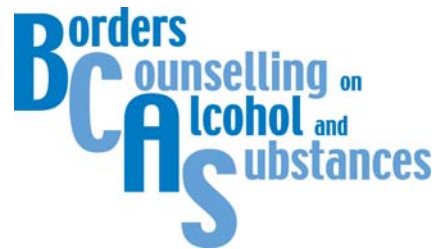

face2face borders limited

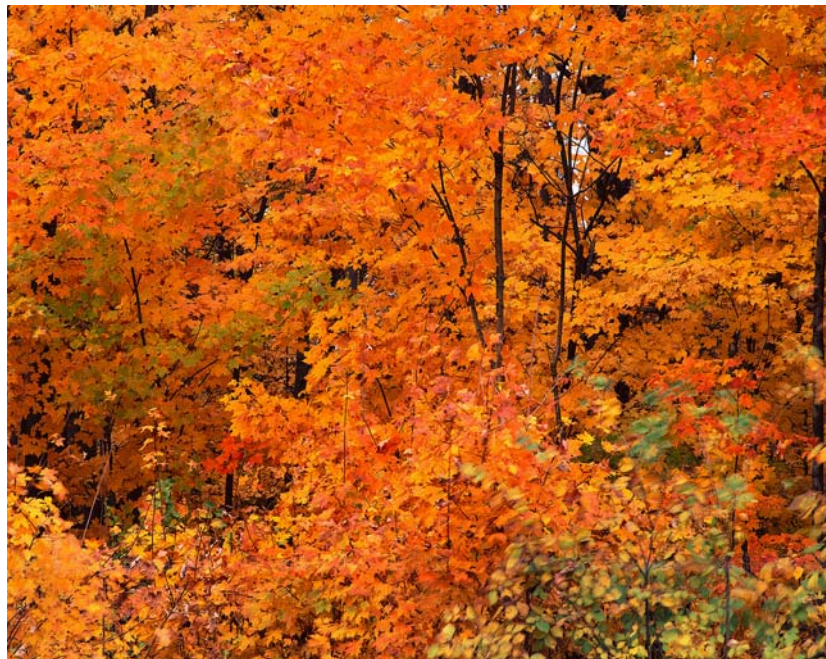
Previously known as



Incorporating:

face2face (previously The Reiver Project)
Borders Alcohol Programme For Offenders

Borders Counselling on Alcohol
Support Groups
(The above 2 Projects closed on 31.5.07)



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**“COMMITTED TO
REDUCING
ALCOHOL-
RELATED HARM
AND OTHER
SUBSTANCE
MISUSE WITHIN
THE BORDERS”**

MISSION STATEMENT

face2face is committed to reducing alcohol-related harm and other substance misuse within the Borders community by:-

- Promoting a healthy and responsible approach to alcohol use.
- Providing education, awareness raising and support to those suffering from alcohol / substance misuse and to their families.
- Developing and maintaining a high standard of service delivery in response to local needs.
- Liaising with other services promoting joint working and thus enhancing service provision to clients and their families.

WHO WE ARE

EXECUTIVE COMMITTEE



Lorna Balfour
Director



Diana Leaver
Director



Jim Marshall
Director



Sandra Craig
Chair



Frances Renton
Director



Lindsay Wood
Director

MANAGEMENT TEAM

Michelle Ballantyne, *Head of Service*
Fiona Nicholson, *Administrative Services Manager*

BAPFO STAFF

Fiona Anderson
Project Worker

FACE2FACE STAFF

Claire Collins, Marni Foxton,
Phil Halstead, Emma Kerr,
Jim McGowan
Project Workers

PARENT SUPPORT STAFF

Fiona Anderson
Andrea Beavon
Susan Di Lorenzo

Joan Thompson, *Office Cleaner*

CHAIRMAN'S REPORT

The year has seen the evolution of our organisation into a highly focused unit with a new name, and a growing role in the locality-based planning processes for young people in the Scottish Borders.

Thanks in large part to the endeavours of our Head of Service, Michelle Ballantyne, we were successful in securing five years funding from the BIG Lottery Fund, which will be matched by joint funders Scottish Borders Council and NHS Borders. This is our first opportunity to plan further ahead to meet the changing and growing needs which are emerging amongst our young people.

We have, as never before, engaged proactively with our schools, by



Sandra Craig
Chair

inviting all secondary pupils to compete for prizes in a competition to design a logo appropriate to our new name. The response to this was high, and the quality of the entries breathtaking.

The climax of this dynamic year was the launch of our new name, new image and new focus at the Volunteer Hall in April.

Our event was not only highly professional, and fun, it was informative, and totally relevant to the aims of the service. More than that, it engaged, not only with existing stakeholders, but also with more of the young people we want to reach, through our logo competition. Our higher visibility to this group will grow through our school linked activities such as the Peer Education Project, currently under development.

face2face is strong, staffed by a team of locality based Project Workers who are accessible to the young people who need us, led and managed by Michelle, and backed up by

Fiona Nicholson, our Administrative Services Manager.

Key to our success is the maintenance of sound and effective working relationships, both within and out with the organisation. Michelle, Fiona, and the Project Workers in the field, work hard to strengthen our links with our funding partners in order to maintain a day to day successful service.

Perhaps even more importantly they ensure that we are in good shape, and in a strong position, to work with both our young people and our BAPFO offender referrals, into the future – whatever that holds.

Thanks to all our funding partners, all the staff of face2face, and the leadership of the Board, we achieved an extraordinary amount in just one year.

Sandra Craig

HEAD OF SERVICE REPORT

2007-08 has been a busy year for us all as we finally closed the doors on our adult counselling service and set to work on ensuring that our young peoples project and our offenders programme offered the best possible service to our clients. After discussion we made the decision to give the organisation a fresh image and 2008-09 will see the launch of this image and the re-branding of our projects.

With the closure of BCA we have said goodbye to a lot of staff and volunteers this year and we wish them well and hope that they will be successful in their future endeavours.

We have also welcomed some new staff to the young peoples project. In July 2007 Claire Collins and Emma Kerr were successful in securing posts to join the team. This was followed by the appointment of Phil Halstead at the end of the year. These additions have meant that we are able to have an identified worker for each of the five localities in the Scottish Borders (see map on page 6) and means that we have a strong team with a broad skill base.

The success of The Reiver Project has brought a number of opportunities and demands to the organisation and during 2007 we agreed to increase our age range from 16 to 18 years of age to support the growing issues with binge drinking and drug misuse. Sadly the Borders has not escaped the growth of drug misuse among teenagers and in partnership with other members of the DAAT (Drug and Alcohol Action Team) we will continue to meet the challenges that this brings.

Over the past year we have strengthened our partnership working with all services through our membership of the Children's Multi Agency Teams (CMAT's) and have pro-actively contributed to the work being undertaken to tackle the issue of under age drinking. In the year ahead we will continue to build on these developments as we strive to reduce the harm that our young people are exposing themselves to.



Michelle Ballantyne
Head of Service

Head of service report cont.



Fiona Nicholson

**Administrative Services
Manager**

Performance;

As part of our commitment to continuous improvement 2007/08 has seen the on-going development of our electronic case note and data monitoring system. Fiona Nicholson has been instrumental in the technical design and implementation of the new system and brings her experience as co-ordinator of the project since its inception to good use in ensuring that the system meets the needs of all stakeholders.

At face2face we consider evaluation an essential component of what we do. Without it we would be unable to assess whether the work we undertake makes a difference and ensure that our funders are getting best value for their investment. Evaluation allows us to ensure the highest possible standards of service to our clients. To support our commitment to evaluation we have developed a number of protocols (see example on page 5).

From this we can determine the success or failure of our approaches to harm reduction as we try to ensure that young people not only enjoy the work they undertake with their project worker but that they also make long term changes to their lifestyle that will ultimately protect their health and well being.

Funding;

Once again none of this would be possible without the continued support of our funders and this year brought particularly welcome news from the BIG Lottery fund who have awarded us five years funding. During 2008/13 this secure funding will allow us to further develop our services and in particular look at the sustainability of changes that our young clients make.

Lloyds TSB Partnership for Drugs Initiative continue to support the project and have recently agreed to fund a specialist worker for 16 to 18 year olds which will expand and challenge our current approaches to supporting young adults whose lives are being devastated by drug addiction.

Combined with ongoing funding from NHS Borders and Scottish Borders Council we can now concentrate on the work we undertake with our continued existence secured for the next few years.

And finally:

I hope as you read through our Annual Report you will have a flavour of the work we undertake and the successes we are celebrating. The last two years have not been easy but I am delighted to be able to report that as an organisation we have emerged stronger and more focussed with a new organisational name (face2face borders limited) to take us forward.

It is true to say that every whole is merely a sum of its parts and where this organisation is concerned we are without a doubt a sum of all the individuals who contribute either as an employee or a volunteer so I want to say a big thank you to my fabulous team for all your hard work, support and most of all your belief that the vision is achievable.

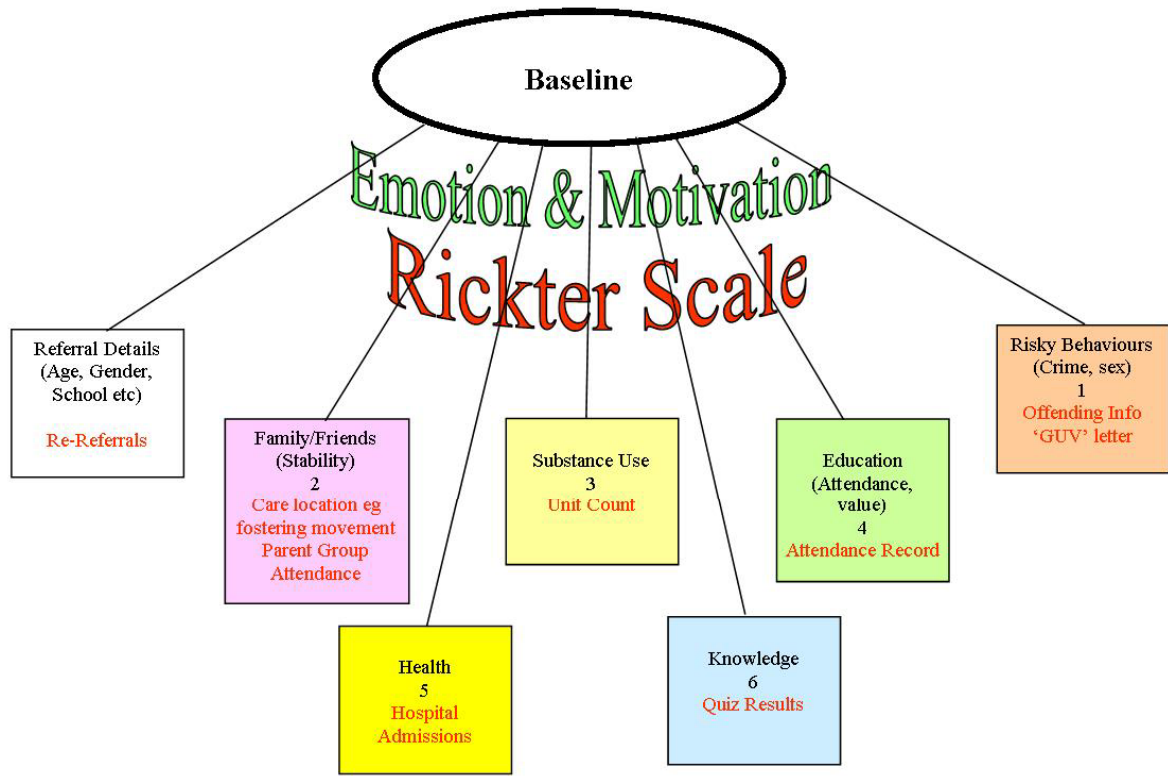


Maude Brownlie

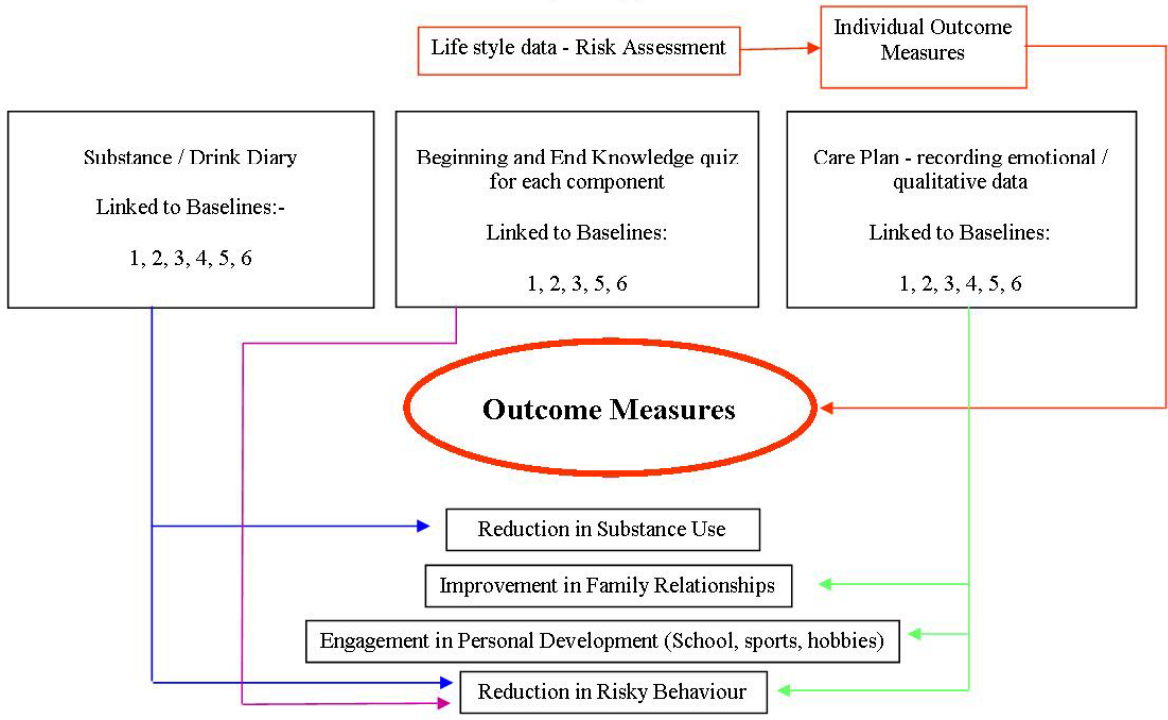
who served as BCAS Chair for five years retired from the post in June 2007. Maude was instrumental in bringing change to the organisation and worked tirelessly to ensure that Borderers would have first class services to support them when needed.

Julie Ballantyne

face2face Information Protocol



Intervention



face2face (formerly The Reiver Project)

We are delighted to report that 2007/08 has seen the Project bring to fruition the plans that we have been working so hard to achieve. A five year funding package is now in place that will allow us to strengthen our services across the Borders, we have strengthened our partnership working with our statutory partners as part of the CMAT's (Childrens Multi Agency Teams) and we have completed the final re-structuring of the project to provide locality workers to each of the five children services locality areas.

Following discussions with the DAAT (Drug and Alcohol Action Team) and young people we raised our age limit from 16 to 18 this year. That has brought new challenges for the project especially around heroin use and consequently the project has been working with the Borders Community Addiction Team (BCAT) to address some of the issues that young addicts face. To support this work funding has now been obtained to employ a 16+ worker who will focus on the needs of 16 to 18 year olds.

We have also moved to strengthen the work we undertake with parents. To date parents have been invited to attend a session with their son or daughter to gain an understanding of the work that will be done and to help facilitate support for the young person to sustain any changes they make to their substance use. Often parents indicated that they too would benefit from some input to increase their understanding of the effects of alcohol and drugs so we are now offering sessions for clients parents that will offer education on alcohol, VSA and drugs as well as an introduction to coping strategies and an understanding of how to manage the impact that substance misuse has on their teenagers.



The support that the project gives to the school PSE programme is superb. Content ties in with the framework and there is excellent liaison between the school, police and the project to ensure that everything is appropriate and non repetitive.

Kelso High School

Achievements in 2007/08

- 5 years funding secured through BIG Lottery and match funded by Scottish Borders Council (Bright New Futu.res) and NHS Borders.
- An average reduction in the consumption of alcohol of 76% (target 65%).
- 72% of sessions offered to young people were attended.
- Full member of the Children's Multi Agency Teams (CMATs) along side Police, Health, Education and Social Work.
- Continued participation in Police operations to target underage drinking.
- Increase in age range to include 16 to 18 year olds.

Future Objectives

- A 65% reduction in the consumption of alcohol & substances by the young people engaged with the project by the end of the intervention.
- A minimum of 50% of young people who receive support from the Project will have sustained the changes they made 6 months after they finish working with the Project.
- Parent support sessions will be delivered to 50+ parents during the year to increase their knowledge of substance misuse and facilitate increased support to their children.
- Deliver a minimum of 50 presentations to all nine high schools across the region.

To combat the rising problem of underage drinking, the multi-agency initiative involving local licensees, Police and the Project continued its successes in 2007/08 with a total of 10 joint operations taking place in Hawick, Coldstream, Eyemouth, Duns, Kelso and Jedburgh.

face2face

As well as the one to one sessions and group work provided to support young people the project also undertakes sessions that are designed to raise awareness of available support;

School presentations:

During 2007/08 we delivered 38 presentations to high school year groups, 26 at Galashiels Academy (S1-S4 year groups); 9 at Kelso High School (6 to S2 and 3 to S3); and 3 to Jedburgh Grammar School (all S3). The presentations are designed to raise young peoples awareness of the help and support that they can access with the project and gain an understanding of when to ask for that help.

The project also offers talks to Youth Groups, these are interactive sessions designed to encourage engagement and are particularly useful when workers are concerned that young people are misusing alcohol and/or drugs. During 07/08 we delivered 4 sessions.

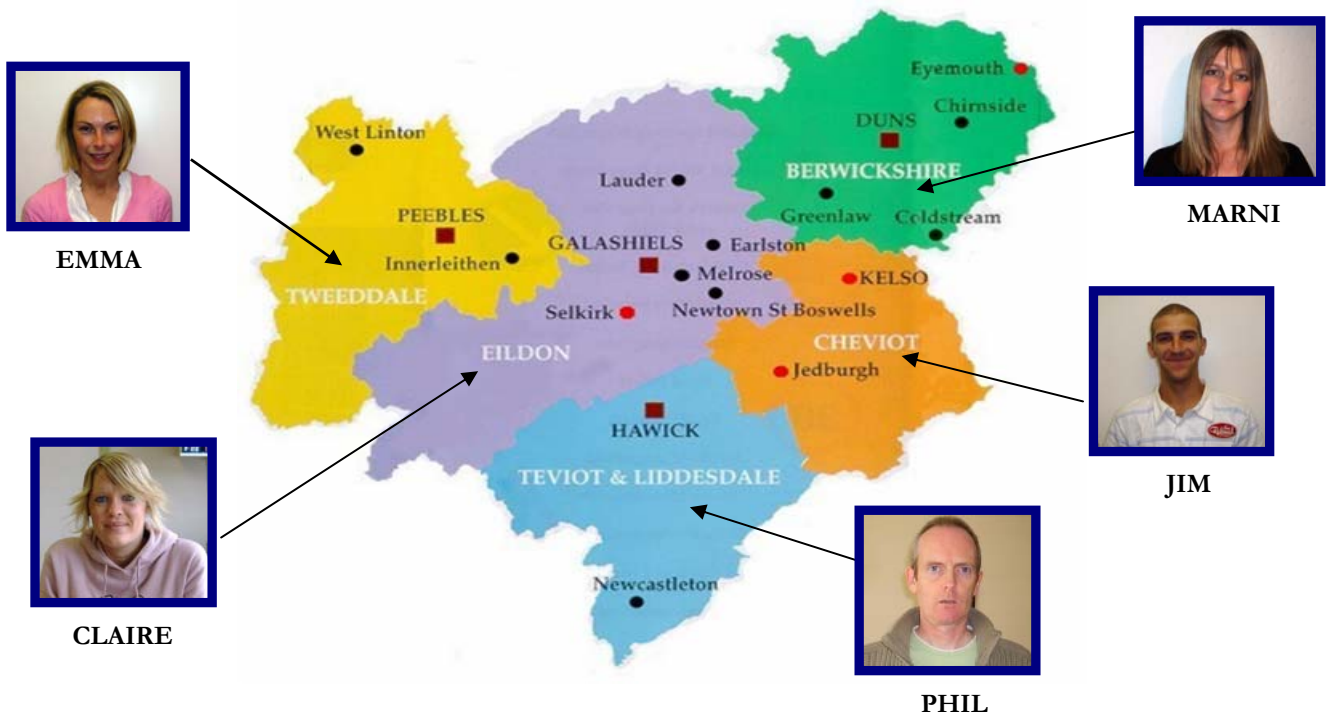
Mobile Information Service:

The mobile information service is a joint venture with Lothian and Borders Police providing access to a range of information for the public on alcohol, drugs, sexual health, community safety and youth provision. Using the community police van staff travel to different locations and set up a table top information point. Where space permits interactive activities may be offered to young people.

Seven Information days were undertaken during 07/08 visiting Kelso, Jedburgh, Earlston, Selkirk, Peebles, Duns and Chirnside. 173 people visited the service – 105 of whom were under 16, 18 in the age range 16-20 and 50 were over the age of 20. The majority of people visiting were interested in both alcohol and drugs. The service provides on the spot answers to questions, education and leaflets/booklets for visitors to take away.

face2face LOCALITY WORKERS

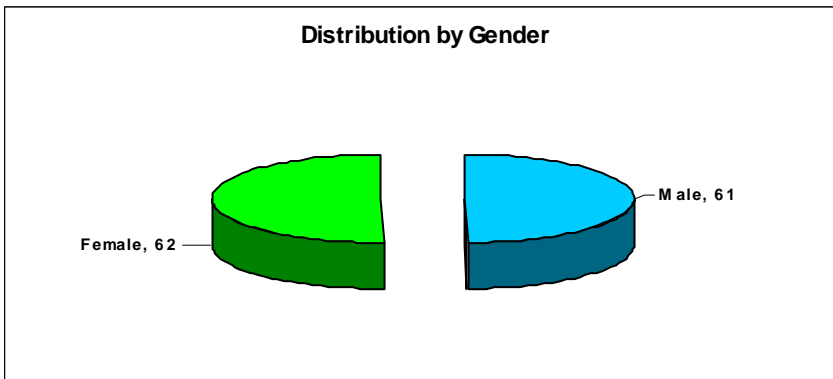
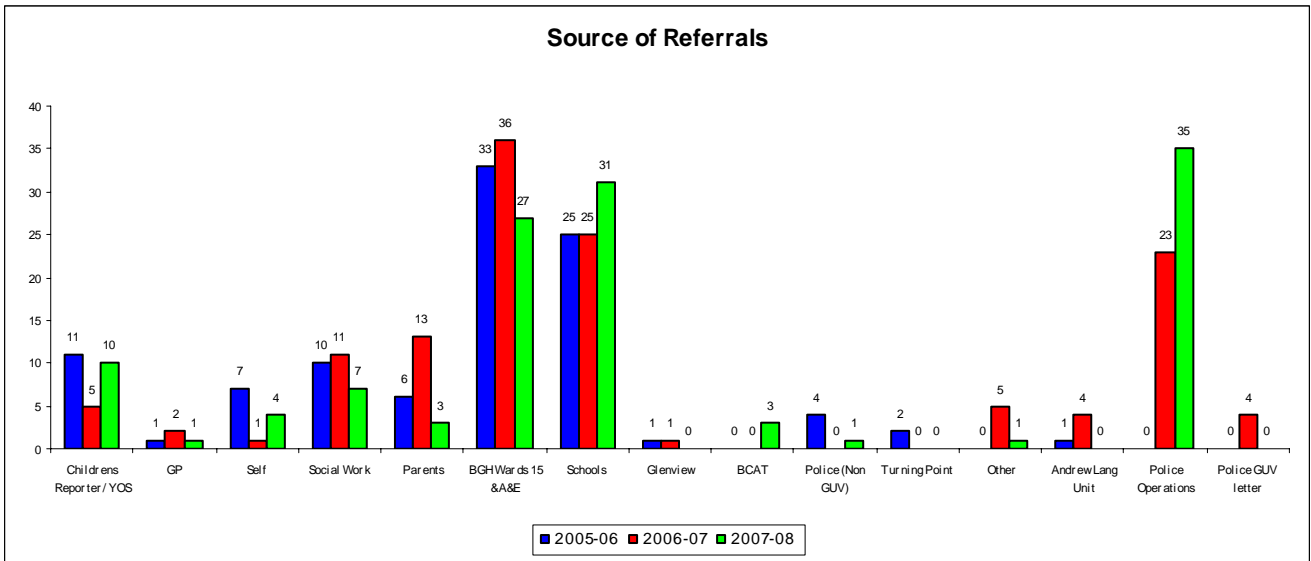
As our strategy has developed so has the team and this year we have added 3 new members. Emma Kerr and Claire Collins joined Jim and Marni in July 2007 and quickly made themselves invaluable. Then in March 2008 we appointed Phil Halstead to complete our locality workers. The map below shows the areas that each worker covers.



In October 2007 face2face welcomed it's first baby when Marni Foxton gave birth to a beautiful baby girl - Lizzie (adding to our grand staff total of 21 children).

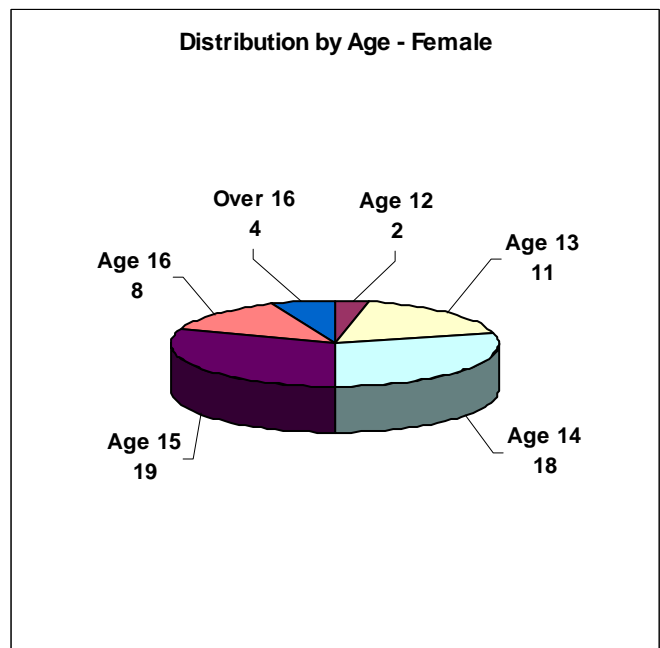
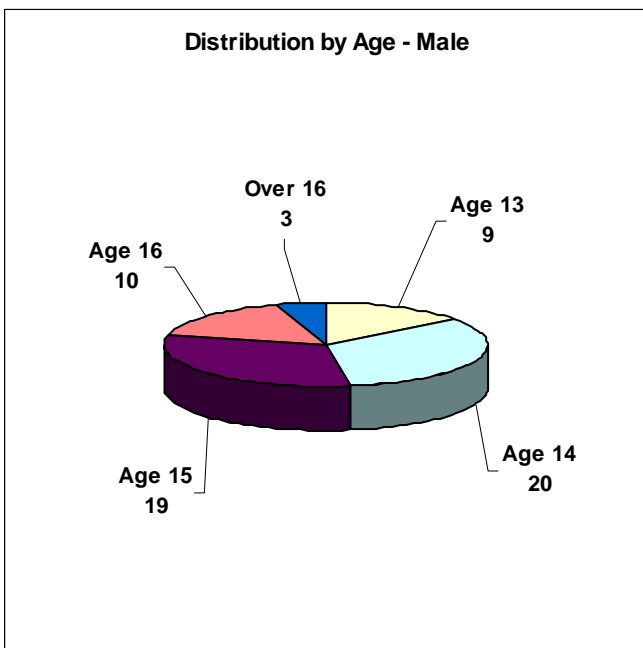


face2face - Statistics

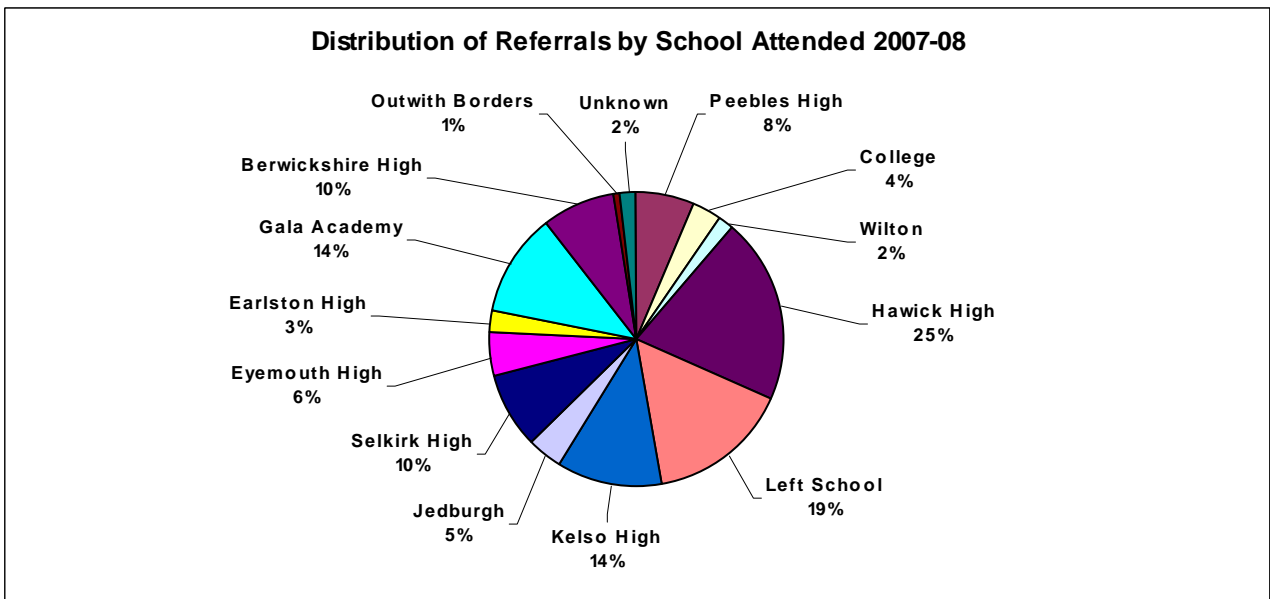
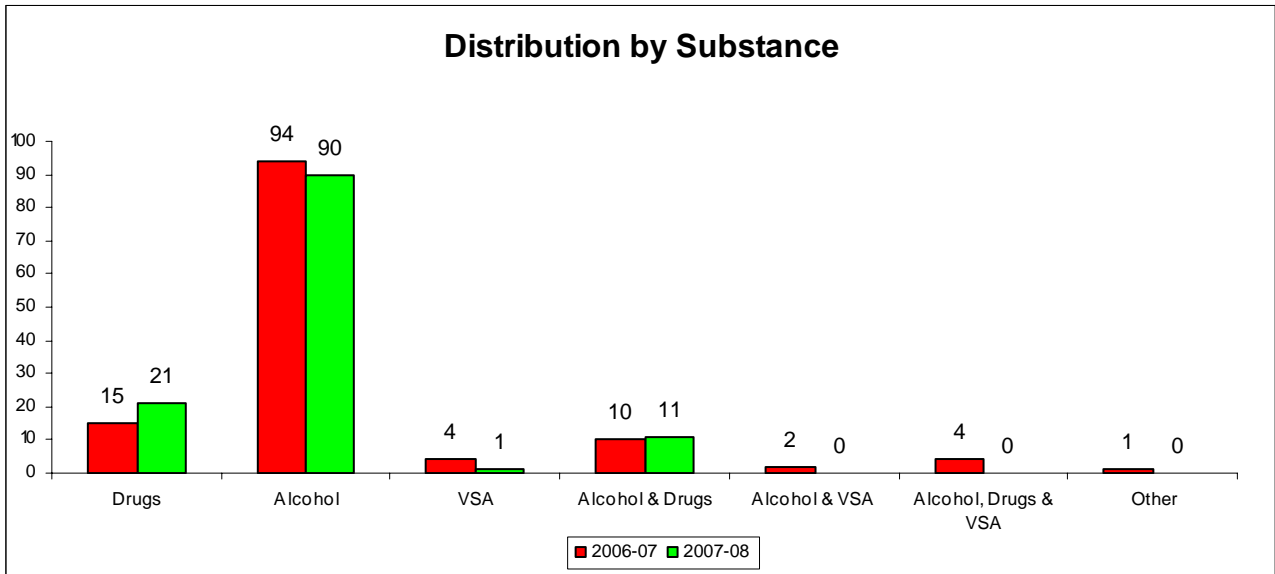


This year the project recorded an average reduction in consumption of alcohol of 76%

Graphs exclude the 200+ Police Referrals made via the "GUV" letter referral route.



face2face - Statistics



"I liked the down to earth approach of the Project. They didn't force ideas on me or force me to stop drinking but helped me realise that I needed to make changes in my life."

"I enjoyed the Rickter Assessment session the best. It made me think more about what I needed to change in my life to make myself happier."

Emma has really helped me pick ma life back up to the way it was before I found drink and drugs.

"The Project has a friendly approach and all the sessions carried out were useful. I would encourage my friends to use the Project."

"The Project provided me with useful information and helped me change things for the better."

BORDERS ALCOHOL PROGRAMME FOR OFFENDERS (BAPFO)

The burden of social harm from drinking alcohol is substantial. Alcohol is recognised as a contributory factor in a wide range of social problems including anti-social behaviour, crime, violence, domestic violence, strained relationships, family breakdown, child abuse and child neglect. Alcohol misuse is estimated to cost Scotland £97 million per year in social work services and £277 million per year in criminal justice services, including policing. (Cost to Scottish society of alcohol misuse: update, Scottish Executive, 2004).

Borders Alcohol Programme for Offenders (BAPFO) aims to reduce alcohol related offending through the provision of a structured education and support programme that addresses the relationship between alcohol use and offending.



The programme is designed to allow participants to

Fiona Anderson
BAPFO Project
Worker

decide what is right for them by exploring their thoughts and feelings in a non-judgemental environment in a one to one setting. Development of knowledge and understanding is supported with a range of interactive exercises/tools that can be tailored to individual needs.

PROGRAMME CONTENT

Initial assessment

- Hazardous/ dependent drinking assessment
- Lifestyle analysis
- Readiness for change assessment

Core Programme

- Unit system and calculation
- Effects on health and well being
- Psychological and physiological impact of alcohol

- Social impact of alcohol
- Developing an understanding of personal use of alcohol
- Self Monitoring Skills
- Links between alcohol and offending
- The victim's perspective
- Peer Group Pressure
- Interdependence of thoughts, feelings and behaviours
- Communication skills
- Assertive communications
- Follow Up one month after completion

The project provides a full monitoring and reporting system to support client compliance with probation orders and identifies actions for further support on completion of the programme.

Achievements in 2007/08

- 65% of attendees completed the course with the majority self reporting a reduction of alcohol consumption between 40-100%.
- Alcohol knowledge increased by an average of 57% in those that completed the programme.
- Feedback forms completed at the end of the probation order show consistent reporting of positive changes to drinking and offending habits as a result of completion of the programme.

Client Feedback

Makes you stop and think before acting

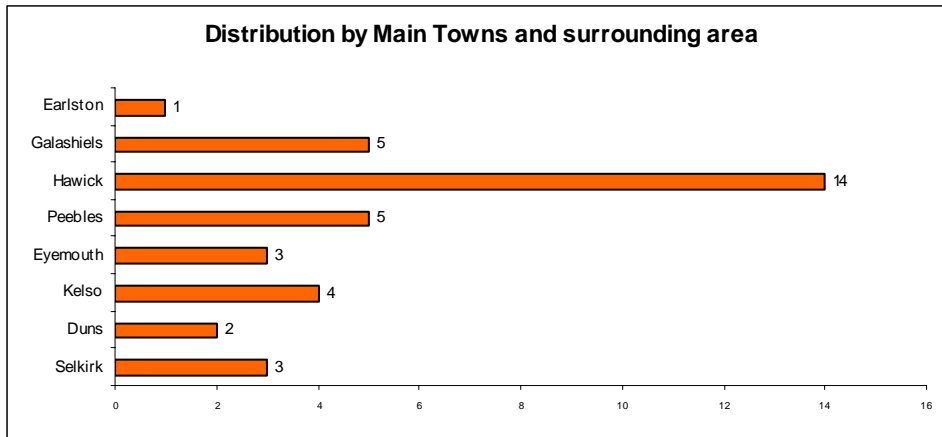
It made me stop and think about the dangers I impose on my body

I stopped binge drinking - hardly ever drink now and not been drunk for weeks.

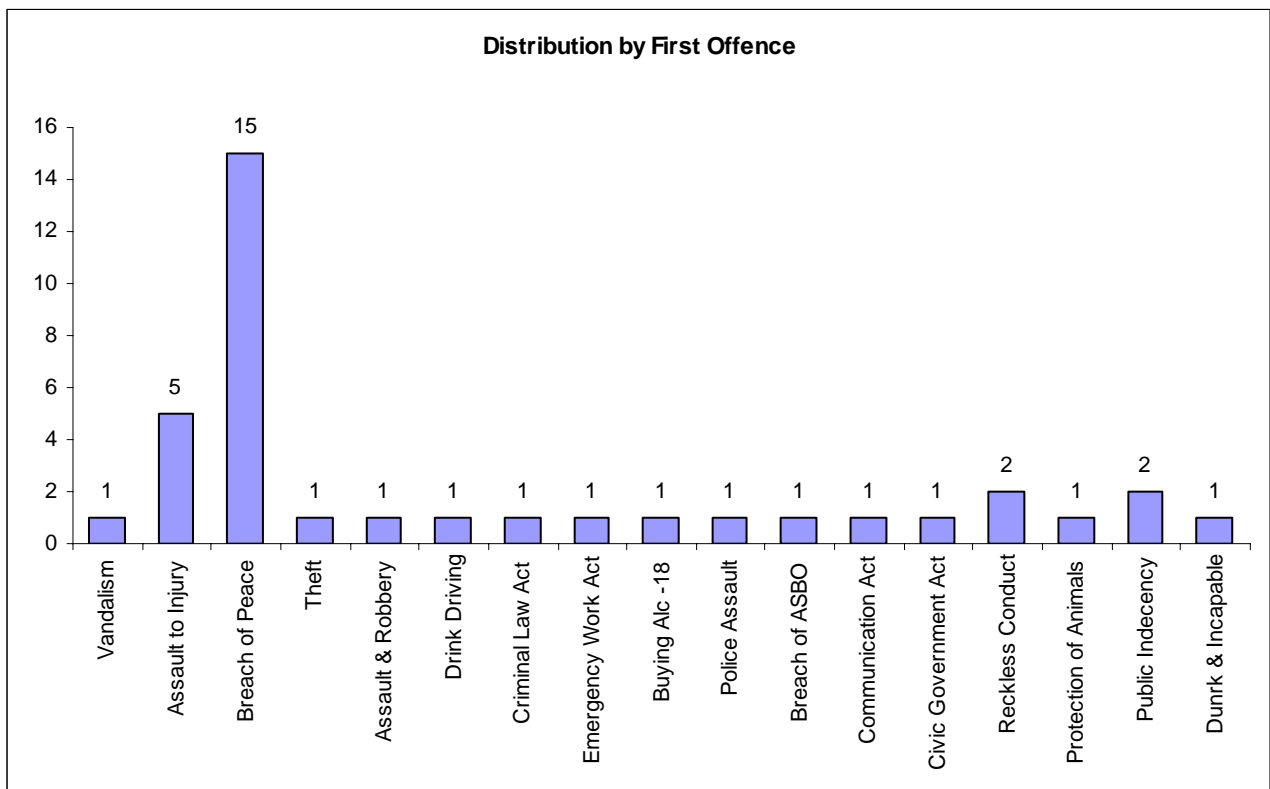
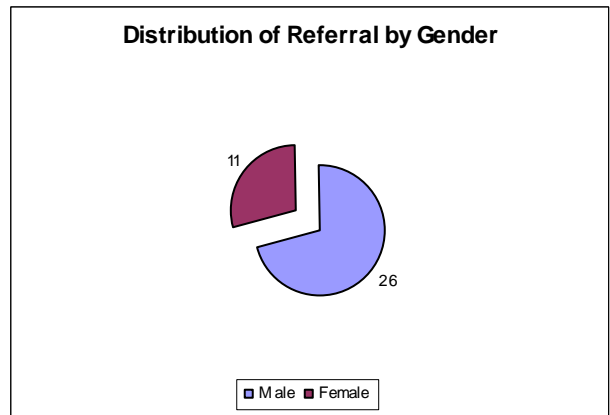
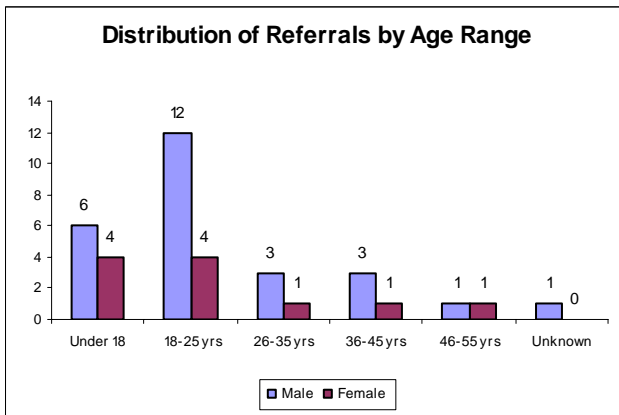
Future Objectives

- Closer links with Criminal Justice to support more effective use of the programme and to help reduce the FTA (non attendance without notice) rate.
- Implementation of new programme timetable - Initial Assessment followed by 6 x 1 hour weekly sessions.
- Implementation of follow-up meeting to be held one month after completion to test and review progress from which any further actions necessary can be identified.

BAPFO - Statistics



Over the reporting period a total of 37 referrals were made by Criminal Justice to the BAPFO programme. 65% of those referred went on to successfully complete the programme.



BORDERS COUNSELLING ON ALCOHOL (BCA - Adult Service) And SUPPORT GROUPS

(Both these services ceased on 31.05.07 following the loss of the tender)

Sadly we finally closed our doors for adult alcohol counselling on 31st May 2007. All current clients were offered the option of concluding their intervention or being referred to the new service being provided by Addaction (Scotland).

In total 22 clients wished to be provided with on-going support from Addaction whilst a further 36 individuals chose to finish their work with us and sought no further support at that time.

From the 1st April we ceased to take on new clients but maintained a waiting list of individuals who wished to be seen by Addaction when they opened their doors on the 1st June 2007. In total 52 referrals were made to Addaction on the 31st May 2007.

The three support groups operating in Galashiels, Peebles and Duns were handed over to Addaction and continue to operate from the same locations.

LOCAL NEWS COVERAGE



CONTRIBUTING TO BORDERS WIDE STRATEGY AND IMPLEMENTATION

face2face borders limited continues to be committed to supporting a partnership approach to the delivery of services for the population of the Borders. To this end we gave our time and energy throughout the year to a number of committees and working groups including:

Drug & Alcohol Action Team (DAAT) Committee

DAAT Practitioners Forum

DAAT Young People's Subgroup

5 Locality Children's Multi-Agency Team (CMATs)

5 Locality Integration Teams

Change Management Group

Licensing Forum

Working Group for Inter-agency guidelines for young people with substance misuse problems.

ACCOUNTS - Balance Sheet**FACE2FACE BORDERS LIMITED
BALANCE SHEET
As at 31st March 2008**

	2008	2007
	£	£
Fixed Assets	7,590	8,745
Current Assets		
Debtors	11,945	33,116
Cash at Bank and in Hand	32,893	63,283
	44,838	96,399
Creditors: Due within one year	7,808	25,763
	37,030	70,636
Net Current Assets	37,030	70,636
Total Assets less Current Liabilities	44,620	79,381
Reserves		
Unrestricted Funds -		
BCAS	10,265	7,322
Borders Counselling on Alcohol	1,406	23,288
Restricted Funds -		
Borders Alcohol Project for Offenders	3,534	4,016
Reiver Project	29,415	44,755
	44,620	79,381

A full set of audited Accounts is available from the face2face office.

ACCOUNTS - Income & Expenditure Account**FACE2FACE BORDERS LIMITED
INCOME & EXPENDITURE ACCOUNT
For the year ended 31st March 2008**

	Unrestricted funds		Restricted funds		2008 Total	2007 Total
	BCAS General Fund	Borders Counselling on Alcohol	Borders Alcohol Programme for Offenders	Reiver Project		
	£	£	£	£	£	£
Incoming Resources	29,328		19,707	93,478	142,513	232,462
Interest Received	316	250	68	1,612	2,246	2,059
Total Incoming Resources	29,644	250	19,775	95,090	144,759	234,521
Charitable Expenditure		22,132	20,257	110,429	152,818	225,755
Governance Costs	26,701				26,701	31,375
Total Resources Expended	26,701	22,132	20,257	110,429	179,519	257,130
Net Incoming/(Outgoing) Resources	2,943	-21,882	-482	-15,339	-34,760	-22,609

A full set of audited Accounts is available from the face2face office.

FUNDERS

We are grateful to our funders for their continued support of the various Projects during 2007/08:-

Changing Children's Services Fund

Lloyds TSB Foundation for Scotland

(Partnership for Drugs Initiative & Standard Grant Scheme)

NHS Borders

Scottish Borders Council

The Robertson Trust



INVESTOR IN PEOPLE

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