



**FIRSA**  
**1st**

*Annual Report*  
*2009 - 2010*

*Fife Intensive Rehabilitation & Substance Misuse Team Limited*



Fife Intensive Rehabilitation & Substance Misuse Team (F.I.R.S.T.) provides a Fife-wide community-based Rehabilitation Service to clients with substance misuse problems via one to one, group and volunteer support.

Registered Charity Number: SC034720  
Company Limited by Guarantee Number: SC298843  
Investor In People Recognition  
Registered with the Care Commission



FIRST strives to promote the social inclusion of individuals within the community by assisting them to make the positive lifestyle changes that will enable them to live predominantly without misusing substances.

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## COMPANY INFORMATION

Incorporated: In Scotland

Company Number: SC298843

Registered Office: 3 South Fergus Place,  
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Funders: Fife Council via Fife ADP (formerly DAAT)  
NHS Fife  
The Robertson Trust

## **THE BOARD OF DIRECTORS OF F.I.R.S.T.**

Mrs Lena J. Graham, Chairperson  
Mr Alan Russell, Company Secretary  
Mr John Jones, Director  
Ms Mary McLean, Director  
Mr Alex Haddow, Director  
Mr Donald Campbell, Director  
Mrs Katie Freeth, Director

### **THE STAFF TEAM**

Mrs April Adam, Service Manager

#### **Administration Team**

Mrs Patricia Smith, Finance & Administration Co-ordinator  
Mr Frank Watson, Service Administrator  
Miss Jeanie Nowland, Service Administrator  
Miss Gail Beattie, Senior Service Administrator (from Jan 2010)

#### **Groupwork / Volunteer Co-ordinator**

Mrs Caroline MacKenzie

#### **Dunfermline & West Fife Team**

Ms Liz Nardone, Area Co-ordinator  
Mrs Arlene Hanafin, Rehabilitation Worker  
Miss Patricia Allan, Rehabilitation Worker  
Mr Bill Webster, Rehabilitation Worker (from Jan 2010)

#### **Kirkcaldy & Levenmouth Team**

Mr Kenton Francis, Area Co-ordinator  
Mrs Eva Gray, Rehabilitation Worker  
Mrs Jaki Brown, Rehabilitation Worker  
Miss Kerry Watson, Rehabilitation Worker  
Mrs Brenda Muir, Rehabilitation Worker

#### **Glenrothes & North East Fife Team**

Mr Paul Watson, Area Co-ordinator  
Mrs Tracy Crisp, Rehabilitation Worker  
Ms Christine Graham, Rehabilitation Worker (from Jan 2010)  
Mr Malcolm O'Kane, Rehabilitation Worker (from Jan 2010)

### **FIFE COUNCIL LINK OFFICER**

Mr Christopher Campbell

## CHAIRPERSON'S REPORT

Another year has come and gone, and for FIRST it has meant more change. We are now in receipt of new Alcohol monies and have moved forward with an official Partnership with DAPL and NHS Fife. This has necessitated us taking on new members of Staff so there was great care in fitting people into the Teams, not cramping anyone's style! All new Staff are being given all the necessary training they require for the jobs they are doing.

We had three Launches for this new Partnership, held in Leven, Kirkcaldy and Dunfermline. They were all well attended and generated some excellent publicity. With this expanded service, a GP from the West Fife Community Health Partnership requested additional triage in the West Fife area. This has been taken forward.

Training and Personal Development Plans for both Staff and Volunteers is being worked on by Caroline and overseen by April.

Groupwork is going well and attendances are good. The feedback about its benefits to the clients is very positive indeed.

Fife was re-inspected in February 2010 on Child Protection Procedures and April has developed a master Child Protection Folder for Staff, Volunteers and the Board of FIRST.

We have again been inspected by the Care Commission, and as I predicted, they lowered our scoring this time. We received a 6 and two 5's, although they did confess to April the 5's were really 5.9's. There were two Inspectors this time, just to check every tiny detail. I think we really deserved sixes again, and am very proud of our top rate Staff and Manager.

In April we had a visit from "Investors in People" and at this moment in time, while I write my report, I have not seen their one. Having been interviewed myself by the Assessor, I am confident we will do very well again as she seemed very impressed with our Organisation.

I am sure that FIRST is providing an exceptionally good quality of service to the people of Fife, and we can prove time after time that outcomes for clients are really positive when the right kind of support is being offered by Staff who care, and often go the extra mile.

It is a real privilege to be Chair of FIRST, and my thanks to my Board Members for their support and hard work over the last year. Special thanks to April for her Leadership and Management and to the Staff who work so well together for the benefit of our clients. Not forgetting our wonderful Volunteers, whom we could not do without, as their contribution is crucial to the service.

Thanks too to Chris Campbell our Link Officer, who always attends our Board Meetings and gives us support and advice.

Finally my thanks to Rita Keyte, who got us started, to our Landlord for the Premises and to our funders who we couldn't do without. I think, however, I can truthfully boast "that we do give value for money"!!

We shall continue to strive always to be better and to offer the best service possible at all times.

Mrs Lena J. Graham,  
Chairperson

## SERVICE MANAGER'S REPORT

The last twelve months at FIRST have, in the main been positive with new developments, some changes and addition to the services we already provide.

We introduced a Drop In Service for clients wishing to access FIRST, in eight venues throughout Fife. This gave quicker access to clients and also drastically reduced wastage of staff time. Whilst, in the main we no longer offer an appointment system we do recognise that our clients are all different and the staff have, when required given an allocated appointment time and also have undertaken hospital visits, making contact with individuals prior to discharge so they can have a known face to relate to at their first appointment.

Caroline, our Groupwork Co-ordinator introduced a "Thinking of Change" Group to cater for clients who are doing just that and has also had a highly successful "Life Skills" Group operating throughout the year.

We have also forged good links within the Prisons, in particular with the staff at HMP Glenochil and are currently looking to do similar at HMP Cornton Vale.

In response to the ADP Reporting Framework we have amended our paperwork to take in to account the reporting on additional outcomes that is required.

We also, as a full staff team agreed to amend our Action Plans for clients, recording not just main goals achieved but also the softer outcomes. We are now capturing far more information than before which is beneficial to both the client and staff member.

Triage is as successful as ever and the additional one in Cowdenbeath that we started earlier in the year has been well utilised.

A major development for us was the new Partnership between ourselves, DAPL and Fife NHS Addiction Services to work with clients who have alcohol issues. This new Fife wide service offers treatment, rehabilitation and counselling to clients – a real package of care and delivered by all the Partners in their own unique way. This new service required additional staff and Christine, Bill and Malcolm commenced employment with us in January. The Partners, in conjunction with Pharmacy Services are currently devising a Treatment Agreement for clients to ensure we have a real joined up service. Entitled "Working Together for Recovery" these Agreements will give real clarity to clients in relation to their treatment and ensure we are offering the best service possible.

Our 2010 Care Commission Inspection went well again although 6,5,5 is not as good as 6,6,6 (as we previously achieved in 2009) so we must raise our game!!

So, what about the negatives..... The number of drug and alcohol related deaths – of both individuals referred to FIRST and those who were not. Also clients of this service who, despite engaging with us lost their lives through their substance misuse. A real tragedy. Both young and not so young lives lost and families left devastated. We all have a role to play in trying to prevent these deaths occurring.

Here at FIRST we will continue to monitor our service, change and modify when/where/what we deliver and strive for year on year improvement. I believe our success thus far has been partly due to our ability to change, not to become set in our ways, recognising and seizing opportunities when they arise and having the foresight to join up with our colleagues from other agencies.

A main factor in success is teamwork both within a service and outwith. There are a lot of really good Agencies in Fife – let's all work together and bring real benefit to the clients that we serve.

I'd like to end by thanking everyone who has contributed to our successes this year, to our hardworking staff, volunteers and Directors. And finally to our clients who work hard, keep appointments and cope admirably with any difficulties they may be facing during their recovery. Their courage and determination is to be admired.

April Adam  
Service Manager

## CLIENT QUESTIONNAIRES

### Background

In order to obtain feedback a number of clients were randomly selected and a questionnaire was issued during April / May 2010. A total of 26 questionnaires were returned during this period. These were clients who had been in this service for a period of time and had an understanding of what FIRST was.

The questionnaire asked about: -

- The referral process to FIRST
- Client Appointments in terms of (a) time of appointment and (b) venue for appointment
- Groupwork
- Volunteer Support
- Rehabilitation Worker Support
- Length of time with the Service
- Moving on / being referred on to other services
- Benefits of being a client of FIRST
- General Comments (Positive and Negative)
- Personal Details: -
  - (a) Gender
  - (b) Age Group
  - (c) Area of Residence
  - (d) Employment Status
  - (e) Substance of Concern

Information gathered from these completed questionnaires demonstrated the following:

### Referral Process

There was **100%** satisfaction in terms of the Referral Process with clients reporting that they or their referrer found it an easy process. **6** clients were referred by a third party (Fife NHS Addiction Service **3**, Social Work Service **2**, Hospital **1**, GP **1**). **6** clients attended for Triage Assessment, **12** attended a FIRST Drop-in and the remaining **2** referred via completion of a Referral Form.

### Appointments

In relation to times and venues for appointments all **100 %** of clients reported that the time suited and the venue was accessible. Only **1** client felt the venue was not near to their home and a further three clients did not answer this section.

### Groupwork

Groupwork was being / had been accessed by **10** of clients surveyed. Groups attended included Walk & Talk **7**, Women's Group **3**, Relapse Prevention **2**.

Clients commented that:

*"Very good like the way we do outings as well as class room work. Good for social skills and more relaxed."*

*"Have learn how to wiegh up situation, and avoid the triggers that my start a relapse."*

*"Good confidence building and meet other people which you can draw strength from."*

*"Will go for the first time next Monday."*

*"Excellent work."*

*"Very welcoming & relaxed."*

*"I enjoy the group."*

*"I found that the groups really helped me it gave me something different to do with my time."*

## CLIENT QUESTIONNAIRES

### Volunteer Input

Clients surveyed had not yet accessed a Volunteer within the Service.

### Staff

100% of clients reported that they were finding / had found their Rehabilitation Worker helpful.

Some of the comments received were as follows: -

*"Very helpfull indeed & I am able to ask him almost anything & tell him any thing."*

*"Very supportive."*

*"Eva manages to talk to me in a non-threatening manner. She tries her best to help me stop drinking and I keep turning up for my appointments."*

*"Very helpful and good to talk to."*

*"Glad that I came, has made a huge difference to my life. Respected & valued."*

*"The worker discusses various aspects & dangers of a relapse."*

*"Liz listens and gives me advice on my situation that is helpful and constructive and supports me in my methadone reduction."*

*"Its good to speak about different things and Brenda is helpfull in this way!"*

*"I think Eva has helped me already. Before it was a constant black mass of days. I find it easier to speak to people now."*

*"Kerry always willing to listen, gives excellent help could not have asked for a better councilor."*

*"Kenton's positive & calming attitude has been a godsend."*

*"Very friendly, understanding and easy to talk to."*

*"Yes very much so knowageable firm when need be."*

*"Open my eyes to alcohol."*

*"Very helpful because my worker understands my problems & provides me with techniques & information in a structured way that allows me to understand & achieve life goals."*

*"Eva is good at her job, has helped me a lot. Makes a nice cup of tea. Got me on the housing register."*

*"I find her very helpful, friendly and good at her job."*

*"My worker has always been helpful and always there when I have needed help."*

*"Helpful in motivating me to get where I'd like to be."*

*"Was prepared to listen & give impartial viewpoint which is sometimes needed."*

*"Help to solve any problems I have that's getting me down."*

### How long have you currently been with FIRST?

Less than 3 months	7	9—12 Months	4
3 – 6 Months	9	1 year +	4
6—9 Months	2		

### Moving on / Being referred on to other Services

17 clients had been referred on to other services (whilst still receiving a service from FIRST). These services are: -

Psychology	6	Frontline Fife	1
Fife NHS Addiction Services	4	Next Steps	1
Drug & Alcohol Project Ltd.	3	Homeless Team	1
Volunteer Centre	4	Fife Employment Access Trust	1
Step-in Course	3	KASP	1
Opportunities for You	1	CVS Fife	1

## CLIENT QUESTIONNAIRES

### Benefits being a client of FIRST

Clients were asked to explain, in their own words, what the benefits were for them by being a client of FIRST. Their comments were as follows: -

*"Go to walk and talk group: confidence and good to meet other people. go to trish my first worker very helpful and helps me understand things better. go to addiction worker andy. it is very helpful. see Zoe clinical psychologist: get alot of things of my chest."*

*"In two words (DRUG FREE)."*

*"You get lots of help & support but only if you need it & take it."*

*"More confident. Being able to be a Social drinker."*

*"Confidence, self-esteem and exposure to social interaction. Also gained more awareness of the nature of my illness."*

*"It made clear to me the dangers of addiction to my health and mental welfare. Eva is always truthful, helped me to have a purpose to go out, helps me cut down my alcohol. And I look forward to the group. The meetings are always relaxed."*

*"Being with FIRST helps to keep me on the straight and narrow. If I kept going the way I was I may not be here."*

*"I feel alot better, less anxiety & negative thoughts. I know how to cope with these feelings better now."*

*"Support and good advice. Someone to talk to that listens."*

*"A quick initial appointment with FIRST from moment I asked for help saved me from myself. If I had had to wait 6 months or even 6 weeks to see someone I believe I may have lost motivation."*

*"Someone possitive to speak too. Get a different out look maybe something that I over look."*

*"Better health, becoming my own person again. Being able to confront other issues."*

*"Attaining my goal of being alcohol free. Better health more energy."*

*"Help me focus more on the thing that keeps me drug free and motivates me to do other things."*

*"It has made me relise that I cannot drink as much as I did for helth and money wise."*

*"Live longer, health reasons. If never came to FIRST would probably be in jail by now. Support to regain access to son, quicker than I could have achieved on my own."*

*"Having someone easy to talk to and who can inform you on what steps to take to make life easier without drugs."*

*"Good to have a one to one relationship with councillor, nice to be treated in a confidential manner with flexibility regarding appointment times."*

*"The main benefit is that you can talk to someone openly at any time."*

*"Back into community. Some one to talk to."*

*"Staying alcohol free, staying out of trouble with the law. Better quality of life."*

## CLIENT QUESTIONNAIRES

*"It prevents me relapsing by using techniques reminding me of consequences, of going back to my old routine."*

*"I can call my worker anytime to talk to her, and the fact I know this helps alot. Also my worker helped me to be housed, as I am 9 months pregnant, she has been a godsend."*

*"FIRST have helped me to realize what I wanted to do with myself. Helped me get a flat helped me to stay of all drugs. And just helped me in everyway they could."*

*"Helping me to get where I would like to be with my life a step at a time."*

*"Helping me, giving me stability. Any problems that come across the horizon can be dealt with. Eva is so easy to talk to."*

*"Bing part of the rehabilitation in Fife is more superiour than in Glasgow. There are people who want to help people with addiction."*

*"So far the meetings have been very helpfull."*

*"I feel that F.I.R.S.T. is a good & worthwhile group. Although I did not need it's full support, I know it was there if needed."*

*"You do sterling work."*

### **General Comments**

Clients were asked for General Comments and were encouraged to give positive and negative comments. These are listed below: -

*"Kerry has helped me maintain a drug free status. Mental health has improved and she has pointed me in the right direction in achieving all my goals."*

*"Coming to first has been so helpful in so many ways, it has helped me focus on my future."*

*"Nothing comes to mind."*

*"I was amazed about the actual units of alcohol I was taking in. Was not aware it was that much."*

*"I find FIRST is a beneficial service I get told how it is in a constructive way that makes things clearer and easier for me."*

*"Yes, my worker Brenda is excellent at her job and really helped me & I am sure helped others."*

*"Its helping me!"*

*"Can't thank Kenton enough for all he has done by just listening, & being non-judgemental to progress to better mental & physical health."*

*"Very nice workers. Able to feel comfortable."*

*"Excellent work. Kenton Caroline and Donald have been particularly helpful."*

*"happy with staff and volunteers and the help they give me."*

*"Trish has been very helpfull in working with me and pointing me in the right way. And explaining anything I need to know."*

*"Feel it is all good at the moment. More aware & able to manage day to day living & tasks."*

*"Very helpful and knowledgeable. Non-judgemental, I feel that I am listened to."*

*"f.i.r.s.t. has been a great help to me and still has a positive roll in my life."*

*"I would recommend this service to anyone as it has helped me loads."*

*"No negative comments. First has helped me mostly with the drug problem, helped me not to relapse, and make my own life better for both me and my daughter, when she arrives."*

## CLIENT QUESTIONNAIRES

### Personal Details

Details of clients who completed the Questionnaire were as follows: -

<i>Male</i>	10
<i>Female</i>	8
<i>Not answered</i>	8

<u>Age Group</u>	25 and under	1
	26—35	12
	36—45	5
	46—55	4
	56—65	2
	66 and over	2

<u>Area in which Clients resided</u>	<i>Kirkcaldy</i>	7	<i>Ballingry</i>	2
	<i>Not Answered</i>	4	<i>Glenrothes</i>	1
	<i>Dunfermline</i>	4	<i>Kennoway</i>	2
	<i>Rosyth</i>	2	<i>Burntisland</i>	2
	<i>Abbeyview</i>	2		

<u>Employment Status</u>	<i>Unemployed</i>	16
	<i>Employed</i>	3
	<i>Retired</i>	3
	<i>Invalidity</i>	3
	<i>Not answered</i>	1

<u>Problematic Substance (s)</u>	<i>Alcohol</i>	12
	<i>Drugs</i>	12
	<i>Both Alcohol &amp; Drugs</i>	2

Final Comments made were as follows: -

*"As before."*

*"So far so good."*

*"I would recommend the Service to anyone with an addiction problem."*

*"Nothing more than praise for her professional approach to her job and her way of working with you."*

*"Hope the help, to get back to normal continues."*

*"Only that I wish to continue with first as they are extremely helpful and positive."*

*"Very good service."*

*"I am more confident in myself after 4 months with first & am very grateful to them."*

*"Enjoyed the services at hand and staff."*

*"Everybody here seems very friendly."*

*"The help I have received from first and other parties has helped my situation greatly."*

*"I find FIRST to be an excellent service."*

*"All round, very good. Eva is very approachable. I am happy."*

*"I like it."*

*"Enjoy working with first & has helped in all areas."*

*"I enjoy my appointments with my worker, as I see her as a friend as well as my rehabilitation worker."*

*"I would like to think if I need help in the future I would be able to contact F.I.R.S.T."*

## CLIENT CASE STUDIES\*

### The journey for some of our clients during their time with FIRST

#### Case Study 1

John (55) was smoking three ounces of cannabis weekly. John had recently been caught by the Police for growing his own crop for the first time.

John had been smoking for eleven years and wanted to cease using cannabis. John and his Rehabilitation Worker implemented a harm reduction programme and worked intensively on relapse prevention and motivation. Within four weeks John had reduced his use to one ounce and four weeks later ceased smoking it completely. Three days after cessation John's father passed away. John then experienced symptoms of depression.

To promote continued cessation, improve mental health and sustain motivation, John and his Rehabilitation Worker then focused on stress management, sleep hygiene, self-esteem and confidence building as well as depression management. John's mood was monitored and regular updates were provided to the G.P. John was also offered the option of being referred for counselling.

To challenge symptoms of depression and add therapeutic structure to his week John was referred to the Volunteer Centre and started volunteering at a local project which he thoroughly enjoyed.

John's long term goal was to gain employment as he had worked most of his adult life but had to give up employment due to increased epileptic seizures. However with the pending Court case John could not consider applying for employment.

John narrowly escaped a jail sentence and received Community Service as he had shown a high level of commitment to make positive lifestyle changes.

Due to the conviction Fife Council deemed John to have breached his Tenancy conditions which led to investigation for eviction. John retained his tenancy which he had held for twenty-five years. John is now re-landscaping his neglected garden and is re-decorating his house.

At John's request he is also completing double the number of required Community Service hours in order to complete earlier, so he can start work sooner. John will then be referred to Apex - Progress to Work.

At present John remains drug free and has improved his mental and physical health. John now sleeps better, has increased appetite and is of a healthy weight, has disposable income and has taken up leisure activities.

John reports that his seizures happen less often and can now see that smoking cannabis did in fact not help his epilepsy (which was the reason John began smoking it in the first place).

Kerry Watson,  
Rehabilitation Worker

\* names have been changed to protect client identity

## CLIENT CASE STUDIES\*

### Case Study 2

Mark has been a heroin user for fifteen years. When he presented at FIRST he was socially isolated, in considerable debt with rent and Council Tax arrears and led a chaotic and unhealthy lifestyle. Mark's tenancy was therefore under threat.

On a positive note Mark engaged with Addiction Services and is successfully adhering to a Methadone programme.

Mark and I worked together on an Action Plan to improve his life. Mark has worked towards these goals and has now secured his own tenancy and takes pride in his now, tidy home. He has addressed his financial situation and is paying off his debt.

I contacted Bike Works in Glenrothes and arranged a volunteer placement for him where he has been for ten weeks now and enjoys immensely. Mark feels that he is giving something back to the community and this has increased his motivation together with learning new skills. Mark feels more confident in himself and is now opiate free.

Christine Graham,  
Rehabilitation Worker

### Case Study 3

Miss X referred herself to the service on 27th March 2009. She presented with issues around alcohol dependency and anxiety/panic attacks. The anxiety was so bad that Miss X was unable to leave the house unless she was accompanied by either her friend or her daughter. Miss X stated that anxiety and panic attacks had started following bereavement - this was around the same time as her alcohol consumption increased.

Miss X was referred to Addiction Services for a detox which she successfully completed in June 2009.

Following this we worked on relapse prevention, and encouraged Miss X to start making small changes to her lifestyle. Having had one lapse in January Miss X has gone from strength to strength. In the last five months she has bought her house, takes her grandson and the dog for long walks by herself, has her grandson to stay overnight, visits the town centre and volunteers with the WRVS twice weekly.

To date, Miss X remains alcohol free.

Jaki Brown,  
Rehabilitation Worker

\* names have been changed to protect client identity

## GROUPWORK 2009—2010

The past year has been another busy one for the group programme. We tried out our new Motivation Group which lasted for twelve weeks, and focussed on raising awareness in the clients on how their substance misuse affected them physically, emotionally and socially. We also looked at the impact it had on family and friends and relationships in general. Although nine people were invited to this group, only three attended and continued to attend throughout. The feedback at the end of the group was positive, with individuals feeling they had learned a better understanding of themselves and how their behaviour had affected themselves and others around them. They reported increased confidence in their ability to change. One member went into volunteering and continues to do well. Another moved into the Relapse Prevention Group which is the follow-on from the Motivation Group and has done well in that group.

The Relapse Prevention Group ran for thirteen weeks, eleven people were invited and five attended and continued to attend. The group, as in the past, looked at developing skills the clients will need to remain drug/alcohol free. The group worked well together, feeling able to challenge each other safely and constructively, giving support and encouragement when needed.

We've had two Women's Groups in the past year, covering areas of confidence building, stress management, communication skills and anxiety management. We also have regular 'outings' which the women find fun and relaxing.

The Walk & Talk Group continues to be popular, with two groups every week, one covering West Fife and the other Kirkcaldy and the East of Fife. The clients seem to enjoy the informal atmosphere, and see it as a place where they can have some fun as well as someone to talk to if they need to.

During one of last year's Walk & Talk Groups, one of the clients joined an amateur drama group and asked us if we would like to go and watch him perform at the Carnegie Hall annexe. We decided this would be good for the group and permission was given for us to take the group there. It was a great success. Most of the group had not been to see a play before and thoroughly enjoyed it. It was a comedy, and was the funniest thing we'd seen in a while.

The reason I enjoy my job so much, is because I get the change to see our clients grow in confidence and self-esteem. I often see huge changes in people from when they first start in the group to when they finish. This gives me job satisfaction.



Caroline Mackenzie  
Groupwork & Volunteer Co-ordinator

## THE ROLE OF THE VOLUNTEER

This week is Volunteers Week and at FIRST we too celebrate this event. What a great bunch of volunteers we have here, both new and not so new.

Although our volunteers work primarily in a Befriending role they also assist within the groups, accompanying clients on the walks, helping on the minibus and participating in round table group sessions.

As well as this a number of these volunteers are the first point of contact for those attending our drop-in sessions. They meet and greet potential new clients, converse with them and make them feel at ease. This allows the Rehabilitation Workers to carry out Assessments without needing to be concerned about any new clients arriving and having no-one to welcome them.

So, as you can see they are quite a versatile bunch, adapting to different situations and undertaking any tasks that are the priorities of any given day.

They are also very good at helping the service with Inspections and Reviews, talking to the Inspectors, attending meetings and giving their views on / experience of this service.

Not to mention speaking at our Annual General Meetings (as Guest Speakers - remember 2008).

So, on behalf of everyone at FIRST a "BIG THANK YOU" to all our volunteers, the service would be so much poorer without you all.

April Adam,  
Service Manager





## VOLUNTEERING TRAINING

At present we have twenty volunteers active in our service. Some of these are matched with clients already, working with the Rehabilitation Worker in assisting the client to achieve his/her identified goals. As previously mentioned, some have volunteered to assist with the groupwork programme which is invaluable. And others have become involved with the Drop-in service which started at the end of June last year. Feedback from staff attending these have indicated that having a volunteer present to meet clients when they first arrive and spending time chatting with them whilst they're waiting to be seen has been a very positive step.

Earlier this year, in March, I ran a two day training event for new volunteers eight of which attended. Out of the eight, six will be suitable as new volunteers. A new addition to the training event this year was a slot on 'Introduction to Child Protection'. This was a basic information session, outlining the volunteers' role in this area, and was very well received, with lots of discussion and questions asked. All in all it's been a good year and next year looks to be the same if not better.

I also have plans for another training event in the next couple of months as there continues to be interest in volunteering with our service.

Caroline Mackenzie,  
Groupwork & Volunteer Co-ordinator



## FIRST'S WEBSITE

Our website had another makeover this year. Tricia, our Finance & Administration Co-ordinator is responsible for the new look of the website as well as its design and development. All of our publicity materials are available for download from our site at:

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

Referrals can be made using the online referral form located within the "Downloads" page of the site. Should you have any queries or feedback relating to our website—you can contact Tricia at the office.

## STATISTICS

Statistics for period 1st April 2009 to 31st March 2010.

### FIRST Statistics

**Total Referrals:** 445 (via *FIRST Drop-in, Triage Drop-in, Self Referrals and Hospital / Prison Visits*)

<b>Gender</b>	Male - 308 (69.1%)	<b>Presenting problem</b>	Alcohol	204	(45.8%)
	Female - 137 (30.9%)		Drugs	190	(42.9%)
			Both	51	(11.3%)

<b>Locality</b>	Kirkcaldy & Levenmouth	215
	Dunfermline & West Fife	118
	Glenrothes & North East Fife	112

### **Employment Status**

Unemployed	329	(73.9%)
Not Stated	63	(14.2%)
Employed	32	( 7.2%)
Retired	9	( 2.0%)
Education/Training	6	( 1.3%)
Self-employed	4	( 0.9%)
Invalidity/Incapacity	2	( 0.5%)

### **Marital Status**

Single	290	(65.1%)
Cohabiting	35	( 7.9%)
Married	34	( 7.6%)
Divorced	27	( 6.1%)
Separated	27	( 6.1%)
Not Stated	20	( 4.5%)
Widowed	12	( 2.7%)

### TRIAGE Statistics

**Drop-in Service:** A total of **160** (Drugs 84 , Alcohol 62, Both 14) people have made use of the Service

Of the 160, referrals have been made to the following Agencies:

- 110** referrals to FIRST
- 113** to Fife NHS Addiction Services
- 15** to the Drug & Alcohol Project Limited (DAPL)
- 3** to Frontline Fife
- 2** to the Clued Up Project
- 3** Other Services (FASS 1, GP 1 and A&E 1)
- 246 Total Referrals**

A further **13** (7 Alcohol & 6 Drugs) people accessed the Service outwith Drop-in times with a total of **21** referrals made - **8** referrals to FIRST and **13** to Fife NHS Addiction Services.

### **Triage carried out on Current Clients of FIRST**

A total of **63** (Alcohol 39, Drugs 17, Both 7) clients of FIRST benefited from Triage with **72** referrals made - **63** to Fife NHS Addiction Service, **7** to DAPL and **2** to FASS.

## AND FINALLY...

### Care Commission Inspection



The Care Commission carried out an inspection at FIRST in February 2010.

During the inspection a number of Service User Questionnaires were returned to the Care Commission which invited comments about: Privacy, Dignity, Choice, Safety, Realising Potential and Equality and Diversity. The responses were very favourable towards the service and the comments made have been included within the body of the full report.

Based on the findings of this inspection the service has been awarded the following grades: -

#### Quality of Care and Support: **6—Excellent**

**We were assessed on: -**

**Statement 1:**

*"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."*

**Statement 6:**

*"People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provides."*

#### Quality of Staffing: **5—Very Good**

**We were assessed on: -**

**Statement 1:**

*"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."*

**Statement 2:**

*"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."*

#### Quality of Management and Leadership **5—Very Good**

**We were assessed on: -**

**Statement 1:**

*"We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service."*

The full report can be: -

- obtained from the Main Office at FIRST
- viewed online at [www.carecommission.com](http://www.carecommission.com)

### Investor in People Assessment

During April 2010 FIRST was assessed for the standard. The Assessor's findings were that FIRST continues to meet the standard and also exceeds in a number of areas.



INVESTOR IN PEOPLE

## **SPECIAL THANKS TO:**

Our Funders:

Fife Council—via Fife Alcohol & Drug Partnership

NHS Fife

The Robertson Trust

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## **OFFICE OPENING HOURS ARE:**

**Monday to Friday  
9 am to 5 pm**

Telephone Answering Machine outwith office hours.  
A member of staff will be in contact at the earliest opportunity.