



# 2020 - 2021 Annual Report



INVESTORS  
IN PEOPLE | Gold

Fife Intensive Rehabilitation & Substance Use Team (FIRST) provides a Fife wide community-based rehabilitation service to clients with substance use issues via one to one, groupwork and volunteer support.



DUNFERMLINE BASE	REGISTERED OFFICE	GLENROTHES BASE
Unit 20 Business Centre Izatt Avenue Dunfermline KY11 3BZ	3 South Fergus Place Kirkcaldy KY1 1YA	16 Pentland House Pentland Park Saltire Centre Glenrothes KY6 2AQ
AUDITORS	BANKERS	FUNDERS
EQ Accountants Pentland House Saltire Centre Glenrothes KY8 2AH	Royal Bank of Scotland 23-25 Rosslyn Street Kirkcaldy KY1 3HA	Fife Alcohol & Drug Partnership Fife Health & Social Care Partnership Fife Council

**Registered Charity Number: SC034720**

Fife Intensive Rehabilitation & Substance Use Team (FIRST), 3 South Fergus Place, Kirkcaldy, KY1 1YA  
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Scottish Charity Number SC034720 Company Registration Number SC298843

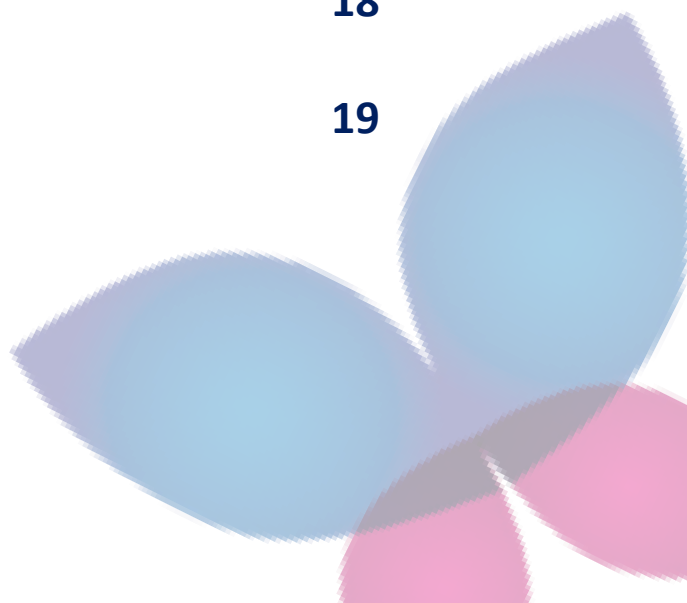


***“FIRST have helped me from the start and gave me reassurance and guidance so I could move forward. You have went above and beyond during COVID to continue to provide support in the best way you can at these difficult times.”***

***“Helped me feel more confident, improve my routine, looked at my emotions, helped me understand my addiction better. FIRST was very accommodating to my needs.”***

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# Welcome to the FIRST Team

**Service Manager**  
April Adam

**Residential Rehabilitation Co-ordinator**  
Liz Nardone

**Business Manager**  
Jeanie Nowland

**Activity Based Groupwork/Volunteer Co-ordinator**  
Paul Watson

**Mental Health Co-ordinator**  
Nadia Walker (from January 2021)  
Norma Westland (until October 2020)

**Administration Team**  
Kayleigh Gourlay, Office Supervisor  
Sharon Barker, Service Administrator  
Kelly Bolton, Service Administrator

**Community Rehabilitation Team**  
Kenton Francis, Co-ordinator  
Arlene Hanafin, Co-ordinator  
Sara Arreaza, Rehabilitation Worker  
Tracy Murray, Rehabilitation Worker  
Bill Dorman, Support Worker  
Kirsten Holland, Support Worker  
Grant Taylor, Support Worker  
Rebecca West, Rehabilitation Worker  
Mark Young, Rehabilitation Worker

**Board of Directors**  
Joan Lamie, Chairperson  
Donald Mackay, Director  
Jenny MacLeod, Director  
John Martin, Director

**Link Officer**  
Carolyn King

*"FIRST was there when no one else was. They supported me through the hardest thing I have ever dealt with and I don't know how I would have coped without them."*

# Chairperson's Report

Well, it's been a case of déjà vu all over again, as who would realistically have thought we would still be talking about the impact of COVID-19 and the challenges it has and continues to present to us all in our professional, private and personal lives.

I can honestly say I've been incredibly impressed with the way FIRST has shown resilience and faced the difficulties posed by the pandemic, head on.

We have adapted to our changing world and the commitment shown to deliver services to clients in safe, secure and innovative ways has been amazing. A special mention must go to the Arts and Crafts and Cooking groups which have been a resounding success and I look forward to the launch of the much anticipated cookbook this year.

“

The cooking group keeps me focussed, brightens up my day and I find it relaxing.

”

Over the past twelve months FIRST has continued to provide and develop new services and support more clients on their journey to recovery. This report highlights the achievements and the good practice we have made that has been recognised by our partners.

I would like to take this opportunity to thank the Service Manager, April Adam for her professionalism and enthusiasm to make FIRST a leader in its field. It is important to recognise we cannot achieve this, at times life transforming results for our clients, without the commitment and hard work of our staff team and volunteers – my heartfelt thanks to you all.

I am also grateful to my fellow Board Members for generously sharing their knowledge and support. Carolyn King has served many years as our Fife Council Link Officer and would like to thank her for her continued support.

Onto the successes.



We have risen to the challenge, and this has seen services delivered in new ways over the last year through a blend of telephone appointments, online video meetings and when needed, face to face meetings that have complied with social distancing. Groupwork has continued through alternative means.

FIRST's innovation has been recognised at a national level through its input into the Scottish Government's Residential Rehabilitation Working Group. The recommendations from this group will help shape the future of residential rehabilitation and improve the quality of services provided nationally.

Furthermore, partnership working is vital to us. I am pleased to report a successful bid for "Making it Work for Families". This has enabled us to work with our third sector partners to provide intensive support to families to overcome any barriers they face and help them into employment.

The new ways of working and the knowledge gained over the last year will stand us in good stead going forward. We will continue to adapt services to meet the changing needs of the clients we are here to serve. I am confident FIRST will continue to grow as an organisation and there are better times ahead for all of us. I can reassure our clients we will be there for them whatever the future holds.

Since joining the Board, I have been inspired by the commitment of everyone involved with FIRST to make a difference. The overarching aim of FIRST is to provide a quality rehabilitation service to clients who wish to change their lifestyle. The continued success of FIRST can be attributed to its willingness to listen to clients and staff who are best placed to tell us how we can improve our services.

I look forward to working with you in the year ahead and the opportunities this may bring.

**Joan Lamie**  
**June 2021**

# Service Manager's Report

It has certainly been a different year, and although challenging, we all successfully thought 'outside the box' from day one and skilfully adapted our service delivery to cope with the COVID restrictions placed upon us, thus ensuring clients continued to receive the best support possible. Additional COVID funding we received from charities/organisations (which we were very grateful for) enabled us to purchase mobile phones and top ups for our clients, so they could engage fully with the support on offer. Namely one to one telephone appointments (or Zoom appointments which some clients preferred) and the online Peer Support Meetings, which were increased from two to three evenings per week for several months during the year to meet client demand.

Online Cookery and Arts and Crafts Groups also became the order of the day with doorstep deliveries comprising ingredients/materials made to the participating clients each week. Our Peer Leaders and Volunteers were instrumental in leading some of the groupwork thus offering great support to the groupwork staff. The various tempting recipes created have been published into a book for distribution to any clients who would be keen to try their hand at making these dishes. We also compiled and had professionally printed, our 'Let's Stay Positive' booklet which was distributed to all clients to help support them during this time.

Clients were consulted at various points throughout the year so we could determine how successful we were as a service offering support to them. The results demonstrated a resounding success with comments such as (a) the telephone appointments have helped me through many dark days (b) sense of belonging and being part of a wider community (c) Peer Support meetings have got me through many dark days. Clients also reported that they missed face to face meetings and the auricular acupuncture but understood why these supports were not possible at that time.

Our Residential Rehabilitation Service was 'frozen in time' with clients in rehabilitation and unable to be moved on as well as those clients who were ready to go and could not be admitted due to the restrictions. However, as soon as the units opened, we were off and running and back to business as normal, (or at least as normal as we were allowed to be at that time).



The Medically Assisted Treatment Standards (MAT) were published in draft form during the latter part of 2020 and a consultation exercise was undertaken. These standards highlighted the level of care and support individuals should expect going forward. This is real progress and has been desired by many people for many years. The standards have now been published in their final format and clients should now see an improvement to the standards of care and support they receive across the services.

Following on from the Dundee Drug Commission Report which highlighted, amongst other things, the use of stigmatising language, FIRST was given permission from the Charity Regulator (OSCR) to change its' name by removing 'mis' in our title. Our title is now Fife Intensive Rehabilitation and Substance Use Team (FIRST) Limited, but we are known to many as just FIRST and I expect that will continue. Although we, as a service ceased using the word 'misuse' many years ago, it is now reflected in our name and throughout our governing documents. We would hope that other organisations follow suit.

There were things foisted upon us during 2020 that have worked well which we will continue doing. We will offer a blended approach to our service delivery with appointments in person both indoors and outdoors on offer as well as telephone/Zoom appointments. Groupwork will also be delivered in the same way. We already have a legacy in terms of this way of working so we will capture the positives of this and add in anything that is missing, with the views of our clients taken into consideration as we always do. Although still a challenging time for everyone, I know the staff do their utmost to ensure our clients are supported and I would like to take this opportunity to thank everyone involved with the organisation for the effort and dedication they have shown over the past year and more. We ALL have had some very dark days – better times are just around the corner, so as in the title of our publication, mentioned earlier in this report, 'Let's Stay Positive'.

**April Adam**  
**June 2021**

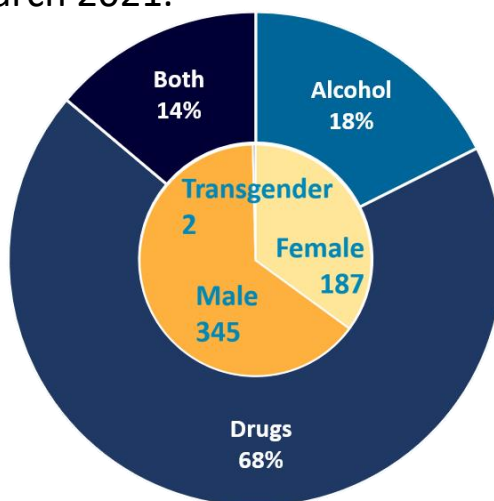
“

The group gets me motivated, it makes me want to get up and do something.

”

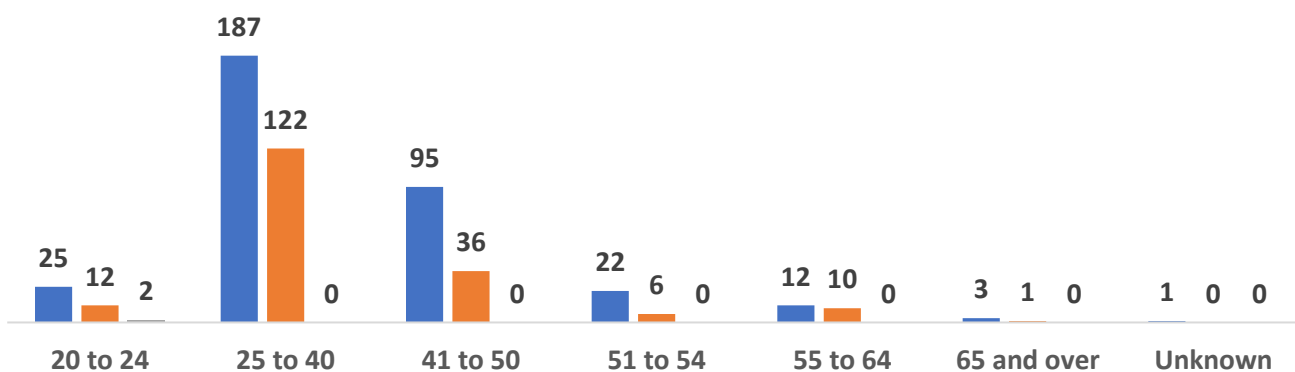
# Referral Statistics

A total of **534** referrals were received for **Community Rehabilitation** between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021.



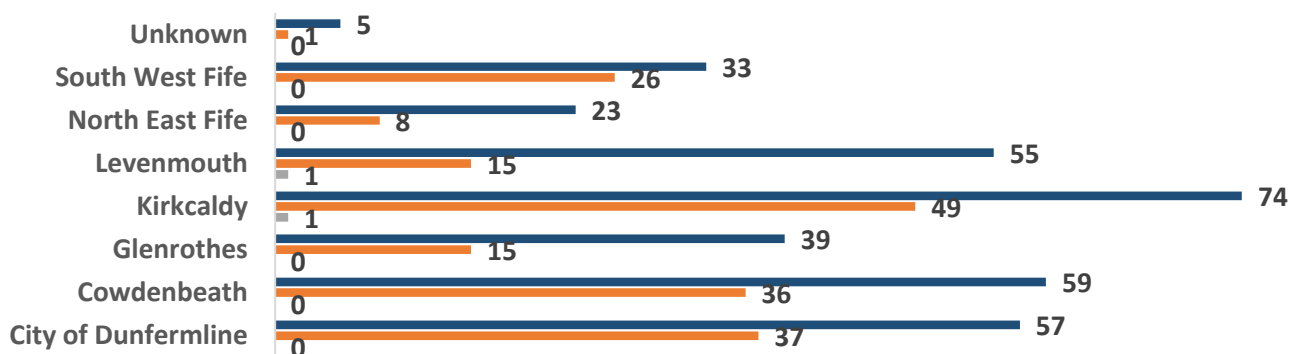
## AGE RANGE

Male Female Transgender



## LOCALITY

Male Female Transgender



# COVID Statistics

Due to the additional funding provided, FIRST has been able to continue to offer support to clients throughout the pandemic.

**49**

mobile handsets with  
top up were provided  
to clients who did not  
have access to a  
telephone.

**80**

top ups were  
purchased for  
vulnerable clients who  
were facing financial  
difficulties.

This extra support helped to enable clients to attend a total of:

**5,780**

telephone  
appointments

**317**

video  
appointments

**79**

social distancing  
appointments

**133**

virtual Peer Support  
Group sessions  
with a total of

**1,134**

attendees

**42**

virtual Arts & Crafts  
Group sessions  
with a total of

**192**

attendees

**32**

virtual Cooking  
Group sessions  
with a total of

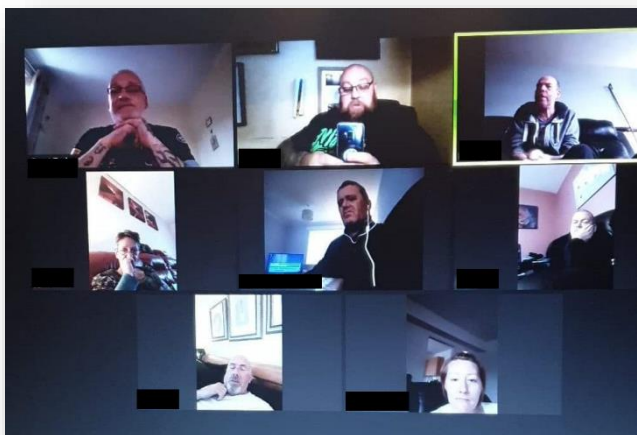
**167**

attendees

# Peer Support

This popular mutual support group has proved invaluable for attendees over the last year.

This group is offered via Zoom and has incorporated quiz nights which have been thoroughly appreciated by all attendees.



Attendees are encouraged to share and support each other.

***“The group has helped a lot with the lockdown.”***

***“We can all give each other support and advice. Talk about issues knowing that we are not judged. This is all part of a safe space. I really look forward to zoom meetings.”***

***“Very helpful, I don’t think I could have coped very well without the group.”***

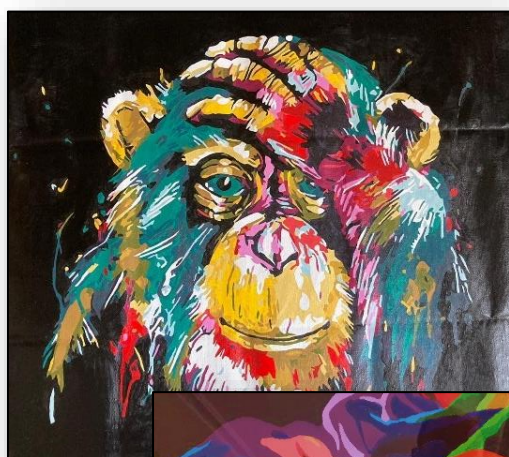
***“It has been a difficult time for all of us. I stay on my own and through the week my moral has lifted through the participation in the activities.”***

# Art & Crafts



This group has involved participants working on projects independently at home. Participants also joined a weekly Zoom session where they could discuss the progress of the projects which has helped alleviate feelings of isolation during this difficult time.

*I find it very enjoyable and relaxing whether your painting, building or doing the mosaics. It gives you something you never thought you had. You can talk to the other people taking part. I hope it continues.*



*"Art was never my strong point but now it gives me confidence."*



*"The Art Group is so good for me with lockdown. It takes my mind off drinking."*





# Cooking

This group has proved extremely popular with participants, providing them with the opportunity to learn how to cook new healthy dishes. To ensure COVID regulations were met, fresh ingredients and recipes were delivered using the relevant safety measures by our Groupwork Co-ordinator. Participants joined a weekly Zoom session where they were able to cook together as a group in the safety of their own homes.

The group was also delighted to help in the production of FIRST's Cooking Group Recipe Book.

***"The chat you have during the cooking helps take your mind off the present situation."***



Banana Bread



Scones

***"You have a fun time whilst producing excellent food."***



Sweet and Sour Chicken

***"Reduced the feeling of isolation."***

***"All the recipes are helpful and easy to do."***



Thai Fishcakes

***"Doing things that I didn't think was possible."***

***"Helping me to cook and it is fun with the group."***



Chicken Stir Fry



# My Role as Peer Leader

I am so grateful for being part of FIRST as a Peer Leader. The support, learning and laughs has been something else. I have been supported more from FIRST than my own family and friends. Through everything I have realised that some people care and believe in me, and when you have at least one person that believes in you, I now believe that I can do anything I choose to do.

I honestly don't think I would be here right now if it wasn't for FIRST. Before lockdown I was involved as a Peer Leader with FIRST. I was doing different training and helping with groups and also helping to promote FIRST which I really enjoy doing. When lockdown came, I got lazy as everything stopped. I really thought how easy it would be to fall back into my old ways again but with having Peer Support on Zoom twice a week and the support of Paul and Grant I have not. I am more than determined to better myself. I received a mobile phone from FIRST so I can keep in touch and attend and help facilitate the Zoom meetings which has been a godsend for me. I enjoy the interaction with others on Zoom as it is like one big family all helping each other especially through the last twelve months. I am looking forward to meeting everyone face-to-face hopefully soon and being able to become more active in my Peer Leader role.

I would like to take this opportunity to thank Paul and Grant and all at FIRST for their help and support.

**Paul Connolly**  
**June 2021**



# Residential Rehabilitation

The Residential Rehabilitation Service is now in its eight successful year. This last year has been the most challenging due to the COVID 19 restrictions. Having to adapt and find new ways of working with individuals to ensure they were still able to access residential services brought its own issues, but I am happy to say that FIRST stepped up to that challenge and despite these difficulties, in the last year, twenty-six people were given the opportunity to access Residential Rehab from Fife.

The success of the Residential Rehabilitation Service has been proven time and time again and is monitored, not by statistical figures but the continued recovery journeys of those involved. The individuals who go to rehab experience a recovery journey that sees them develop into the person they want to become through dealing with the past, building on their lived experience and creating a positive future.

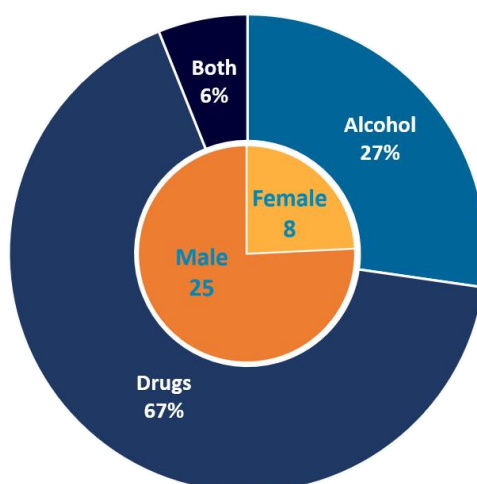
It has been an honour to be part of the recovery journeys of all those who have accessed this service and I would like to thank Phoenix Futures, Abbeycare Foundation and Jericho House for their service provision and ongoing support. I would also like to thank Fife Council and the Scottish Government for providing the funding which has enabled people to change their lives.

Thank you.

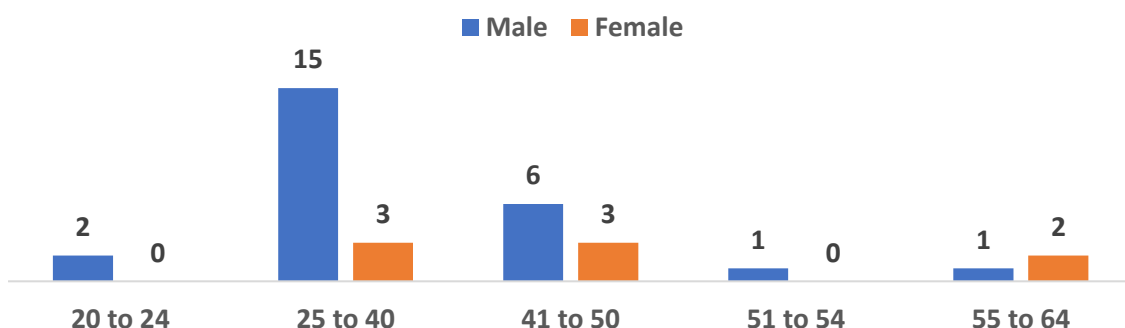
**Liz Nardone**  
**Residential Rehabilitation Co-ordinator**  
**June 2021**

# Referral Statistics

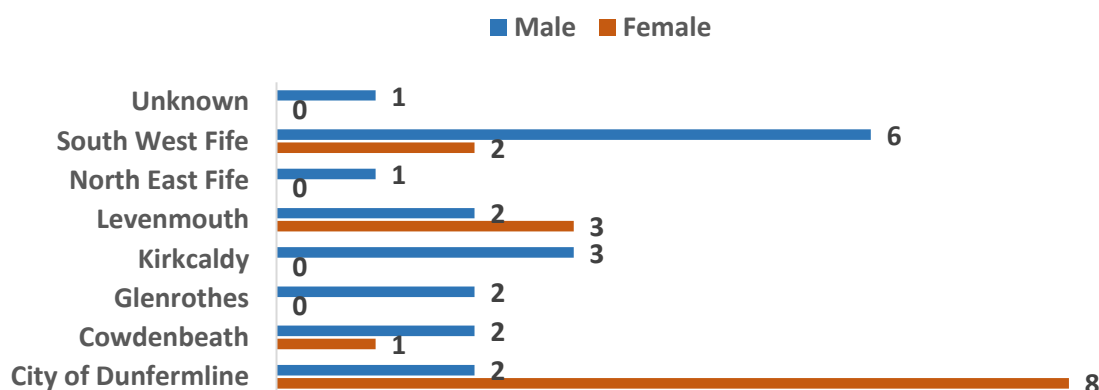
A total of **33** referrals were received for **Residential Rehabilitation** between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021.



## AGE RANGE



## LOCALITY



# Thomas' Recovery Story

My life before FIRST was unmanageable. I drank and took drugs almost every single day. I couldn't keep a relationship or a job if my life depended on it. I became distant from my family and friends. I chose drugs and alcohol over the people who I loved the most. I'd constantly be fighting in bars. Running away from bills I couldn't pay. I often thought about ending it all and eventually ended up in hospital.

The thing that made me come to FIRST was the moment I was sat on my sofa in an almost empty flat I had lived in for a year or so clutching a bottle of Jack Daniels after another failed attempt of trying to sober up on my own. Eventually I reached out to my doctor who recommended FIRST. I figured I had nothing left to lose.

I started working with Bill at FIRST. We talked through a lot of my problems. He encouraged me to get involved in activities like boxing. He was patient when I wasn't. The first time I met him, he took me to the hospital where I was admitted for a few days. It wasn't an overnight fix although it definitely saved my life.

I now work in construction. I make good money. I talk to my loved ones, family and friends. I'm righting the wrongs in my life. My flat is now a home and I keep myself in good health. Some of my new hobbies are running and hiking and I've even met some new friends who like doing the same things. **I am happy again.**

From the bottom of my heart, I would like to thank everybody from FIRST for saving my life and setting me up with the tools I needed to live my life again.

# Katherines' Recovery Story

My life ended up with my children being removed from my care. I had left my job. I had no family apart from my stepdad. My children were in foster care with once a week supervised visits for one hour.

I wanted and needed to stop drinking. At the time, I admitted I was an alcoholic.

My FIRST Worker worked with me through an Action Plan and helped me discover triggers and management of staying sober and also relevant supports. Without FIRST, I could not have begun to stay sober.

My life is now with my youngest child being back in my care and a rehabilitation plan for my other children. I have so many people in my life. I study. I volunteer and have a steady job. I have continuous contact with my other children and am highly respected from a lot of people.

*I am not the 'alki' anymore.*

**I now have a life I don't have to escape from.**

***Anything is possible in recovery.***

***You have to work hard but it is so rewarding.***



**Thank you to our funders:**

Fife Alcohol and Drug Partnership

Fife Health and Social Care Partnership

Fife Council

Bank of Scotland Foundation

The Robertson Trust

CORRA Foundation (Wellbeing Fund)

**Thank you to Nicola Lawson and her dad for their kind donation.**

**Thank you to those who have  
contributed to this Annual Report.**

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