



Transforming the lives
of clients and
their families
across Fife

First ANNUAL REPORT

Fife Intensive Rehabilitation
& Substance Use Team

2021 - 2022



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.



REGISTERED OFFICE

3 South Fergus Place
Kirkcaldy
KY1 1YA

AUDITORS

Brown, Scott & Main
31 Townsend Terrace
Kirkcaldy
KLY1 1HB

BANKERS

Royal Bank of
Scotland
23-25 Rosslyn Street
Kirkcaldy
KY1 3HA

FUNDERS

Fife Alcohol & Drug
Partnership
Fife Health & Social
Care Partnership

Registered Charity Number: SC034720

Company Limited by Guarantee Number: SC298843

Registered with the Care Inspectorate

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



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I was pointed in the
right direction by an
experienced worker,
and I will carry this
forever.

I do not think I would be
alive today without the
input and support from
FIRST. Helped me
through some of
the darkest
periods of
my life.



Welcome to the FIRST Team

Service Manager

April Adam

Business Manager

Jeanie Nowland

Residential Rehabilitation Co-ordinator

Liz Nardone

Mental Health Co-ordinator

Nadia Lessels

Activity Based Groupwork/Volunteer Co-ordinator

Paul Watson

Community Rehabilitation Team

Kenton Francis, Co-ordinator

Arlene Hanafin, Co-ordinator

Cara Brophy, Rehabilitation Worker (from June 2021)

Bill Dorman, Support Worker

Tracy Murray, Rehabilitation Worker

David Penman, Rehabilitation Worker (from August 2021)

Sara Rae, Rehabilitation Worker

Grant Taylor, Support Worker

Rebecca West, Rehabilitation Worker

Mark Young, Rehabilitation Worker

Kirsten Holland, Support Worker (until July 2021)

Administration Team

Kayleigh Gourlay, Office Supervisor

Sharon Barker, Service Administrator

Kelly Bolton, Service Administrator

Board of Directors

Joan Lamie, Chairperson

Donald Mackay, Director

Jenny MacLeod, Director

John Martin, Director

Link Officer

Carolyn King

Chairperson's Report



Welcome to the new normal – well, we made it!

After almost two years of lockdown and restrictions we are in the new normal with the challenges and opportunities that presents.

And it is to everyone's credit that I'm so proud to praise FIRST for demonstrating the immense resilience this has taken and how we have risen to the challenges of adapting our working practices against the increased demand for our services as we help more clients than ever before to start their life changing journey of recovery.

I've been struck by the commitment of FIRST to meet this need in our community and to deliver services to clients in safe, secure, and innovative new ways. We have improved our client experience through blended support methods including face to face meetings in new venues, the development of workbooks, groupwork and the provision of mobiles for telephone and video calls.

This report highlights the achievements and the good practice we have made that has been recognised by our partners.

A special mention must go to the ever-popular arts and crafts and cooking groups that go from strength to strength with excellent attendance throughout the year. I particularly enjoyed trying the recipes in the much anticipated cookbook that was launched last year – Nigella eat your heart out!

A key achievement over the last year was to maintain gold level of Investors in People accreditation. This report highlighted that FIRST is a great place to work, line managers are excellent role models, people feel valued for their role and efforts and feel immense satisfaction seeing clients progress with their lives. This recognition could only have been achieved through the hard work and dedication of everyone involved with FIRST.

I have always been inspired
by the commitment of
everyone involved with
FIRST to make a difference.

Furthermore, partnership working is vital to us. I am pleased to report we have been successful in securing external funding once again. This will greatly assist us to plan and deliver future community and residential support services for our clients going forward.

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 that we cannot achieve the, at times life transforming results for our clients without the commitment and hard work of our staff teams and volunteers – my heartfelt thanks to you all.

I am also grateful to my fellow Board Members for generously sharing their time and expertise. Carolyn King has served for many years as our Fife Council link officer and would like to thank her for her guidance and support. I have always been inspired by the commitment of everyone involved with FIRST to make a difference.

As the new normal continues we will also continue – to adapt services to meet the changing needs of the clients we are here to serve.

As we now operate a hybrid model of working and are always aware of the need to spend our funds wisely, we will be moving to a more suitable venue that will address both these issues.

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 your continued support in the year ahead as we enter a new chapter in our development.

Joan Lamie
June 2022



Service Manager's Report

The organisation has survived and thrived during another year of restrictions. As always, the Directors, Staff, Volunteers and Peer Leaders all worked together to ensure we were able to continue to provide a quality service.

Peer Support was delivered both online and 'in person' so clients could choose their preference or have both. After two years of restrictions, feedback was that clients and staff were delighted to have face-to-face contact resume once more at these meetings.

Telephone support has continued in terms of our one-to-one work; however, we are now able to have 'in person' contact with our clients too and we continue to offer support in terms of mobile phone provision and top ups. Engagement and retention rates have increased since the start of the pandemic and has continued throughout 2021. We will therefore operate this model of service delivery going forward as it works for all concerned.

Additional investment for the purchase of residential rehabilitation beds was welcomed and staff dedicated to this service have been very busy dealing with this increased capacity. The success of this element of the Service cannot be underestimated and we are delighted to be able to offer this provision to residents in Fife.

FIRST strives to ensure that the Medical Assisted Treatment (MAT) Standards are embedded in the Service wherever possible. Following the submission of a successful application to the CORRA Improvement Fund, we were awarded five years funding totalling £480,425. We will embed MAT 6 and 10 in FIRST in relation to the delivery of trauma informed services to our clients. We will work closely with NHS Fife Addiction Psychological Therapies Teams (APTS), ensuring we have a highly trained workforce who will also participate in monthly Coaching Sessions and receive support with their clients if required.

We are also involved with Making it Work for Families (MIWFF), a partnership with Clued Up, Gingerbread and Citizens and Rights Fife (CARF) and a member of our staff is seconded to this innovative Service, from FIRST.

This has been FIRST's final year at South Fergus Place, having been housed there since 2003. The Service will now move over to Carlyle House in July 2022. We look forward to the next twelve months with optimism, after what has been a very challenging time for everyone, and as always, will work together as a team to make the Service a success, working with all clients who need our help and support.

April Adam

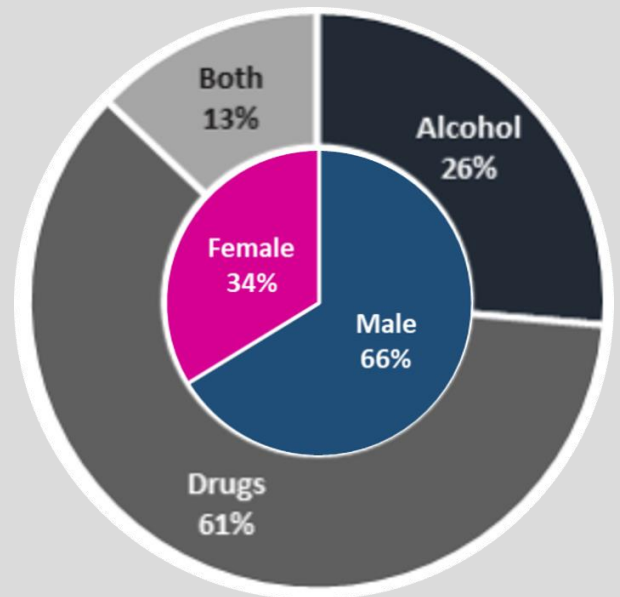
June 2022



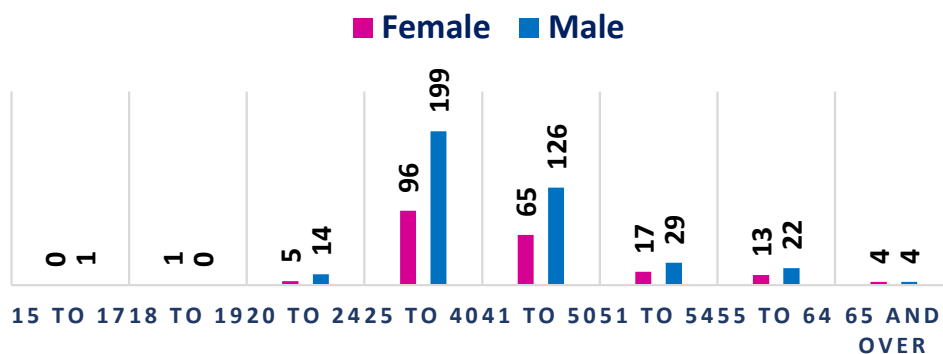
Referral Statistics

A total of **596** referrals were received for **Community Rehabilitation** between 1st April 2021 and 31st March 2022.

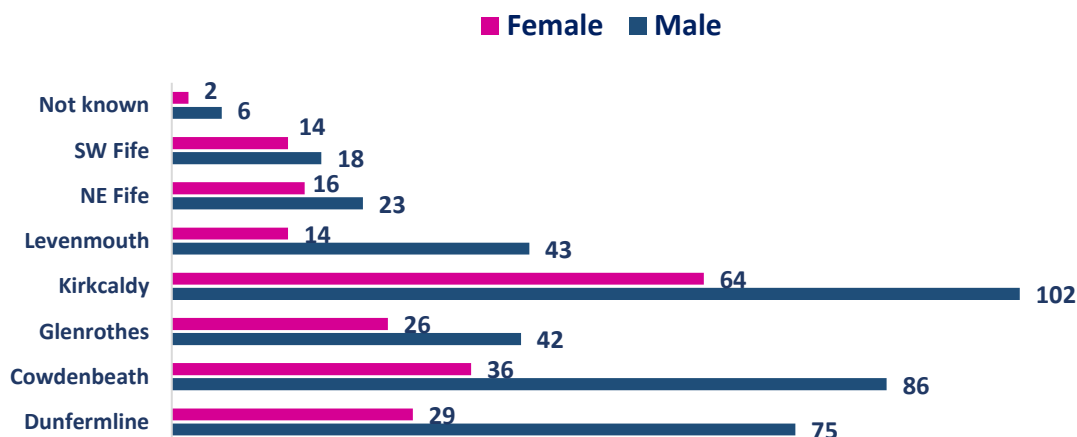
A total of **5055** appointments were attended by clients via telephone, video or face-to-face with their dedicated worker.



AGE RANGE



LOCALITY



Groupwork Activities

It has been a busy twelve months for the groupwork with getting back to face-to-face activities as well as online.

Peer support started again 'in person' at St. Luke's Church in Glenrothes and this has really taken off! Weekly attendances are normally around twelve people, but we have had more than twenty people attending of an evening which is outstanding. People have been travelling from all parts of Fife and even out with the Fife area.

Online peer support has continued each Thursday evening via the Zoom platform, which is popular for those clients who don't like to go out in the evening, especially during the winter months. Average attendance has been around ten people each week, but numbers have also been higher on occasion and people from all over Fife and beyond have accessed the group. We even had one person attend from Barbados! Peer support has been running for more than seven years and in all that time we have not missed a single week, therefore operating 52 weeks of the year! This is an amazing achievement and demonstrates that the demand is there and clients value this continued provision regardless of the time of year. We would argue that peer support provision is even more necessary at certain points of the year which can be difficult for some people and with that in mind we will continue to offer this level of service.



The online cooking group continued to be very popular with clients producing amazing food. From making a pot of soup to making culinary delights, clients have amazed themselves at what they have accomplished. The 'Let's Cook' Recipe Book, which we launched last year has certainly been a hit with the clients, many of whom continue to use it.

The gardening group continued over the summer into autumn during 2021 in Glenrothes, at the Auchmuty allotments where our clients learned so much and grew their own produce. Clients were able to come and do as much or as little as they wanted in relaxed surroundings and with good company.

As always, our groups provided opportunities for our Peer Leaders and Volunteers to get involved and take the lead when required. We will continue this over the next twelve months and will also be operating an additional Peer Support Meeting in the Dunfermline area at the Del Farquharson Centre in the summer. In order to meet demand, we have also recently started an additional gardening session. As we now have the lease for the allotment we can expand further if required. We very much value the views and suggestions from our clients and will continue to develop group provision based on positive feedback and achievements made by the clients as a result of their participation in our activities. We look forward to 2022/23 with optimism and enthusiasm. Recovery does indeed happen in the community and with the support of our peers.

Paul Watson

Groupwork Co-ordinator



Peer Support

Residential Rehabilitation

The Residential Rehabilitation service has had another successful year and once again, it has been my privilege to walk with those who have accessed the service on their recovery journeys. Over the last year, twenty-eight individuals have had the opportunity to access residential rehab and they are testimony to the necessity of this service. Residential rehab has enabled those individuals to focus on themselves in a safe environment and to work on the issues that have affected their lives, promoting change and recovery from addiction. Now that the COVID restrictions are starting to ease, it feels good to get back to a more normal approach to providing the service.

It was great to have a new addition to the residential rehab service providers, with the opening of Calderglen House in Blantyre. I was fortunate to be invited to see it in its early development stage allowing me to start building connections with the facility and the staff.

I would like to thank the Residential rehab service providers, Phoenix House, Abbeycare, Jericho House (Dundee) and Calderglen House. Once again, the support given to those individuals accessing residential rehab has been exceptional.

I would also like to thank Fife Health & Social Care Partnership and the Fife ADP for their ongoing financial support and I look forward to the next year of supporting individuals to access residential rehab.

Liz Nardone

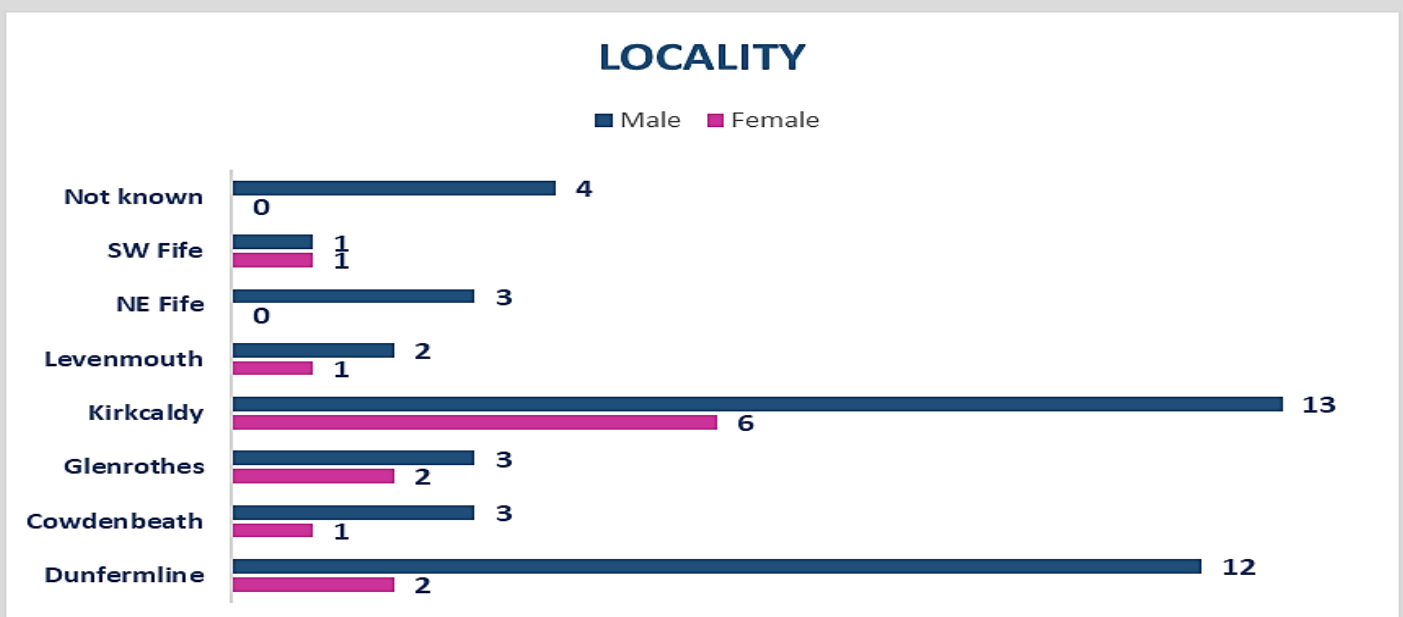
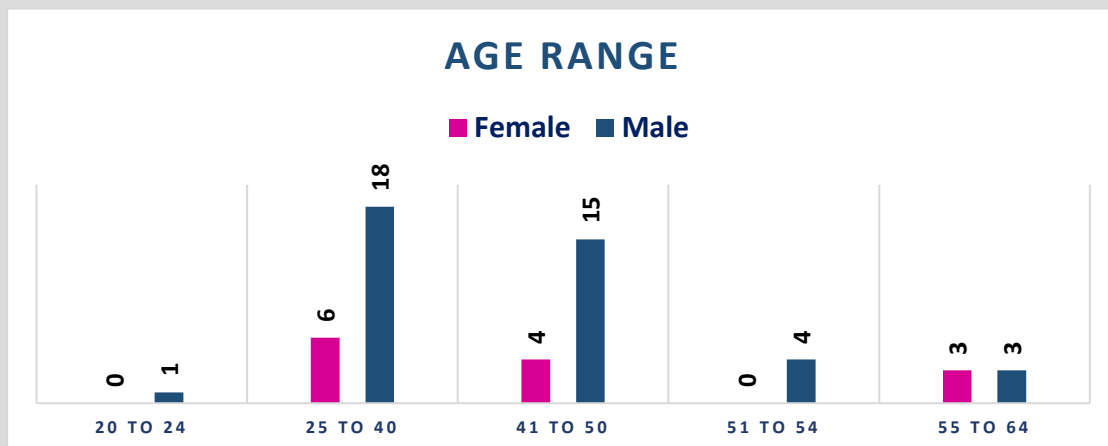
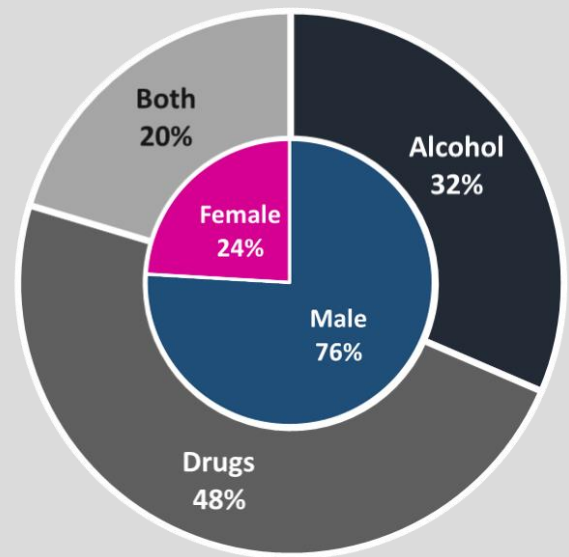
Residential Rehabilitation Co-ordinator

”

Liz helped me recognise that I needed to go to rehab to address my alcohol addiction. She supported me through the whole process.

Referral Statistics

A total of **54** referrals were received for **Residential Rehabilitation** between 1st April 2021 and 31st March 2022.



Thank you to FIRST for giving
me the opportunity to
go to rehab.

It changed my life.

The fact that Liz believed in
me and gave me a chance
to go to rehab changed
my life. If it wasn't
for FIRST, I don't
think I would be
alive today.



Thank you to our funders:

Fife Alcohol and Drug Partnership
Fife Health and Social Care Partnership
Bank of Scotland Foundation
The Robertson Trust
CORRA Foundation

The family of Tony McCallum
for their kind donation.

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



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