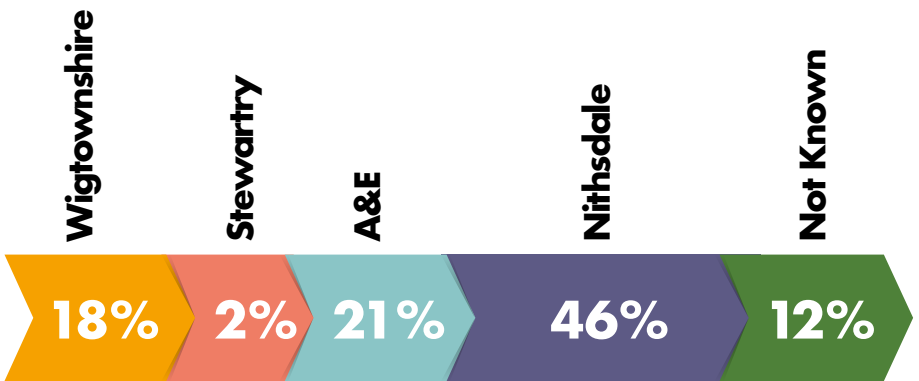
ADS HOUSING SUPPORT: REFERRALS



ADS HOUSING SUPPORT: GENDER



ADS HOUSING SUPPORT: LOCALITY

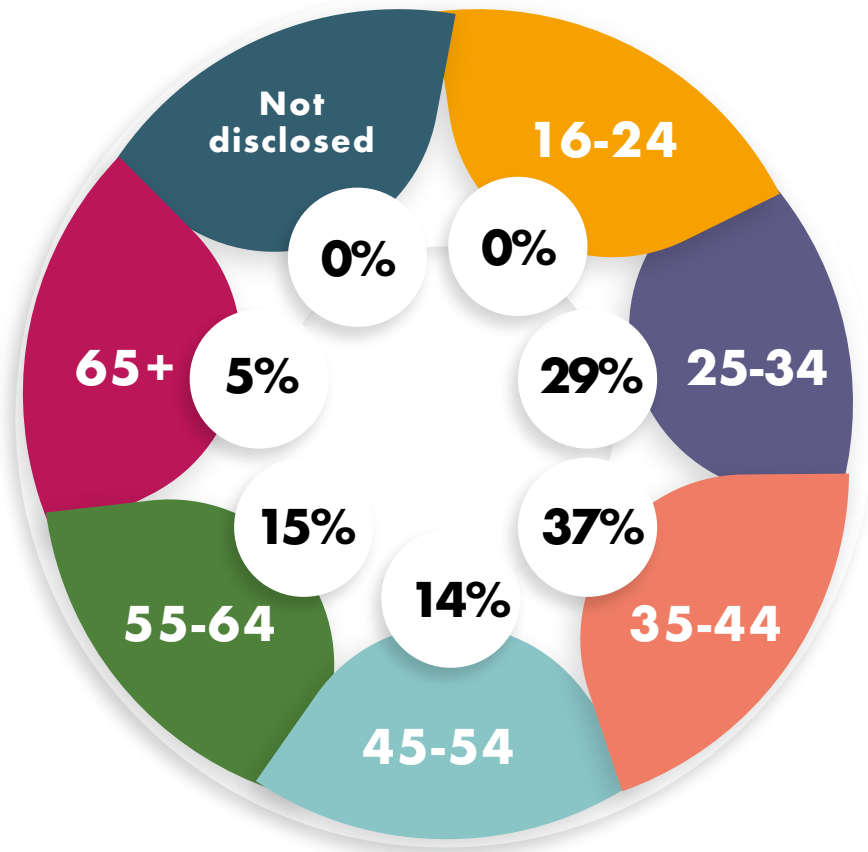


HOUSING SUPPORT

ADS HOUSING SUPPORT: REFERRAL SOURCE



ADS HOUSING SUPPORT: AGE RANGE



Family Support remained an integral part of ADS. The Being There team supported family members on a one-to-one basis and in group sessions to help them cope with their loved one's problematic alcohol or drug use. Offering practical and emotional support in a safe and friendly environment, the Being There team helped individuals tackle social isolation and stigma which they often faced, by promoting coping strategies to help rebuild their lives and offer hope. The Being There team continued to

Training & Development

Ongoing training kept staff informed of current developments and procedures in the alcohol and drug field, including trauma-skilled practice, and monthly CRAFT

Community Engagement

Community Engagement has and continues to be 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 have been busy throughout the year, making positive contributions to a range of community activities:

- ADP development day the Bridge Dumfries, Popup Stand at this event.
- Family First Conversation Cafe with the ADP Chair at both Dumfries and Stranraer. Some of our group members attended these also.
- Unpaid Carers Conference at the Easterbrook Hall, Pop up stand at this event.

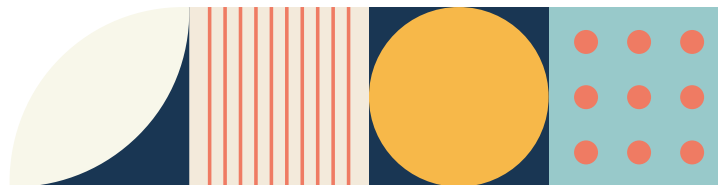
Staffing

Unfortunately one of our full-time staff members left in July 2024, which left us with one full-time staff member and 1 part-time staff member. I have to say, they both stepped up and took over supporting more families, which increased their workload. As such, they seamlessly continued the support of our family members.

practise flexible, hybrid working to cover the D&G region. Throughout 2024, delays with the procurement process for new contracts led to Being There being extended for weeks and months at a time, eventually through to March 2025. We were delighted to be successful with the competitive tendering process, and were awarded a new contract commencing April 2025.

Practitioners Forum meetings kept their vital support skills honed and fresh, benefitting family members.

- An afternoon event for the group for Christmas with coffee & Mince Pies.
- Drop-in sessions at The Hub, NHS Specialist Drug and Alcohol Service.
- Medically Assisted Treatment (MAT) Awareness Training
- Promotion of 'This Fierce Love' short film by Scottish Families (SFAD) Presentations in Stranraer and Dumfries.
- Youth Philanthropy Initiative.
- Practitioners' Forum, Cocoa Bean Factory, Twynholm, with presentations from NHS and networking opportunities with partners, and a Being There Pop-up stall.
- Public Protection Week: attended several online events and in person compassion fatigue event.



I am proud of what the Being There Team have achieved in the past year, and I look forward to continuing to support them in the future.

Janice Henderson
Service Manager

Statistics

We had 53 referrals for the Being There Team and we had some welcome feedback from family members and what the service means to them.

Here are a few quotes on what they thought of our service: -

It was nonjudgmental. Helpful and friendly and it helped me through some rough times. Knowing there was someone there to support me through my journey made the difference between my being here today and not.

A great listener. There when I needed to vent to someone and to help me with all the stuff that was difficult to know how to do when I moved out and had to get a flat. I was pointed in the right direction and was always there when I needed support.

I felt the whole service was really excellent and it was great it was there when I needed it and hope it is available to other people who need it too. I was really surprised at the quick response I got to my enquiry.

It was good to speak to someone not directly involved. I felt listened to and heard and appreciated the fact that I was talking to another human being who cared. I was given practical help and guidance when I needed it helping me communicate my feelings when I felt overwhelmed. I felt panicked at times, and you were able to talk me through this and put things into context. I used the information I was given support to help me at an appointment with my GP which was helpful. This service made me feel a lot better. I felt like a better version of myself, back in control and able to deal with it.

Everything, my support worker was very understanding, and I could talk about absolutely anything. They were very friendly, and I was able to get everything off my chest. They gave me so much information, even details about The Parents' Inclusion Network.

The support received was extremely helpful, I felt it gave me a better understanding of what my son was going through, which empowered me to help him more. It helped me to feel better in myself, just having someone to listen to me when I was low or worried was a lifeline, I very much appreciated and valued this service.

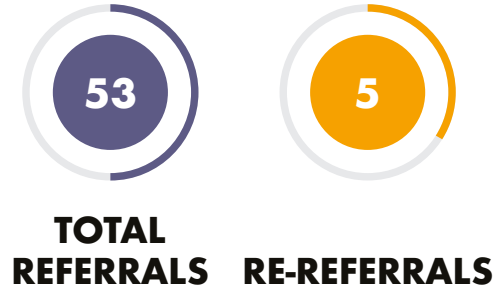
The support I received really helped me mentally and made me a stronger person. It made me understand the importance of talking to someone about the struggles I had with splitting from my partner and dealing with the abuse towards me and also dealing with the way she treated our kids.

The support was non-judgemental. A great listener and offered coping strategies and a listening ear. It can often feel like a very lonely place supporting a loved one who has an unhealthy relationship with drugs. And someone I could talk openly and honestly too.

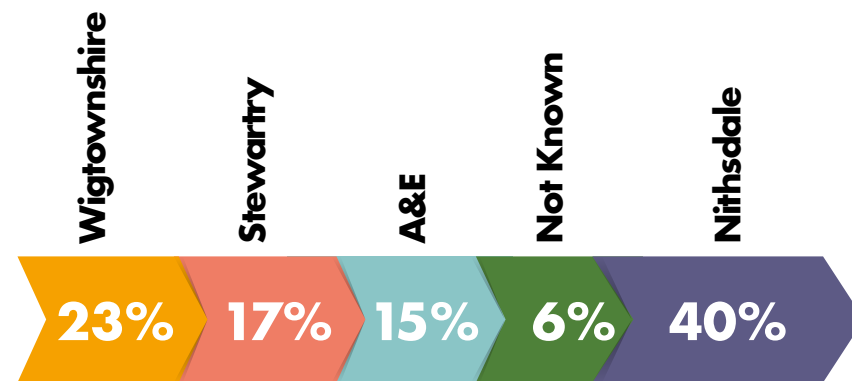
Very quick to respond to my initial request for help. Process and timescale were explained clearly. Advice and guidance given was tailored to my specific needs. My support worker was a huge part of my journey. I am very grateful for this support and the ongoing commitment beyond my participation.



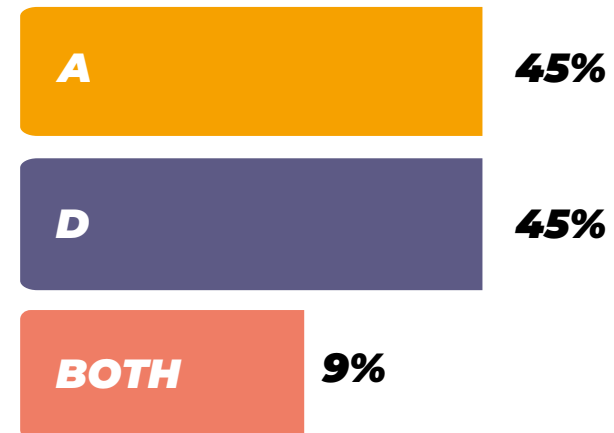
BEING THERE: REFERRALS



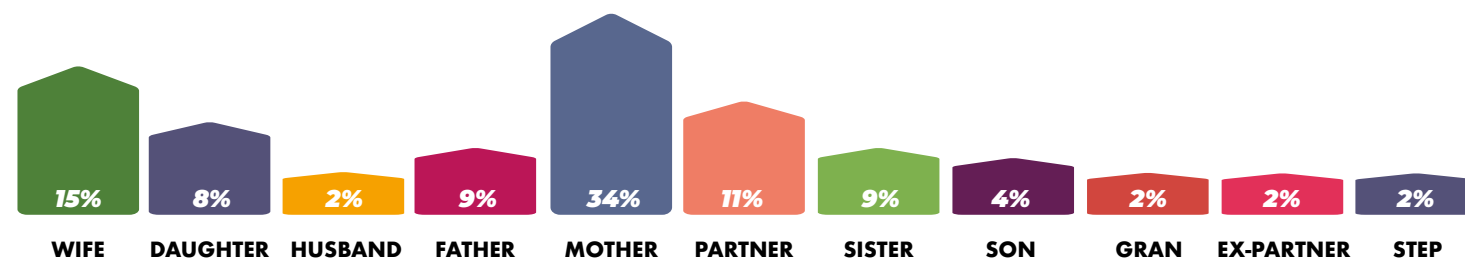
BEING THERE: LOCALITY



BEING THERE: SUBSTANCE



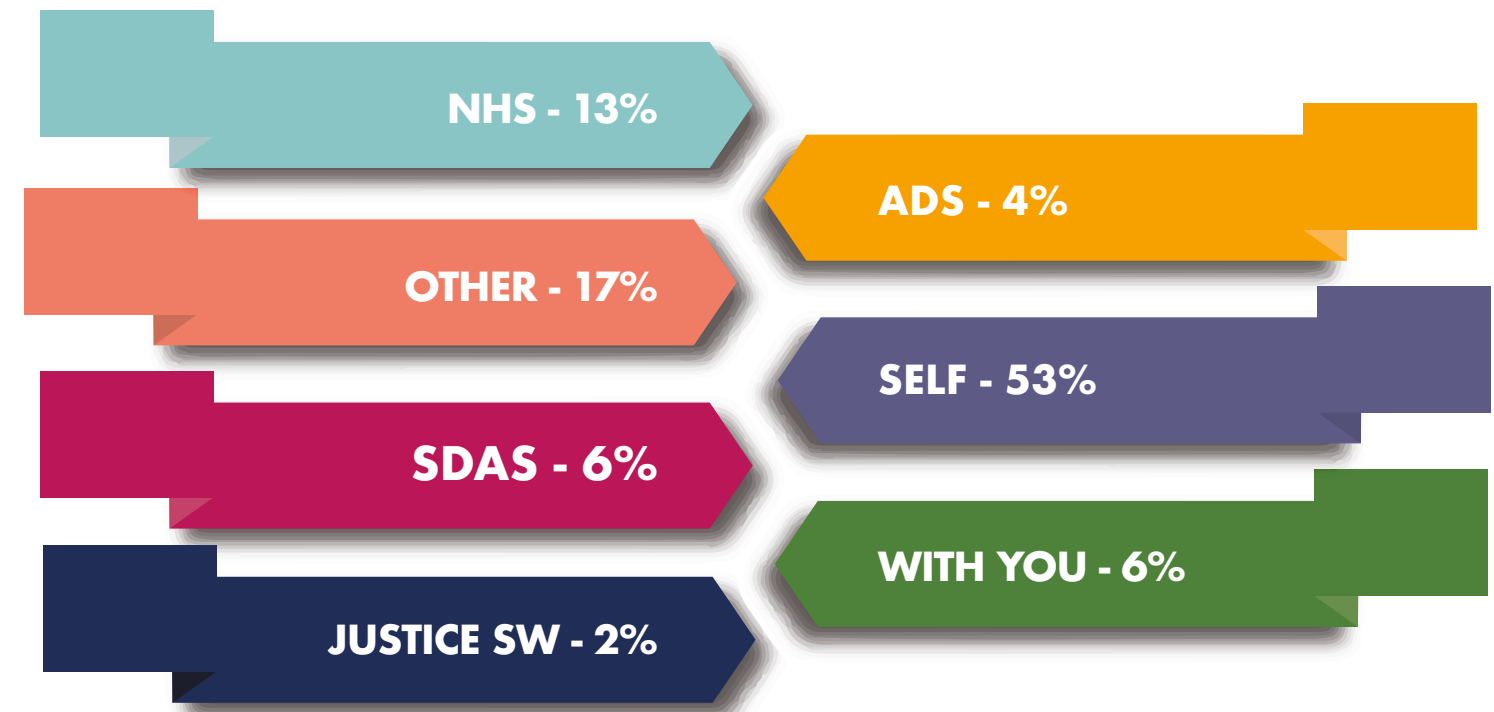
BEING THERE: RELATIONSHIP



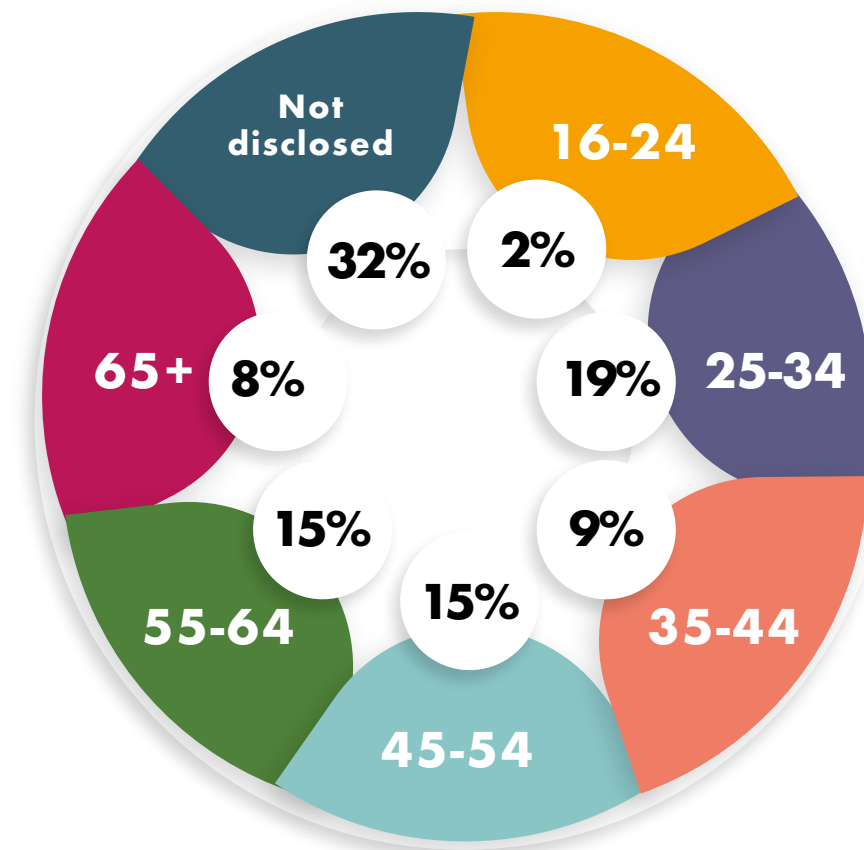
BEING THERE: GENDER



BEING THERE: REFERRAL SOURCE

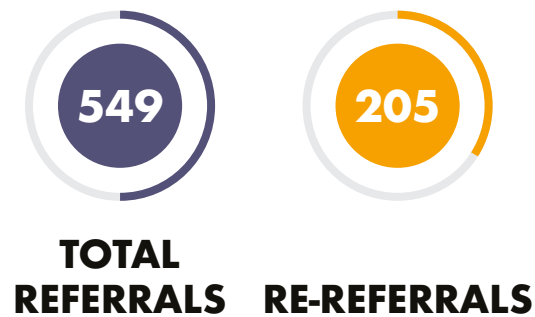


BEING THERE: AGE RANGE

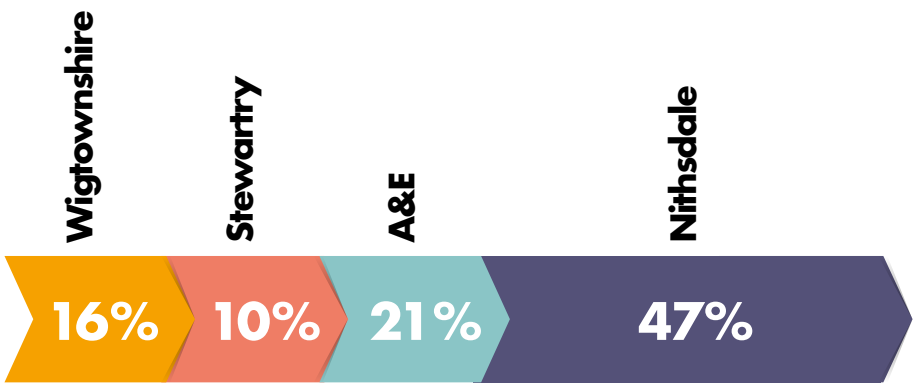


ADS TOTAL

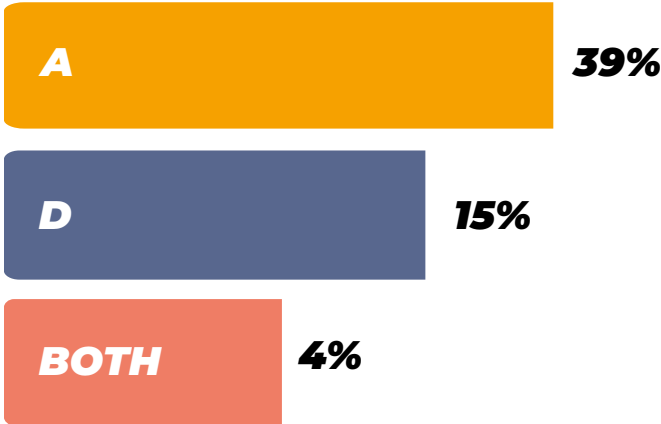
ADS TOTAL: REFERRALS



ADS TOTAL: LOCALITY



ADS TOTAL: SUBSTANCE

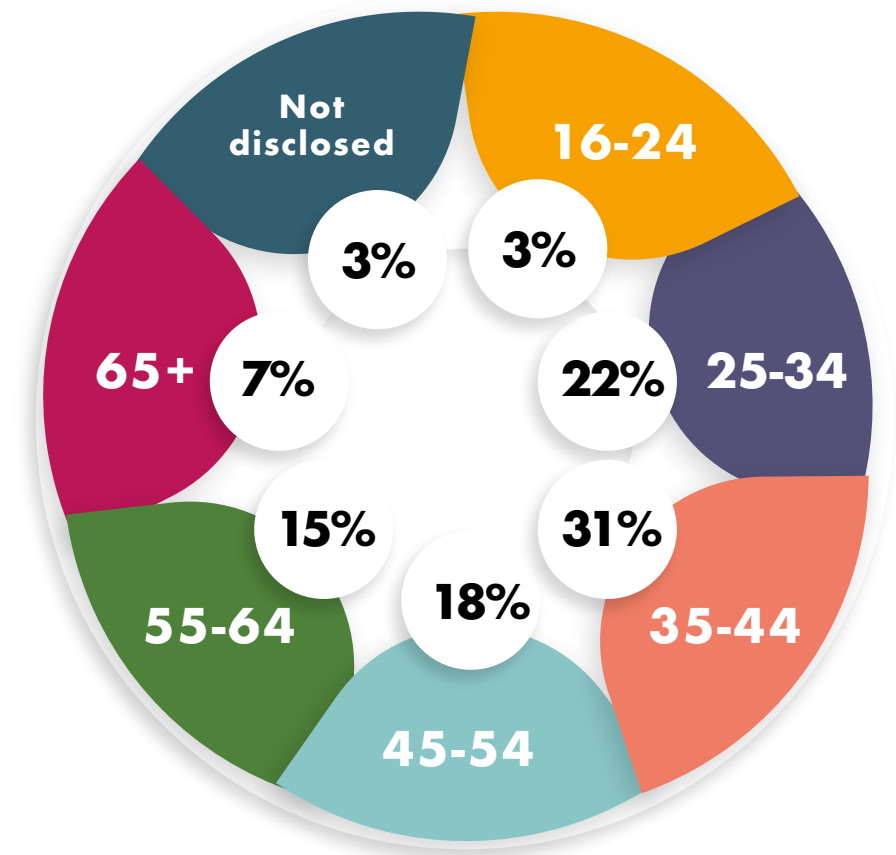


ADS TOTAL: GENDER

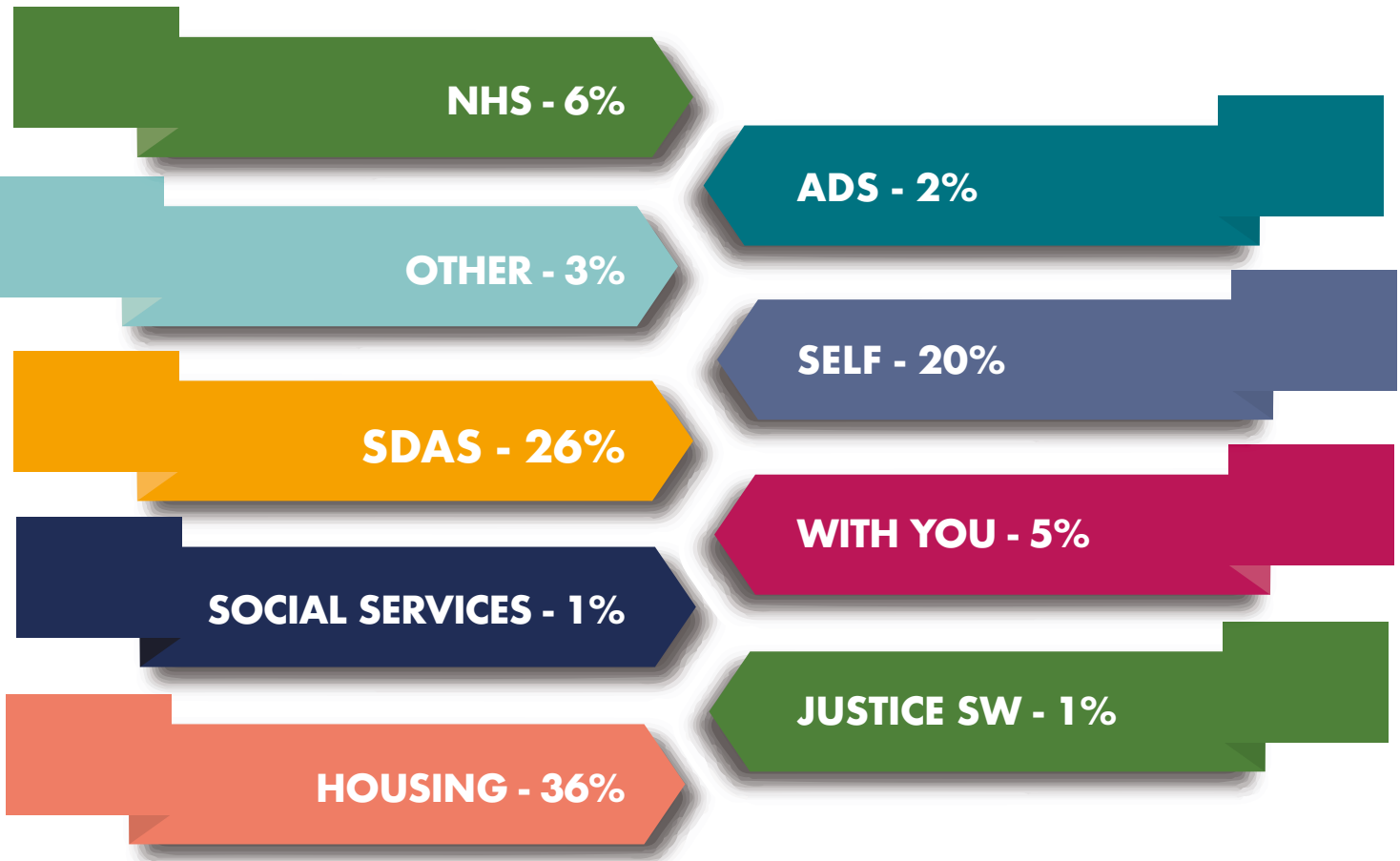


ADS TOTAL

ADS TOTAL: AGE RANGE



ADS TOTAL: REFERRAL SOURCE



Statement Of Financial Activities
(including income and expenditure account)
for the year ended 31st March 2025

	Unrestricted Funds(£)	Restricted Funds (£)	Total Funds 2025 (£)	2024 (£)
Income from				
Donations & legacies	700	-	700	1,545
Charitable activities	766,507	-	766,507	752,262
Investments	6,470	-	6,470	5,630
Total Income	773,677	-	773,677	759,437
Expenditure on Charitable activities				
Operations of activities	(738,269)	(10,307)	(748,576)	(685,045)
Governance costs	(10,100)	-	(10,100)	(12,800)
Total expenditure	(748,369)	(10,307)	(758,676)	(697,845)
Net income/(expenditure) for the year	25,308	(10,307)	15,001	61,592
Transfers between funds	313,715	(313,715)	-	-
Net movements in funds	339,023	(324,022)	15,001	61,592
Reconciliation of funds:				
Total funds brought forward	193,483	329,603	523,086	461,494
Total funds carried forward	£532,506	£5,581	£538,087	£523,086

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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