

# ANNUAL REPORT



Stirling  
Family Support  
Service

Supporting Families and Friends  
affected by others Substance Misuse

A Celebration  
of the Work of the Service  
for 2004/2005

## Annual Report 2004/2005

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It is estimated that 713 drug users are living in the Stirling area.<sup>1</sup> For every one-drug user it is estimated that at least four other people are affected. The development of a drug problem by a child or sibling can have severe and enduring impacts on family functioning as well as on the social lives and on the physical and mental health of family members. SFSS is the only service in Stirling to meet the needs of these families during and throughout the time of crisis when dealing with illegal drugs within the family unit. To date a total of 725 individual family members have been in contact with the service for help and support. The support offered to family members may continue for a significant amount of time and many of these family members return to SFSS for their support needs.

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# ENDURING IMPACT

*<sup>1</sup> Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland. Report to the Forth Valley Substance Action Team, February 2005, Gordon Hay, Maria Gannon, Neil McKeganey, Sharon Hutchinson & David Goldberg*

## Chairperson's Report

It seems no time at all since our last annual report and the year 2004-2005 has been an overexciting and challenging year for SFSS. In October we had an away day, which had been organised originally by Mary Pryor, we held this at Stirling Royal Infirmary and its purpose was to focus on the future for the SFSS and the direction that the service should take. This day long event was well attended by staff, volunteers, voluntary management committee and advisers.

The report from this day highlighted the views of all involved. Through discussion we arrived at several priorities for the future success of the SFSS. One priority was the drawing up of a business plan to cover the next three years with an annual review.

The business plan, when you read it will illustrate our plans for the SFSS both in maintaining the core business of the service and in broadening into new areas of work.

Funding has been another major issue in considering our future, now that we have charitable status we should be able to attract funding from a wider base. Stirling Council have continued to be our core funders but we still need to attract further funding to continue our service beyond March 2006.

In the past year we employed a development worker until August 2005, whose remit was to develop links into the community. The funding for this post has now ceased.

So along with the challenges and concerns on the financial side there have been many positive achievements. Several members took part in "Parent 2 Parent" training, and we look forward to being able to take this training out to parents as a preventative measure in dealing with drug/alcohol issues with young people.

We have initiated and now chair the Forth Valley Family Support Network where family support agencies can share data, information etc. We have become affiliated to the Scottish Network for Families Affected by Drugs and have completed training to enable our volunteers to be active on the National Helpline. We have built on our partnership working and have enjoyed many social interactions as a result to this (nights out!!!). We now provide a free phone and text service on our helpline.

So we face 2005-2006 with a huge amount of work to be done, big challenges on the financial front, but as always a firm sense of commitment to continue our service and to implement our business plan - neither of which could be possible without the hard work and support of the staff, the volunteers and our Advisors

We wish you all well and look forward to your future support and thank you for your support over the past year.

Kathleen M Forsyth  
*Chairperson*

“

. . . . . So along with the challenges and concerns on the financial side there have been many positive achievements.. . . .

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# WHAT WE DO

## How we help

Like many community responses to drugs, mothers started the Stirling Family Support Service (SFSS), as a result of feeling helpless in finding support when their children had problems with drugs. Their message was simple - we need to be able to talk to someone when we have a crisis and they need to be people who understand the problem and know the local area. Operating throughout the Stirling Council Area, the project is dedicated to helping families and friends who are affected by others' drug use.

SFSS has a vital role to play in tackling drug use,

We believe that the voice of the family should be heard - loud and clear.

- Families need specific services, offered by experienced, well-trained and caring people.
- The stigma and discrimination against families affected by substance use needs to be addressed.
- Each family member is unique and has different needs.

SFSS works in partnership and has been engaging with Local Communities, Individuals, Service Users and Providers as well as our Volunteers to identify the needs of families.

We have built on the success of previous developments and complimented existing services, such as:

- Confidential Helpline service
- Web site
- Developing promotional material
- Participating in promotional events
- Providing opportunities for Volunteering, and Training.

Families and friends affected by someone else's drug use can now

- Access services face to face either at the project or in their own local community.
- Drop In to our premises at the Stirling Boys Club, which has provided us space to expand our service to meet the needs of families.
- Participate in the Annual Social/Fundraising Event A themed occasion bringing some lightheartedness into the project.
- Clearly identify us by our logo, which reflects the service's image
- Email us at [admin@stirlingfamilysupport.org.uk](mailto:admin@stirlingfamilysupport.org.uk)
- Text us if you don't have access to a landline and we will phone you back

We also provide a range of additional service.

These services and opportunities are met by prior arrangement

- Respite services which allow people to have a short caravan holiday to relax, can be accessed for Stirling Family Support Members
- Alternative therapies for family members including Aromatherapy may also be accessed.

0800 027 0898

01786 470797



# OUR ACHIEVEMENTS

## How did we do

### Project Managers Report

Over a relatively short space of time the SFSS has gone from being a small group to a charity which has two full time staff. The unquestionable challenges contained in this structural change led to an Away Day taking place in October 04 immediately after the First AGM.

The commitment of the staff and committee members is what drives SFSS forward. However, it was clear from the Away Day that there are key tasks that need to be given consideration by staff and management committee, as the organisation grows and faces greater challenges, and continues to progress in placing itself and it's work in a wider local and National context.

SFSS has very clear vision and values focussed on supporting family members affected by others substance misuse. The away day played a big part in determining whether the organisation should consider extending it's support to the substance user, however it was clear from the discussions and feedback that the focus would remain firmly on people "who were affected by someone else's substance misuse."

Throughout this year the management committee have faced many challenges from participating in Recruitment and Selection training, writing and agreeing Job descriptions, employing a Development Worker on a "fixed term contract" for 12 months, writing the work plans, participating in support and supervision sessions and ensuring adequate training opportunities were offered for staff and at the same time continuing to fulfil their role as volunteers providing many of the services on offer.

The organisation has also been busy looking at the future beyond March 2006 when our Core Funding "Quality of Life" from Stirling Council comes to an end.

A key area of work for us will be our 3 year business plan which we agreed at the Away Day needed to be developed and presented to potential funders. The plan will sets out the strategic direction for the service and have clear targets and timescales.

A funding strategy for the coming years is being given serious consideration. This strategy will take into consideration; What we're currently deliver; What we want to develop in the future and Who might fund these activities, applications will be developed based on discussions and developments within the Business plan. Discussions have already taken place in terms of applying to Lloyds TSB to carry out an Organisational Review.

Our Website which has been extremely well used over the past years will undergo a major face life and be revamped and updated.

[www.stirlingfamilysupport.org.uk](http://www.stirlingfamilysupport.org.uk)

“

. . . . . there are key tasks that need to be given consideration . . . as the organisation grows and faces greater challenges, and continues to progress in placing itself and it's work in a wider local and National context. . . . .

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Delivering training for Parents using the Parent to Parent Programme (mentioned later) in partnership with our colleagues from LADA will form part of our agenda for the coming year. We would also hope to increase the Workshops we are able to deliver; both these opportunities will form part of our income generation which will go directly back to the organisation to ensure quality services can continue.

Staff and volunteers are committed to providing services however, it's clear that if we want to continue to grow and develop the services available to families we need to be clear about what we are doing and why we're doing it.

Our volunteers and management committee and advisors are a credit to Stirling Family Support Service. Most of the volunteers have been part of the service since completing their initial 12 week training in 2000.



The management committee are taking an increasing responsibility to strengthen the role of the organisation within the substance field at both local and national level.

SFSS is an integral part of the local network of groups working in this field. SFSS initiated and chairs a Forth Valley Wide Family Support Network. This network now forms part of the strategic direction of the Forth Valley Substance Action Teams as the "Communities Pillar" of their corporate plan. This network also nominates the community's representative to sit on the Substance Action Team meetings, and nominates the representative for the Forth Valley to sit on the National Family Support Network (SNFAD).

Commitment to quality training has always been seen as a key area of work to ensure SFSS continue to rise to the challenge of providing accountable quality services. Through work with the Scottish Network for Families affected by drugs some of our staff and volunteers participated in the National Helpline Training. Validated by the National Open College Network. Having now completed the training SFSS will be one of only 4 organisations in Scotland that help to staff the 24hr National helpline for the parents and families of drug misusers.

Finally, SFSS has a strong relationship with several organisations in particular Stirling Council, and we welcome the opportunity to continue this in the coming years.

Janice Beaton  
*Project Manager*

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..... SFSS is an integral part of the local network of groups working in this field .....

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# OUR ACHIEVEMENTS

## Treasurers Report

Most treasurers reports are about Income and Expenditure and you'll find this later in this document but first I wanted to say a bit about my involvement with SFSS.

I have been a volunteer for Stirling Family Support for 4 years now; I am also the Treasurer for the Management Committee. During these four years as a volunteer I have noticed the service has greatly developed and become more professional.

Since establishing the management committee in Sept 03 we have gained charitable status, participated in recruitment and selection training and employed a development worker on a one year fixed term contract.

We had our first AGM last year where I went through the scary process of presenting our finances to everyone, we've had a few adventures along the way and ongoing training is seen as a priority for staff and volunteers.

Many training courses have been available to the volunteers, these have helped us to develop our skills.

This year I attended a SNFAD Helpline Training course along with most of the volunteers including Janice, Project Manager and Linda, Project Administrator, and other support services involved with the Scottish Network for Families Affected by Drugs. The course was delivered by PADA and the training officer was Lynn Claire. It was a four-day course run over two weekends at the Golden Lion Hotel, Stirling.

The training helped to refresh my knowledge of drugs and their effects on the person taking them and their families. I also enjoyed meeting with other volunteers from different services in Scotland. It was a very well delivered course, which I enjoyed very much. This course was given a recognised certificate (from the open college network).

I feel being given the opportunity to go on this course in which we all successfully achieved the 12 credit to pass, has given Stirling Family Support Service the opportunity to become involved in the Scottish National Helpline. I am really looking forward to participating in the helpline.

Also this year I attended the SNFAD Annual Families Conference this was held in the Stirling Highland Hotel it was a two-day conference that I enjoyed very much. These conferences give you the chance to meet up with all the different organisations. Last year it was held up in Glasgow and it was only a one-day conference, which I felt the agenda was too much for the one day.

I really enjoy being a volunteer for Stirling Family Support Service as I feel it is a very worthwhile organisation and in today's society it is a very needed service as there are a lot of desperate families that need our support.

Barbara Fotheringham  
*Volunteer/Treasurer*

“

..... and in today's society it is a very needed service as there are a lot of desperate families that need our support. ....

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# OUR ACHIEVEMENTS

## Project Administrator's Report

### Away Day

On 30 October 2004 attended an Away Day with the Management Committee and advisors where we focused on where we wanted Stirling Family Support Service to go in the future. This day was a great success with a definite focus being placed on what we collectively felt as a group about SFSS.

Some of the exercises like the SWAT analysis were good as it let us focus on our strengths and our weaknesses.

The results of the away day have given us a clear vision of what we need to work on. The most important of which has been the need for a Business Plan, which all our applications for funding will be based.

### National Helpline Training

The two weekends spent doing the National Helpline training were really good and gave me a chance to meet other people working within Family Support from Glasgow and Lanarkshire. Lynn Claire the facilitator was excellent with some lighthearted comments about her own situation. As with everything else training, meetings etc the important times can come during comfort breaks when people really get to know each other and swap stories. At these times you find out things you didn't know before and also that problems experienced by families affected by substance use happen all over the country.

The training refreshed some of the knowledge about drugs. The session on "Understanding drug Use" was quite an eye opener as it gave a slight insight into why some people begin to take drugs and why they continue. It also highlighted how difficult it is for the addict to come off drugs. Some of the reasons for beginning to take drugs will still be there when they stop but by then they might have totally alienated their families and friends.

### ASIST (Applied Suicide Intervention Skills Training)

I took part in the ASIST (Applied Suicide Intervention Skills Training) along with others from the Nursing, Youth Workers and other professionals. On the first day of this training we looked at our attitudes to suicide with everyone answering questions about if we had ever contemplated suicide or whether we know of anyone who had committed suicide or tried. The results were startling that most of the participants had in some way been affected by suicide. We then went through some workshops and some role-play scenarios. This training was provided by SDAMH (Stirling & District Association for Mental Health).

### Decorating Family Room

In March we agreed to refurbish the Family Room to make it more Family Orientated and less office looking. One of our volunteers took the lead role in transforming this room. Janice (Project Manager) and myself (Project Administrator) had a change of role for two days as we became painters and furniture movers and left the room a shell for the volunteer to work with. I must admit that the room looks lovely now and with some very positive feedback from family members who have used the room for their face to face sessions.

Linda Junnier  
*Project Administrator.*

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..... The results were startling that most of the participants had in some way been affected by suicide. ....

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# ADVENTURES

## New Opportunities for Parents

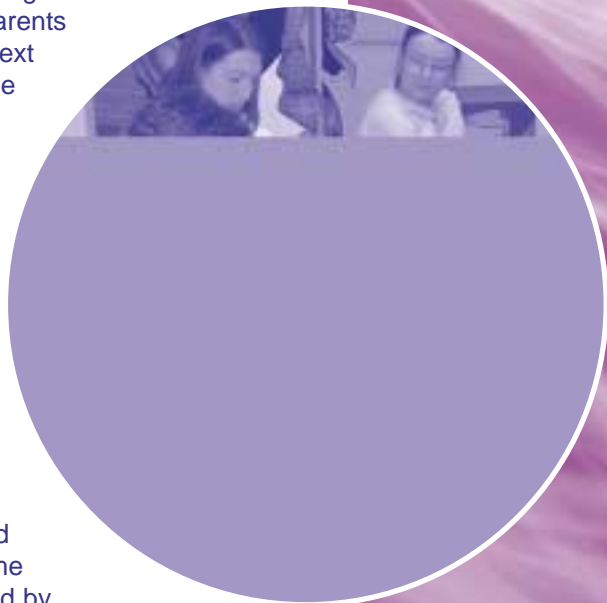
Stirling Family Support Service continues to go from Strength to Strength as it forges ahead with its commitment to provide support for families affected by drugs. LADA [Locals Against Drug Abuse], a community-based project located in Sauchie in Partnership with Youth 1st, held a 'Parent to Parent' training course at the Sky Training Centre, near Dunfermline. LADA invited other Family Support Projects from across Forth Valley to get involved, 17 people participated on the course.

The training was run by Cathy Wheelan, Project Development Worker and 'Parent to Parent' Facilitator from Trim, County Meath, Ireland. Cathy and her colleagues have extensive experience in successfully promoting and developing the 'Parent to Parent' Programme throughout Ireland.

'Parent to Parent' consists of 8 workshops for parents of preteens and teens. The aim is to develop the skills, attitude and confidence they may need to get their children through their adolescent years without significant drug or alcohol use. If their child does develop an alcohol or drug problem, the participant is presented with a framework for recognising and dealing with it effectively. The significance of this programme is that it is organised and delivered through peer education by the parents themselves. The participants will receive the next part of the training - training the trainers - on the weekend of 4/6 February 2005, from Jackie McKenna, Manager, Cavan Drug Awareness, Co Cavan, Ireland. CDA is a community owned project, which aims to address the issue of drug and alcohol misuse through the provision of information, support, training and services to individuals, families and the wider community.

Janice Beaton Manager of Stirling Family Support said, "The focus of the work of our colleagues in Ireland is based on the devastating effect drug misuse, by children, has on families. However, when we were asked by LADA to participate in the training programme

I thought it could be used by parents of young people experiencing a whole range of difficulties that also impacts on families. For example, parents of young people who are being bullied or parents of young people who are getting into all kinds of difficulties. 'Parent to Parent' is an excellent package of peer training and support."



## Parent to Parent

I participated in two weekends training in learning to facilitate the 'Parent to Parent' program along with other members of SFSS, LADA, and 1st Youth.

The program consists of 8 videos that are backed up with various exercises stories to keep the main points of each video in the parent's memory.

Bill Oliver, an American whose daughter had become a drug addict developed the program. Bill had put together this program of Parenting Skills and how to help parents hopefully stop children going down the road of drink and drugs.

The program was very entertaining and very emotional at certain points and all the participants pulled together to support each other when doing the trial facilitation of the program.

SFSS and LADA hope to enter a big new adventure together and take this program into the community.

Edna Mason



*Participants on the Parent to Parent Course get their certificates*

## Away Day

The SFFS Committee as a relatively newly formed committee decided it was important to spend some time looking at what the SFFS needed to do to meet the challenges it will face over the next couple of years.

A Development Day at Stirling Royal Infirmary was planned for October 2004 to let SFSS and its supporters take time to have a good hard look at the organisation and answer some tough questions such as: -

- Why are we here?
- What do we do?
- How do we know this is needed?
- Where are we at just now?
- Where do we want to be /need to be?
- How do we get to there?

Like all the best away days it started with a very good breakfast and a fast paced icebreaker

Members of the Committee, volunteers, staff and advisers from Stirling Council and Forth Valley Substance Action Team then worked very hard through series of exercises to come up with some answers but like the best of these events, each exercise often raised as many questions.

After a lot very hard work the participants had agreed some key priorities and action points and had hammered out the basis for a business plan to help SFSS shape it's future direction. Key issues with no surprises were future funding, how do we do what we do better, how do we make sure the work links with the work of our partners, how to grow our service in relevant ways that meet the need for families and communities.

This day was just the beginning of the business planning process and much hard work has been achieved since, but like all the work of SFSS it was characterised by the commitment and dedication of the volunteer and Committee members supported by staff and advisers to ensure that the work of the SFSS continues to meet its mark by helping support families affected by substance use

*Mary Prior*

“

. . . . . Like all the best away days it started with a very good breakfast and a fast paced icebreaker . . . . .

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# ADVENTURES

## Boast to Counselling Skills

THE PROFESSIONAL counselling skills of voluntary groups in Stirling received a boost when ten people qualified after an intensive six month course organised by Stirling Family Support Service.

There were 16 trainees from Off The Record, the Culterhove Moving On Project, the family support organisation LADA, Freagarroch and the Stirling Family Support Service.

The course was validated by COSCA, formerly (Confederation of Scottish Counselling Agencies) the professional body for counselling and psychotherapy in Scotland. All 16 candidates spent one Sunday a week on the formal part of the course.

The Family Support Service received funding for the course from the Stirling Partnership for Urban Renewal (SPUR), and decided to open it up to other voluntary organisations.

Brian Magee, COSCA's Chief Executive presented certificates to the 10 qualifiers at a special awards celebration with families and friends at Stirling's Municipal Buildings. A certificate was also presented to Cathrine McColl who provided the catering each Sunday for the duration of the course.

Project Coordinator Janice Beaton said " This was a very intensive course most people do this type of course one evening a week for 2 or 3 hrs for about 18month. However due to the constraints of having to spend the money by March 03 our volunteers committed themselves to training all day every Sunday for 6 months, this put enormous pressure on them in terms of their time, other commitments and their emotions as well as having to complete various assignments at home. However, they were committed to their volunteering and took this challenge very seriously well done to them all.

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..... our volunteers committed themselves to training all day every Sunday for 6 months

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### One to One Support

The thing I feel most proud of this year with being involved with SFSS Is that I have been doing face to face support work. I am using my counselling skills that I gained last year and putting them to good practice. I love the feeling I get when I do face you face support work, it's sad to hear these stories but I get great satisfaction for just being there and listening to the client.

Karin Davidson



*Back Row from Left to Right  
Pauline Shaw, Edna Mason, Alexander  
Brown, Agnes Douglas, Melanie Sanderson,*

*Front Row from Left to Right  
Linda Junnier, Lynne Hope, Karin Davidson,  
Brian Magee, Karen Newbiggin,  
Tracy Holmes, Catherine McColl*

# ADVENTURES

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..... We were also made aware how to recognise different types of substance misuse .....

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## Scottish Network

Scottish Network for Families affected by Drugs

A 24-hour National Helpline for the parents and families of drug misusers.

Stirling Family Support is one of four organisations in Scotland to be included in this new venture. One of the provisos was that staff and volunteers would participate in an accredited course designed to enable us to work on a national helpline.

The four day course comprised of many practical and theory based sessions/workshops and an exam. There was very specific material relating to substances and how they effect people and subsequent effects on family members. We were also made aware how to recognise different types of substance misuse.

The second part of the course was how to answer the helpline call, getting as much information as possible from the caller and how to allow them to be open and frank. We were then made aware of how to pass facts on to them in an informative way. It was a very well presented course, which I enjoyed immensely, and has gained much knowledge around substance misuse.

Yvonne Allan  
*Development Worker*

## Interior Design

This year I have also had the opportunity to be an interior designer! My brief was to make our meeting room relaxing and inviting for any one that is using it. This was also challenging, but great fun. The room looks lovely. I used the colours that we used on our publicity as I think that works well. I think is very important to have relaxing surroundings when you are doing support work.

Karin Davidson

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..... I think is very important to have relaxing surroundings when you are doing support work .....

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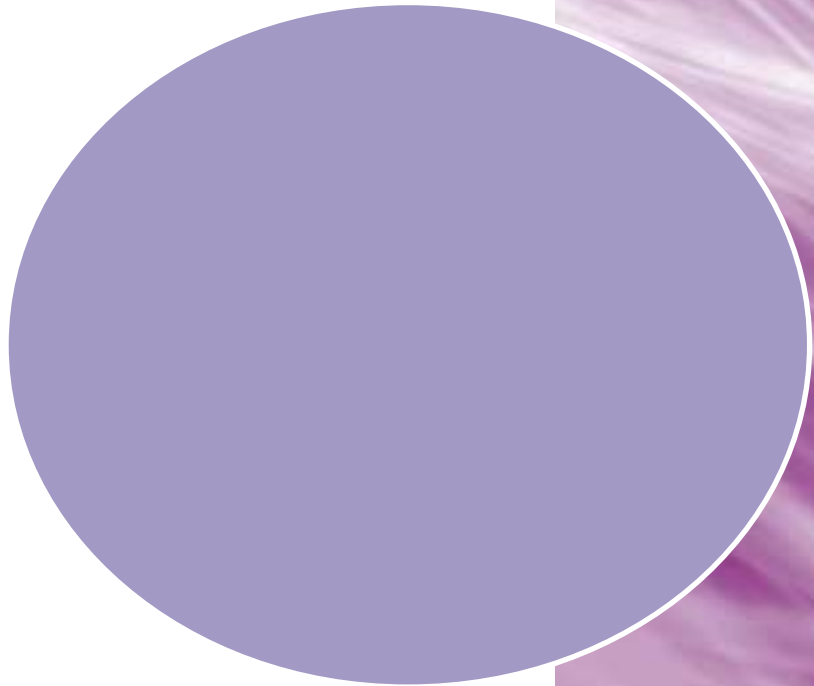
# ADVENTURES

## Drugs Awareness DVD

Partnership working

SFSS members participated in the making of a National Drugs Awareness DVD (a re-make of the previous 'Which Way' resource) for Drugs Awareness officers to use as a tool in schools, youth groups and communities, titled 'The Real Deal' Produced by Strathclyde Police Audio Visual Department Victoria Joffe.

The DVD consist of first person video clips of individuals experiences with drug, alcohol and tobacco use. The clips will vary from experimental use, addicts, individuals seeking help from rehab programmes, those who have no intention of giving up, to friends and family members who have been affected by someone else's habit. Additionally in the DVD there will be text based Health and Legal sections, backed up by factual video clips on issues such as the implementation of ASBO's, Roadside drug testing etc. illustrating other aspects of these issues.



## Making News

*Extract from Stirling Observer 19th November 04*  
**Support Group Hits The Road**  
By Donald Morton

The Stirling Family Support Service is set to expand, with new mobile drop in sessions to be held in across the Stirling Council area.

The group gives help and support to families and friends affected by someone misusing drugs or alcohol. The groups new development worker, Yvonne Allan said "Families can often feel stigmatised and unable to ask for support, but we need to let them know we are here to help, listen and not judge.

"We know of the feelings of helplessness and isolation that families experience when someone in the family is taking substances. That's why we want to make the service more accessible to more people by going out into local communities.

We can offer the support they need while reminding others that families who need help and support shouldn't be the forgotten victims"

Yvonne will be holding the first community based drop in session on Wednesday, November 24, at the Health Information Centre at 46 Barnton Street, Stirling, from 10am - noon and from 2 - 4pm.

"This is the first time we've held a drop in session outwith our base in the Boy's Club, Top of The Town, and I hope people will drop in to talk over their concerns"

The service was first launched in 2000 and has seen many changes over the years. Since July 2002 the support service has been building on its helpline and promotional events by providing face to face support and advice.

In September last year the group also established a new voluntary management committee, who have participated in on-going training, which is an essential part of the service ensuring that the volunteers and staff are qualified to deliver high quality services. Recently 10 volunteers completed their training in a COSCA validated counselling skills course.

Chairperson Kathleen Forsyth said: "Research shows that the need for family support services is even more acute than it was when the service was first set up. "

"We are fortunate to have Yvonne in post who, along with other staff and volunteers, is providing an accessible service for the family members and the community of Stirling."

As well as free confidential helpline (0800 027 0898) the group,

which is a registered charity, also provides face to face support, a respite service and alternative therapies with a qualified clinical aromatherapist who provides massage and stress release for family members.

The Family Support Service operates throughout the council area and is backed by Stirling Council. For more information contact Yvonne Allan on 01786 470797 or email: [admin@stirlingfamilysupport.org.uk](mailto:admin@stirlingfamilysupport.org.uk)

*Extract from Stirling Observer 4th February 05*

## Training for Teen Trouble

By Donald Morton

Stirling Family Support Service is singing the praises of new drug and alcohol awareness training for parents.

The 'Parent to Parent' training course, organised by Locals Against Drug Abuse (LADA) in partnership with Youth 1st, is aimed at the parents of children and teenagers.

The aim of the training is to develop the skills, attitude and confidence parents may need to get their children through their adolescent years without drug and alcohol use.

If their child does develop an alcohol or drug problem, the parent is given a framework for reorganising and dealing with it effectively.

The first phase of the training was run by Cathy Wheelan, Project Development Worker and Parent to Parent facilitator from Trim, County Meath, Ireland.

Cathy and her colleagues have extensive experience in successfully promoting and developing the Parent to Parent programme throughout Ireland. The 17 parents on the course receive the next part of the course "Training the Trainers" today (Friday) and tomorrow (Saturday).

This will be provided by Jackie McKenna, Manager, Cavan Drug Awareness (CDA), Co Cavan, Ireland.

The CDA is a community owned project which aims to address the issue of drug and alcohol misuse by providing information, support, training and services to individuals, families and the wider community.

Janice Beaton, Project Manager for Stirling Family Support Service said "I am delighted our project has the opportunity to participate in this training. Our service is committed to helping parents and family members who are effected by someone else's substance misuse.

"The training means we can now have the opportunity to help parents develop an awareness of what's going on for a young person during their adolescent years as well as developing their skill and confidence on how to deal with very difficult situations"

For further details about the Parent to Parent programme contact Janice at Stirling Family Support Service on 01786 470797 or e-mail [admin@stirlingfamilysupport.org.uk](mailto:admin@stirlingfamilysupport.org.uk)

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..... We know of the feelings of helplessness and isolation that families experience when someone in the family is taking substances. ....

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..... If their child does develop an alcohol or drug problem, the parent is given a framework for reorganising and dealing with it effectively .....

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# VOLUNTEERS

## Volunteering

### Volunteering

Stirling Family Support has given me the chance to do something positive with my spare time. In the five months I have been involved with Stirling Family Support I have met a lot of new people and learnt a lot of new skills. I get so much satisfaction knowing that the training and work I do for the service will all be put to good use once I am fully trained. I never thought I would have got as many training opportunities as I have done in such a short time.

The training I have done has really opened my eyes to the true nature of what family support services do and made me realise how valuable a service like SFSS is to our community.

At the moment I am working on organising a fundraising event, which is to be held in the Boys Club on 6 August to help raise funds for the service. I am enjoying planning for the event and love a challenge. I look forward to seeing the outcome of it.

Thank you everyone for giving me a chance and for believing in me.

Lesley

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..... I especially like the fact I can attempt things I haven't done before .....

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### A new challenge

I have been a volunteer with Stirling Family Support Service for almost 5 years and during that time I have had the opportunity to be involved in various activities. I especially like the fact I can attempt things I haven't done before. When I was asked to consider becoming a member of the management committee, I was at first hesitant as I'd not had any relevant experience. The other volunteers and myself were reassured we'd be given training on all aspects of being a committee member. I have since attended training and information sessions on the various roles of committee members and been shown how to write a basic accounts system. This has helped me to feel more involved with and to better understand the working of the group.

Lynne

### Volunteering

I feel very attached to SFSS I have been a volunteer for almost 4 years. I think it is a very worthwhile service that needs to be in Stirling. I am looking forward to the year to come and hope I can continue to support any one who calls or that walks through SFSS door.

Karin

## Partnership Working

### Community Activities/Promotional Events

This year again we have participated in Community Activities.

- 600 people in attendance between Fallin, Cowie, Raploch Cornton MOT Days (figures were unavailable from SHWA) these figures are based on previous year.
- 200 students visiting our stall during Stirling University Fresher Fayre.
- 342 visited the stall during Forth Valley Substance Action Team (SAT) Know the Score Campaign based at Stirling Thistle Centre.
- 60 people participated in the Victoria Hall Open Day at Dunblane.
- 30 people At Raploch Primary School.
- 25 attended a presentation delivered to Stirling Student Support Services.
- 30 participated in Fallin Hitback project organised by the young people.
- 6 Participated in Culterhove Hitback project

### Know the Score Communication Campaign

Stirling Family Support Service were one of the organisations that took part in the “Know the Score Communication Campaign” organised by Forth Valley Substance Action Team in February 2005.

This communications campaign specifically targeted parents of children aged 12 to 16 with elements of the campaign addressing the general publics need for accurate impartial information and advice as offered by the national helpline and website. The campaign focused on both raising awareness of and actively promoting the Know the Score Helpline, website and information booklets.

The campaign targeted the main shopping areas within Forth Valley - Stirling Thistle Centre from 21st - 25th of February (5 days).

The numbers and breakdown of people visiting the stalls for advice/leaflets/information/promotional goods were as follows;

<i>Age range</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
Under 16	15	18	33
16 - 18	15	18	33
19 - 25	20	30	50
26 - 35	15	41	56
36 - 45	18	52	70
46 - 55	17	30	47
56 - 65	7	13	20
66+	12	21	33
		Total	342

“ . . . . . 342 people visited the stalls for advice, information and promotional goods. . . . . ”

## What about me?

“What About Me?” is a short film which examines the impact on family life of illegal drug use.

It does not moralise or beat its viewers over the head with a message. It attempts to present a family of individuals going through a time of crisis all of whom try to deal with the older daughter’s illegal drug use in different ways. The one common theme to their approach is that none of them attempt to seek external support despite the fact that they desperately need to.

This workshop was used to support Fallin Hitback Project who organised an evening of workshops and activities for parents of young people living in Fallin. Of the 17 people who completed the post workshop evaluation forms the following information was gathered.

### *Did they find workshop useful?*

88% found workshop very useful  
11% found workshop useful

### *How they rated their knowledge about the effects of drugs and alcohol on families before workshop*

59% had some knowledge  
12% had lots of knowledge  
29% had little knowledge

### *How they rate their knowledge after workshop*

65% lots of knowledge  
35% some knowledge

### *Some Comments written on the evaluation forms regarding workshop*

“Very good and useful”

“Very informative and a valuable service offered”

“Very informative”

“Found it very interesting. Did not realise what went on in families affected by drugs or alcohol”



. . . . . It does not moralise or beat its viewers over the head with a message. . . . .



# TRAINING

## Applied Suicide Intervention Training.

ASIST training course run by Stirling and District Mental Health Association.

The main purpose of this training course is to introduce concerned community members to suicide first-aid intervention skills-Skills that can be used to prevent the immediate risk of suicide or self-harm. ASIST is two-day, hands-on, practice-oriented training that can help caregivers becomes ready, willing and able to do suicide first-aid interventions. We were made aware of the situations that can lead to suicide attempts and also the reasons why some people decide on this course of action. The workshops contained some very upsetting material but it is done in a very sensitive manner. The trainers were good and gave me a greater understanding of this very emotive subject. Although I hope never to use the skills I have learned it is good to know I will be able to deal with the very difficult situation should it arise.

Yvonne Allan  
*Development worker*

## Training

I have done the national helpline training this year which was very interesting and educational I am looking forward to SFSS getting set up with the national helpline so we can be part of it and that I can use my skills that I have learned over the training.

Karin Davidson

## Parent2Parent Training

Organised in partnership with LADA and Youth 1st is aimed at the parents of young children and teenagers.

The aim of the course is to enable parent to develop the skills, attitude and confidence parent may use to enable them to get their children through their adolescent years without drug or alcohol use. If their child does develop a drug or alcohol problems it allows them to develop a coping strategy to deal with the problem effectively. The training was in two parts the first being eight video based workshops that the parents will participate in .The second being "Training the Trainers" which enables the participants to facilitate the course. I enjoyed both these courses and would have felt more equipped to support my own children if I had participated on the course when they were younger.

This course has a lot to offer parents an awareness of parenting skills because after all it is one of the most difficult jobs they are asked to do with no formal training. This course allows them to develop an awareness of the best way to help the young person at a difficult time in their life.

Yvonne Allan  
*Development Worker*

## Training Numbers

ASIST (Applied Suicide Intervention Skills Training)  
2 Staff

Child Protection  
2 Staff  
2 Volunteers

Children & Families Affected by Problem Drug and Alcohol  
1 Staff  
1 Volunteer

COSCA Certificate in Counselling Skills  
1 Staff  
3 Volunteers

Family Constellations Workshop  
1 Staff

Health & Safety DSE Assessment Workshop  
1 Staff

Mental Health Act  
1 Staff

Parent to Parent  
2 Staff  
1 Volunteer

Parent to Parent Facilitator  
2 Staff  
1 Volunteer

Recruitment and Selection Training  
3 Volunteers

SNFAD Helpline Training  
3 Staff  
6 Volunteers

The Effective Administrator Course  
1 Staff

Understanding Women & Supporting Women Affected by Domestic Abuse  
1 Staff

# STATISTICS

## Who we helped

Total Contact  
April 04 - March 05

194

Note: We've noticed more people are using the office line for support, highlighting that most of our work is still via phone support, we have changed our helpline to a free phone number and with better marketing we hope to encourage people to use the helpline number thus freeing up the office line for business.

### Type of support taken up



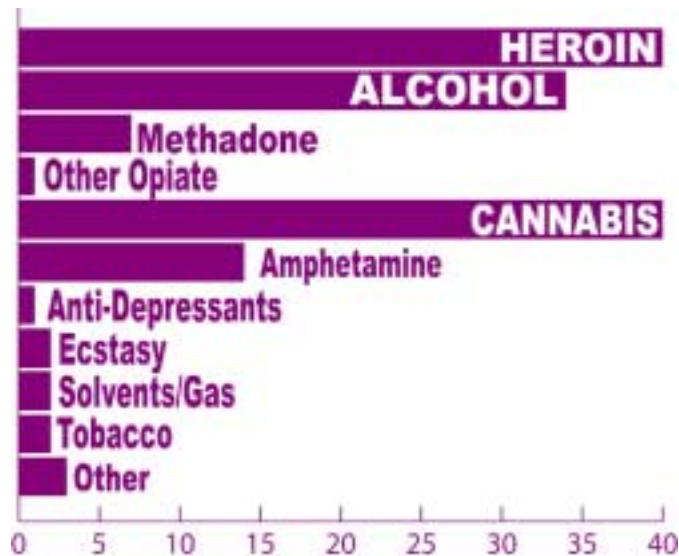
### Where they came from

Stirling Family Support Service covers the geographical area of Stirling Council, with contacts identifying their locations as:

Bannockburn, Braehead, Buchlyvie, Cornton, Cowie, Dunblane, Fallin, St Ninians, Stirling and Strathblane.

However, of the 194 contacts received 2% of our contacts have come from the Clackmannan Council area and 11% for the Falkirk Council area.

### Drugs that have affected callers and their families



Note: 146 people could positively identify the substance causing concern. Whilst 48 people were unsure, or thought it may be combination. The two main drugs of concern over the past two years has consistently been Heroin and Cannabis, however we are noting a steady increase in concerns over Alcohol.

# STATISTICS

## How they knew about our service

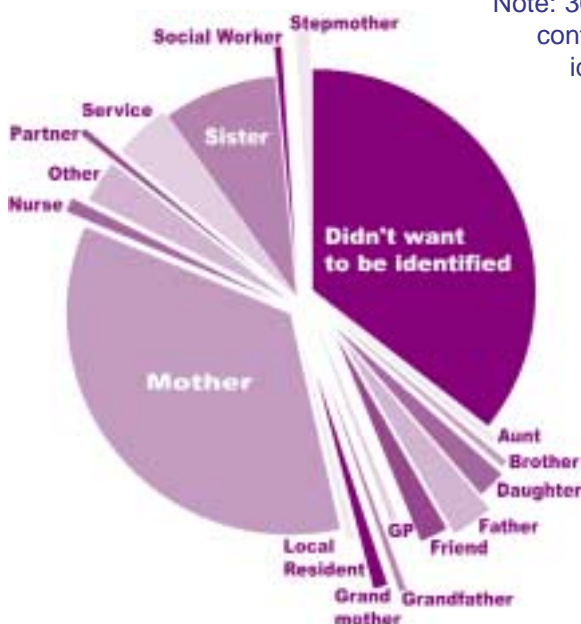
Note: 66% of the people contacting our service were either referred by a previous client or say they saw our publicity material in other venues.

1. Signpost Forth Valley
2. Social Services, Stirling Council
3. Youth Support, Stirling Council
4. Children & Families Service, Stirling Council
5. Community Psychiatric Nurse
6. Counseling & Support Service for Alcohol & Drugs
7. Directory Enquiries
8. Family/Friend
9. Internet/Website
10. Know the Score
11. National Drugs Helpline
12. Central Scotland Police
13. Promotional Event



## What relation caller is

As part of our ongoing commitment to providing up to date accurate information we continually monitor our method of gathering statistical information. This year we can tell what relation the caller is to person using drugs.



Note: 36% of our contacts did not want to be identified at all  
From this information we see that the majority of contacts come from mums this has been a consistent trend over the years.

35% of our contact have been mothers  
3% of our contact have been fathers.

# PEOPLE'S THOUGHTS

## What others thought

“

..... We are proud of the bonds we share with Stirling Family Support as this can only benefit those in our communities.

.....

”

### LADA Link Project

LADA and Stirling Family Support have long shared common goals and together follow good practice. Over the past year we have strengthened our links through the development of new channels of support and combined training. An invite from SFSS to attend a COSCA counselling course began the forging of a stronger partnership. LADA and SFSS have gone from strength to strength since culminating in a joint Parent to Parent training programme which has seen eight of our volunteers becoming facilitators, bringing this excellent support to a wider audience. With funding secured to deliver the initial round this is a first for SFSS, LADA and Scotland itself with all involved ready and eager to start.

We are proud of the bonds we share with Stirling Family Support as this can only benefit those in our communities who suffer through the impact of substance misuse.

Agnes Douglas  
*LADA Link Project Manager*

### Central Scotland Police

Central Scotland Police is pleased to work in partnership with the Stirling Family Support Service and recognise the valuable contribution that they make in supporting the families of substance users. We will continue to work with the service, as we have done, by having an officer take part in the management structure as an advisor.

Although we are not in a position to refer clients to the service we actively encourage officers to inform families of substance users that this service exists and what is offered in order that they can contact it at a time appropriate to them.

In the past year Central Scotland Police was represented at the service's "away day" which began Stirling Family Support Service's forward planning process. Stirling Family Support Service was also represented at the "Communities Day" within Central Scotland Police during their successful Charter Mark re-certification process.

There is a strong partnership ethos between the two organisations and this will continue into the future."

Colin Waddell

### Substance Development Worker

As the supporting Substance Development Worker I am pleased to work in partnership with the Stirling Family Support Service and recognise the valuable contribution that they make in supporting the families of substance users in Stirling. I hope to continue my work with SFSS by supporting them in future developments of family support for Stirling.

SFSS has developed strong connections with the FV SAT and the Stirling Forum, they are represented on many of the SAT sub groups. A major development over the past year has been the partnership of SFSS and LADA to deliver Parent to Parent Programme to parents of school children - I wish them all the best for their pilot of this training,

due to start in September-October 2005. I look forward to the coming year working with SFSS.

Leona Paget

Scottish Network for Families affected by Drugs

I would like to thank you for the opportunity to say a few words about the work of the Scottish Network for Families affected by Drugs and the issues for family members.

As a management committee we are now in our third year of office. The members of the management committee, and our advisers have to be congratulated for their constant commitment to the organisation regardless of their own personal pressures and circumstances.

SNFAD have now introduced a twenty- four hour national helpline service for parents and family members of drug users. This service would not be possible without our volunteers in Scotland, including Stirling volunteers, and the back-up from PADA.

It is your commitment and motivation that the success of the helpline depends. Lynn Clare will be providing all the support and guidance you need. We will be developing the volunteer base, so that you will soon be sharing the workload with more family members from all over Scotland.

I am sure that you will find the work on the helpline rewarding. I hope you also enjoy the work. I know you will make a difference to the callers who turn to you at their wits end.

As a membership organisation we are working hard to strengthen coverage across Scotland, with representation from local areas on the management committee wherever possible. The management committee is always keen to hear from family members interested in being part of the organisation, and hope that local family support groups play their part at election time to nominate people from their area to be part of the management committee.

SNFAD have organised two very successful conferences and will continue to do this in the future, this will allow family members the opportunity to network with others and hear from speakers on key issues affecting families.

We are working hard to provide a strong voice for family members. We take our representational role very seriously. At our last conference, SNFAD were asked by family members to raise awareness of the needs of kinship carers, especially granny carers. We hope in the next year to plan action around kinship care, and look at ways to address this issue at a national level which would be beneficial to all those who find themselves in this situation.

Our vision is that the isolation, hopelessness, and stigma which is experienced by family members and carers affected by drugs can be significantly reduced. This can be done if we, as family members, carers, and groups work together to provide and share support. It can be done by raising awareness of our issues and concerns at events such as this. It can be done by influencing responses to the needs of families at a national and local level.

SNFAD have started on the way towards our vision and goal and we will work hard with commitment and determination to achieve it.

Patsy Krausen  
*Chairperson*

“

..... We are working hard to provide a strong voice for family members. ....

”

# THE FUTURE

## Where do we go from here

### Developments

- A 3 yr Business Plan
- A funding Strategy in line with our key aims and objectives
- Increasing the profile of the service and increasing our marketing strategy
- Re-vamp the Website to fit with the corporate image and provide updated information about the service activities.
- Deliver parent to parent training in the autumn
- Increase opportunities to deliver workshops to parents/carers
- Negotiate involvement with the National Helpline
- Ensure Quality of standards by becoming members of the Telephone Helpline Association.
- Provide a mobile text service
- Develop Home visiting policies and procedures with the intention of offering a Home Visiting service to ensure a service to those with barriers such as childcare, transport, accessibility.
- Re establish a Family support Group
- Establish support to young people to co-ordinate with the support group.
- Recruitment programme for volunteers.
- Training continues to be a priority for both staff and volunteers.
- Regular ongoing training events provided by STRADA (Glasgow University) will continue to be accessed throughout the year to ensure staff and volunteers keep their skills and knowledge up to date.
- Fundraising will form part of this years agenda.
- Continuing to monitor and methods of gathering statistical information.
- Seek avenues to work with Young People

# ACKNOWLEDGMENTS

We work very closely with Stirling Council, Forth Valley Health Promotions, Central Scotland Police, Forth Valley Substance Action Team, Voluntary Sector, and Community Planning.

I would take this opportunity to thank everyone for their contribution to SFSS over the year and look forward to your continued support. There are so many people that have contributed to the success and development of Stirling Family Support Service that it would be impossible to name them all individually, However, a special thanks must be given to

- Our Staff Janice Beaton, Project Manager.  
Linda Junnier, Project Administrator.  
Yvonne Allan, Development Worker.
- Anne Allan, Community Planning; for continued support and level headed approach.
- Anne Morton, for auditing our first years accounts at short notice.
- Cathrine McColl (aka Twiggy) our volunteer who's always on hand when needed
- Colin Waddell, Central Scotland Police provides support advice and up to date accurate information.
- Christine Piper, Stirling Council, always able to get us information when needed.
- Cllr. Corrie McChord, Leader of Stirling Council for continued support
- Des Friel, Stirling Council; his trust never falters, nor does his determination in ensuring the families of Stirling continue to have access to Quality services.
- Gordon Waddell for his expertise and computing support.
- Elaine Lawlor, Health Promotions, for her enthusiasm, her mind of useful information and her ever willing to help.
- Helen Munro, Retired Director of Community Services; she will be missed and we wish her many new adventures.
- John Irvine representing the Scottish Network for Families Affected By Drugs, guest speaker at our last years (our first) AGM.
- LADA with whom we have enjoyed a excellent relationship through our joint ventures and commitment to providing support to families in Clackmannanshire and Stirling
- Leona Paget, Substance Action Team, keeps us up to date with all the facts and signposts us in directions appropriate to the service
- Lynn Clare, Scottish Network for Families Affected By Drugs, for delivering an excellent helpline training course.
- Maggie Aitken @ East Kilbride theatre company (aka Daisy chain)
- Mary Prior, Voluntary Sector, for her planning and delivery of our Away Day.
- Neil Craig, Old Town Jail, who has supported our project by allowing our family members access to very limited parking while visiting our project for support.
- Nancy Henderson, Stirling Council always a pleasure to talk to and always has the answers when we're looking for advice.
- Pauline Roberts for her support and graphic work for this report and other publicity.
- Patsy Krausen, Lanarkshire Coalition of Family Support for information and advice provided for our family members with relatives seeking support out with Stirling Area. Stirling Boys Club Management Committee
- Stirling Council, for our core funding till March 2006.
- Suzi Mercer, Voluntary Sector, for her tenacity.
- Watson Bayne for his DIY skills

All the volunteers who give that extra mile in providing a support service

- Kathleen Forsyth                      Edna Mason                      Karin Davidson  
Barbara Fotheringham              Lynne Hope                      Liam Wells  
Lesley Rogers (not from SPUR)
- The family members that continue to allow us to use their stories.
- Lesley our latest volunteer who joined us in February 05, sailed through her two interviews and has been an inspiration and an asset to the service already. Lesley completed the National Helpline Training and gained top marks from anyone else in Scotland (WELL DONE). Lesley has already been involved in delivering workshops for the Fallin Hitback group and will be co-ordinating many of our fundraising activities.

# THE FINANCE

Stirling Family Support Management Committee  
Bank Account 1 April 2004 - 31 March 2005

		<i>Cheque No</i>	<i>Income</i>	<i>Expenditure</i>	<i>Balance</i>
	Balance Brought Forward				£4,505.20
April 2004					£4,505.20
23	Fundraising (Cash)		£196.00		£4,701.20
29	Cheque to SNFAD for Membership	10001		£5.00	£4,696.20
30	Central Scotland Police Charity Ball		£600.00		£5,296.20
30	Tax Deducted			£0.81	£5,295.39
30	Interest		£4.07		£5,299.46
May 2004					
28	Tax			£1.15	£5,298.31
28	Interest		£5.77		£5,304.08
June 2004					
16	Glasgow Association (Caravan Hire)	10002		£70.00	£5,234.08
17	The Big Issue (Job Advert)	10003		£572.00	£4,662.08
28	Fundraising (Cash)		£130.00		£4,792.08
30	Tax Deducted			£1.67	£4,790.41
30	Interest		£8.35		£4,798.76
July 2004					
30	Tax Deducted			£1.38	£4,797.38
30	Interest		£6.90		£4,804.28
August 2004					
5	Aromatherapy	10004		£125.00	£4,679.28
10	Fundraising (Cash)		£52.81		£4,732.09
31	Tax Deducted			£1.45	£4,730.64
31	Interest		£7.27		£4,737.91
31	Cheque to Disclosure Scotland	10005		£13.60	£4,724.31
September 2004					
21	Cheque to CVS for Training 12 Nov	10006		£30.00	£4,694.31
30	Tax Deducted			£1.36	£4,692.95
30	Interest			£6.80	£4,699.75
October 2004					
29	Cheque to John Irvine (Speaker at AGM)	10007		£30.00	£4,669.75
29	Tax Deducted			£1.31	£4,668.44
29	Interest		£6.58		£4,675.02
November 2004					
30	Tax Deducted			£1.44	£4,673.58
30	Interest		£7.20		£4,680.78
December 2004					
2	Aromatherapy	10008		£125.00	£4,555.78
31	Tax Deducted			£1.38	£4,554.40
31	Interest			£6.91	£4,561.31
January 2005					
31	Tax Deducted			£1.35	£4,559.96
31	Interest		£6.78		£4,566.74
February 2005					
28	Tax Deducted			£1.22	£4,565.52
28	Interest		£6.13		£4,571.65
March 2005					
31	Tax Deducted			£1.36	£4,570.29
31	Interest		£6.80		£4,577.09
	Balance at 31 March 2005				£4,577.09

This is to certify that this is a true record of Stirling Family Support Management Committee Accounts for the period 1 April 2005 - 31 March 2005

Signed

*Anne Eray*

Date 24th August 2005

# THE FINANCE

SUMMARY OF EXPENDITURE  
STIRLING FAMILY SUPPORT SERVICE - REVENUE - COST CENTRE 38353  
APRIL 2004 - MARCH 2005

<i>Account Code</i>	<i>Account Description</i>	<i>Spend/Committed To Date</i>	<i>Budget</i>	<i>Balance Remaining</i>
<b>REVENUE COSTS</b>				
<b>Employee Costs</b>				
0001	Basic Pay - Per Ledger	58,711.32		
0002	Basic Pay - Per Ledger			
0112	Sick Pay - Per Ledger	85.69		
0124	Overtime - Straight Time	216.86		
0125	Overtime - 1.5 Time - Per Ledger			
0220	Nat Ins - Per Ledger	4,743.83		
0290	Superannuation - Per Ledger	5,378.24		
0535	Travel/Subsistence-Gen	-		
0538	Subsistence - Per Ledger	1.50		
0630	Training Expenses	676.60		
0633	Staff Development			
<b>TOTAL EMPLOYEE COSTS</b>		<b>69,814.04</b>	<b>0.00</b>	
<b>Premises Costs</b>				
0817	Minor Repairs	957.92		
0917/0930/1140	Heating/Lighting / Rent / Cleaning Mats	2,100.00		
1120	Hire of Meeting Rooms / Venues	88.80		
<b>TOTAL PREMISES COSTS</b>		<b>3,146.72</b>		
<b>Supplies and Services</b>				
1250	Purchase of Plant and Equipment			
1267	Purchase of Equipment - Furniture	246.19		
1357	Training Materials	25.00		
1392	Periodicals/Subscriptions	174.00		
1574	Hospitality	649.94		
1620/1630/1633	Printing / Photocopying / Publications	1,560.40		
1635	Stationery	392.89		
1650	Other Admin Expenses	387.95		
1670	Fees	200.00		
1688	Ad Hoc Activities (For New Developments)			
1790	Medical Officer Expenses	35.00		
2010	Postages	344.77		
2015	Telecom	1,213.88		
2050	Purchase of Computer Equipment	2,989.77		
2600	Insurance - Liabilities	969.76		
2601	Insurance - General	558.85		
2602	Volunteer Expenses	382.52		
2620/2621	Advertising / Publicity	983.48		
2960	Car Allowance - Per Ledger	1,328.13		
<b>TOTAL SUPPLIES/SERVICES COSTS</b>		<b>12,442.53</b>		
<b>Income</b>				
6001	Sp Gov Grant - Urban Programme - Per Led	315.00		
<b>TOTAL INCOME</b>		<b>315.00</b>		
<b>TOTAL COSTS - REVENUE</b>		<b>Spend/Committed</b>	<b>Budget</b>	<b>Balance Remaining</b>
		85,718.29	82,000.00	-3,718.29
<i>Funding - Revenue</i>	<i>Received</i>	<i>Date</i>		
b/f - Quality of Life	28,000.00	April 2004		
Quality of Life - 2004/5	54,000.00			
<b>TOTAL</b>	<b>82,000.00</b>			

# ANNUAL REPORT

**Stirling Family Support  
Service**

Stirling Boys' Club  
36 St John Street  
Stirling FK8 1EA

Tel: (01786) 470797

Fax: (01786) 469473

Email:

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[www.stirlingfamilysupport.org.uk](http://www.stirlingfamilysupport.org.uk)

Our Helpline 0800 027 0898

March 2005

