



FASS

Impact Report

2024-2025



Introduction

Chairperson– Sadie Prior

It is my privilege, as Chairperson of FASS, to present our Annual Impact Report for 2024/2025.

This year has been one of growth, innovation, and strengthened community connections. We have expanded our offer by introducing later opening hours, available by appointment, ensuring that more families can access our support at times that best suit them.

In addition, we proudly launched our Young Person Service, providing free counselling and group support for care leavers and kinship young adults aged 16 and over.

Another key achievement this year has been securing three years of funding to create an additional Family Support Practitioner role, enabling us to reach and support even more families in need.

These developments reflect our commitment to being responsive, accessible, and impactful for the families and young people we serve.

Thank you for your unwavering support and belief in our mission. Together, we are making a profound difference in the lives of many.

Service Manager– Sarah Ellis

I am proud to share the progress of our Family Support Service this year. At FASS, we recognise that addiction affects not only the individual but the whole family. Our service is built on the belief that families deserve compassionate, practical, and consistent support. Over the past year, we have expanded access by offering evening appointments and increasing our presence in local communities. We have also grown our community peer support groups, reaching more people across the city and ensuring help is closer to home.

A key milestone has been the launch of our Young Person Service, offering free counselling and peer support to care leavers and kinship young adults. This has given young people a safe space to be heard and the tools to move forward with confidence.

These achievements have only been possible thanks to the dedication of our staff, volunteers, and partners. Together, we are helping families build resilience, strengthen relationships, and find hope for the future.

Our story so far

Our History

FASS was originally started as “The Glasgow Association of Family Support Groups” by a group of parents in the 1980’s who were concerned by the growing drug problems in Glasgow and was constituted in 1986. Since then countless families and individuals have been supported to cope with the effects and stigma attached to substance use.

This valuable service to the community was officially recognized in 2003 when the Association was awarded the Queens Golden Jubilee Award for Voluntary Services by Groups in the Community. Although prior to this award the organisation was already well known and respected throughout the many cultural and diverse communities in Glasgow.

In June 2008 ‘The Glasgow Association of Family Support Groups’ became FASS (Family Addiction Support Service). The change of name reflects the changing nature of addiction services, the new ideas we have and our new referral system which now encompasses both drug and alcohol.

We fully intend to continue and enhance the service that began over 38 years ago and also continue to provide the community with this unique and special service.

Our Purpose

Family Addiction Support Service (FASS) supports adult family members who have been affected by a loved one’s drug or alcohol use.

FASS has been supporting families for over 38 years and we continue to adapt and change to best suit the needs of families affected by a loved one’s drug or alcohol concerns.

FASS offers a variety of supports including 1 to 1 support with our Family Support Practitioners and Holistic Therapies. FASS has 15 support groups made up of Family Support, Bereavement and Kinship Groups with over 170 members.

Est.

1986

Our Team



Sarah Ellis
Service Manager



Mandy MacFarlane
Finance Officer/Deputy Manager



Kathleen Kennedy
Family Support Practitioner



Denise Golder
Family Support Practitioner



Janet White
Family Support Practitioner



Elisa Campagnolo
Health & Wellbeing
Co-ordinator



Annemarie McRobbie
Volunteer and Group
Co-ordinator

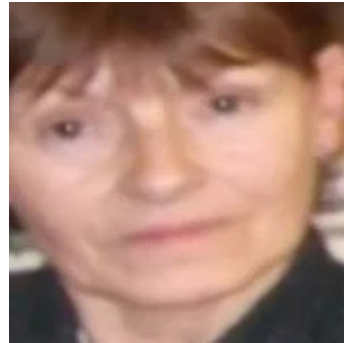


Vicky Chung
Administrator/
Communications Lead

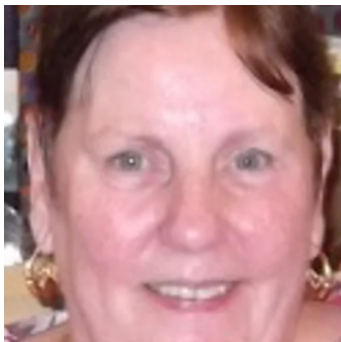
Our Board



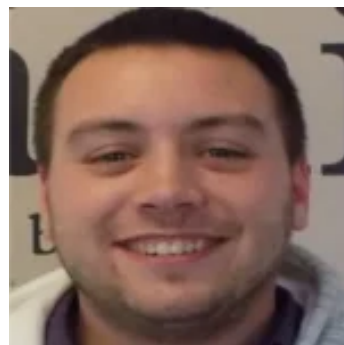
Sadie Prior
Chairperson



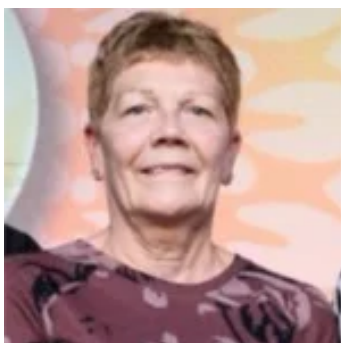
Anna Doonan
Vice Chairperson



Marie McMonigle
Treasurer



Graham Veale
Director



Isabel Green
Director



Jim Hossack
Advisor

The Need For FASS

Context on substance use impact on families

The *Ask the Family* findings reveal that for every individual struggling with drugs or alcohol, around 11 others are negatively affected. The new framework aims to improve access to holistic, inclusive, and sustained family support services, ensuring families receive help both individually and collectively.

Why Our Work Matters

What FASS does matters because families are often the invisible victims of substance use who are deeply affected by a loved one's challenges, yet rarely the focus of support. Our work offers a vital lifeline, supporting families to build resilience.

Here's why it matters:

1. **1-to-1 support** provides a safe, confidential space for families/loved ones to be heard, understood, and guided by trained practitioners who focus on their wellbeing, building resilience and boundaries. Families often neglect their own wellbeing while caring for others.
2. **Peer support groups** offer community, connection, and shared wisdom which helps in breaking isolation, stigma and creating resilience through collective experience.
3. **Holistic care** addresses the broader emotional, mental, and physical effects of substance use on families, helping them rebuild their lives, not just manage a crisis.
4. **Student psychological counselling** allows us to provide more intensive support to work through trauma with compassion-driven, family-centered care, helping sustain and grow this essential field.
5. **FASS** plays a critical role in preventing intergenerational harm, supporting parents, young adults, and carers to disrupt the cycle of trauma and substance use.

In short: FASS gives families their strength back.

National and Local Statistics

Scotland recorded 1,219 suspected drug deaths, a 10% increase compared to the previous year – highlighting an ongoing public health emergency

Scotland: In 2023, there were 1,277 alcohol-specific deaths, marking the highest number since 2008, with a mortality rate of 22.6 per 100,000 people .

Glasgow: In 2022, Glasgow recorded 202 alcohol-specific deaths, the highest in 12 years, reflecting a 7.5% increase from the previous year .

Medication-Assisted Treatment (MAT) Standards

Scotland: As of 2023/24, 90% of Alcohol and Drug Partnerships (ADPs) have fully implemented MAT standards 1–5, a significant improvement from previous years

Glasgow: Specific data for Glasgow's implementation of MAT standards is not detailed in the available sources. However, Glasgow's ADPs are expected to align with the national progress in MAT implementation.

Various initiatives and programs have been developed to support families affected by alcohol-related issues, aiming to provide holistic care and support.

Looking Ahead & Call to Action

Goals for 2025 – 2026

- Secure future tender
- Develop group offer
- Expand on evening offer
- Grow young peoples support services

Upcoming Plans

- Trial opening Saturdays to develop young person service.
- Expand evening offer of 1 to 1 support and develop an evening group at office.

How readers can support us

FASS is a small, dedicated team making a big impact and we can't do it alone. There are several meaningful ways you can support our work and help families affected by substance use:

1. Spread the Word

Help us reach families in need by sharing our service with your networks, communities, and online platforms. Awareness will reduce stigma, isolation and provide a life line for family members and loved ones..

2. Donate

Every donation, big or small, helps us continue to provide one-to-one support, peer groups, holistic care, and student counselling. Your support goes directly to helping families rebuild their lives.

3. Partner With Us

We welcome collaboration with local services, organisations, and professionals. Together, we can provide more comprehensive, joined-up support.

4. Volunteer or Train With Us

If you're interested in supporting families or gaining experience in this field, consider volunteering or applying to our student placement programme.

5. Advocate

Champion the needs of families affected by substance use in your workplace, community, or policy discussions. Families deserve to be seen, heard, and supported.

By standing with FASS, you're helping build stronger families and healthier communities. Let's make sure no one has to face this alone.

Impact & Outcomes – Stories & Testimonials

Feedback from our Family Members

"I've been a user of the service now for around a year and it's been invaluable to me. The two people I've dealt with most are K and E. K has been a great support on a practical level and I appreciate all she has done to help me with my situation. Furthermore, E has been just wonderful with me and she is a very valuable member of your team. The treatments that she has given me over the past year have helped keep me in balance whilst living in a difficult situation with being my mum's carer and holding down a full time job. I feel that she brings a positive energy to the service you provide, and it has helped keep me in check. There are very few therapists out there that have the energy and spark that E gives. Thank you to your team for all the positive work you do to help people from all walks of life."

Feedback from Distress Response Worker

"I would like to offer feedback regarding referring clients to FASS. I have found the communication and response is excellent regarding referring someone and the timescale in being contacted. The service that is offered is meaningful, supportive, and also very person centred, and I have referred a few clients to FASS in the past year who have all stated the service was prompt, supportive and also very empathetic and non-judgemental."

374

Referrals Recieved

100%

Of survey participants reported being satisfied with the service they received from FASS.

This year in Numbers



540

Spa Therapies



1976

Appointments by
Family Support Practitioners



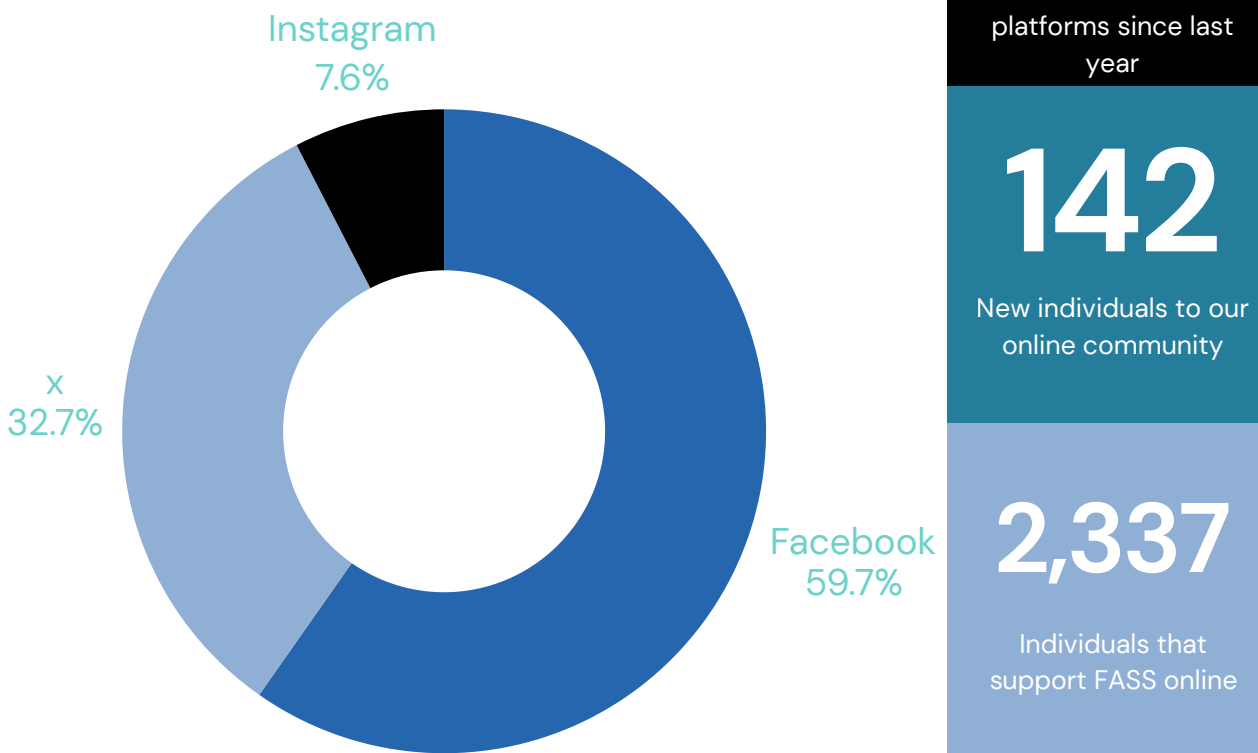
228

Free counselling sessions provided

Online Statistics

Our Proportion of Followers

Between April 2024 – March 2025



Digital Engagement

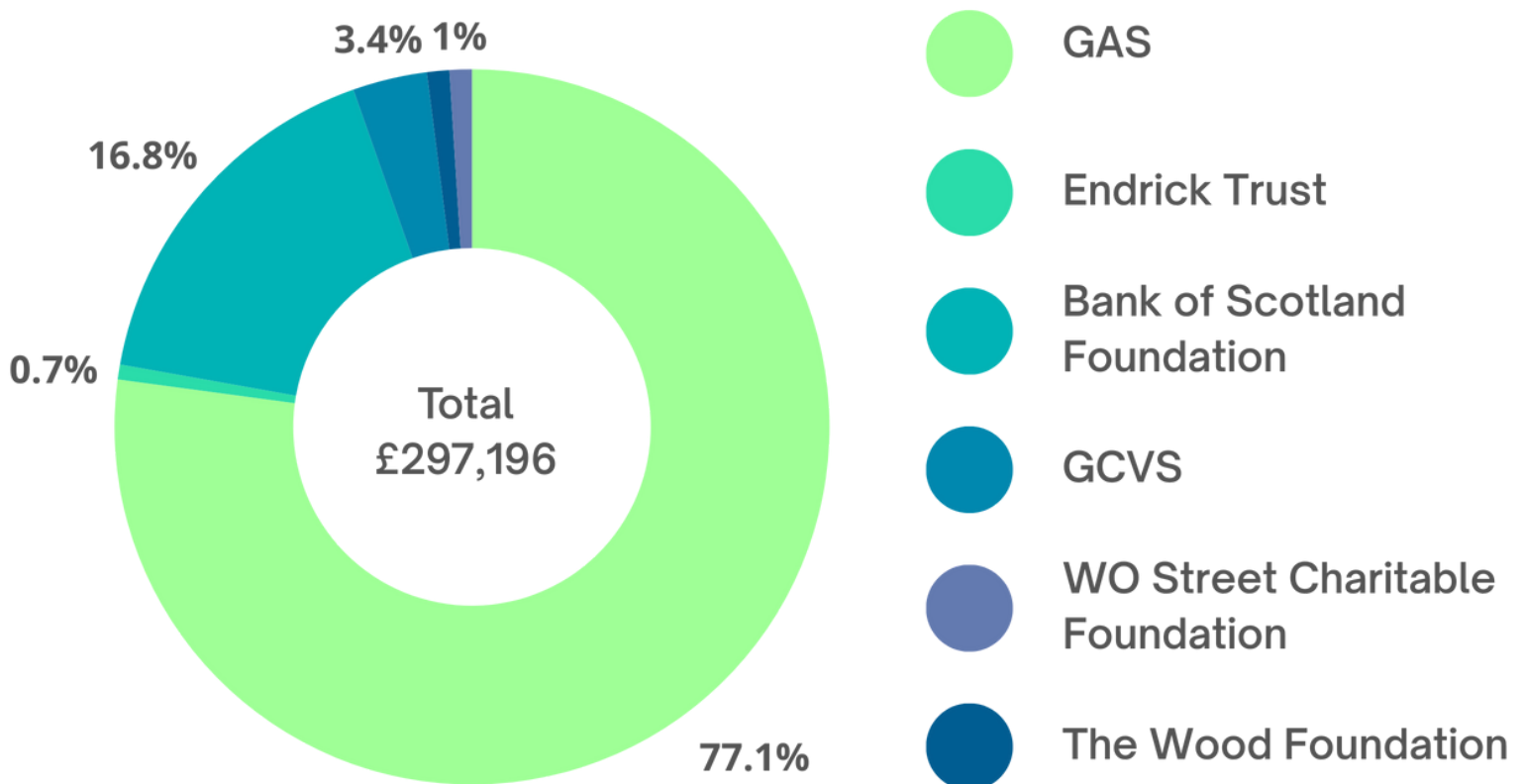
Between April 2024 and March 2025, our website recorded **2,448** sessions, reflecting ongoing interest in and demand for our services.

This figure demonstrates the importance of maintaining a strong online presence as a way to reach families seeking support, share vital resources, and raise awareness about the impact of substance use on families.

We aim to continue growing our digital reach in the following year.

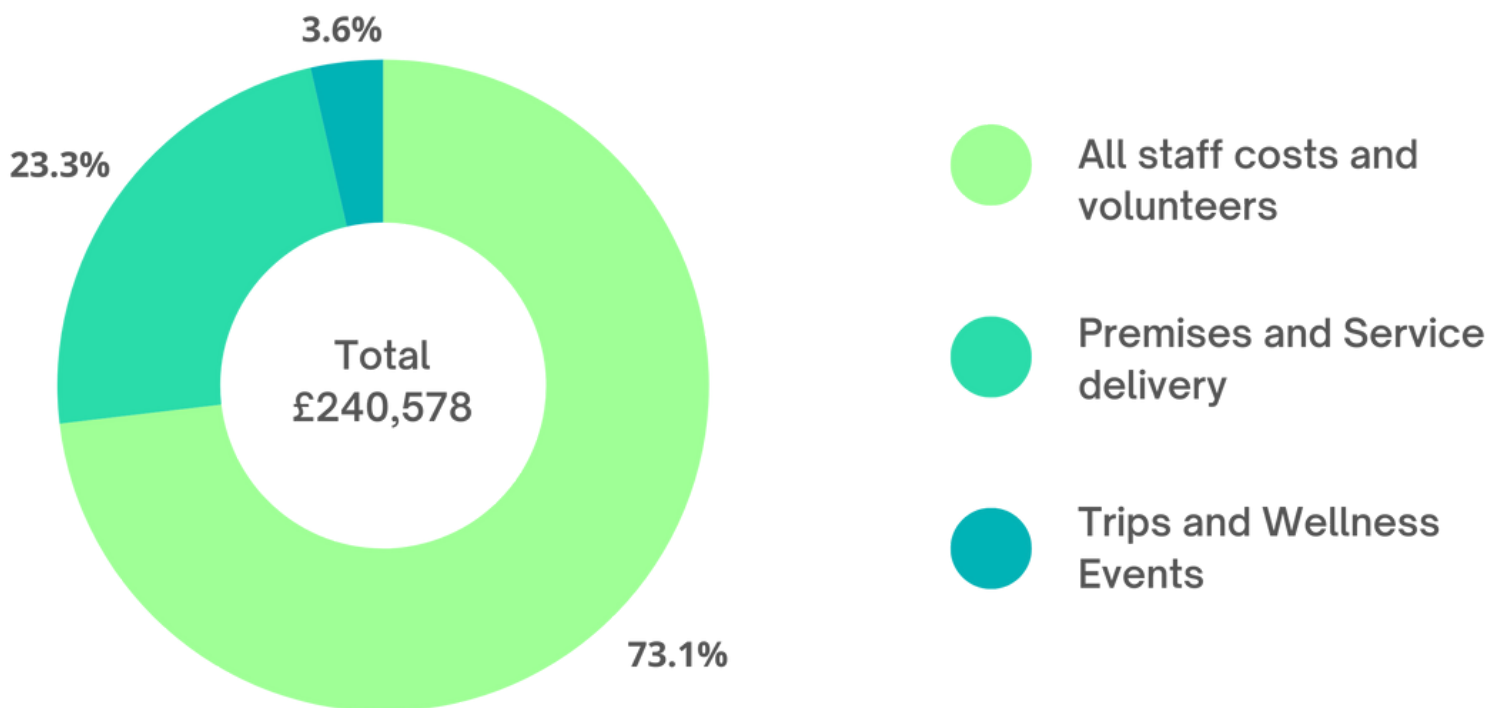
Financials

Funders



Financials

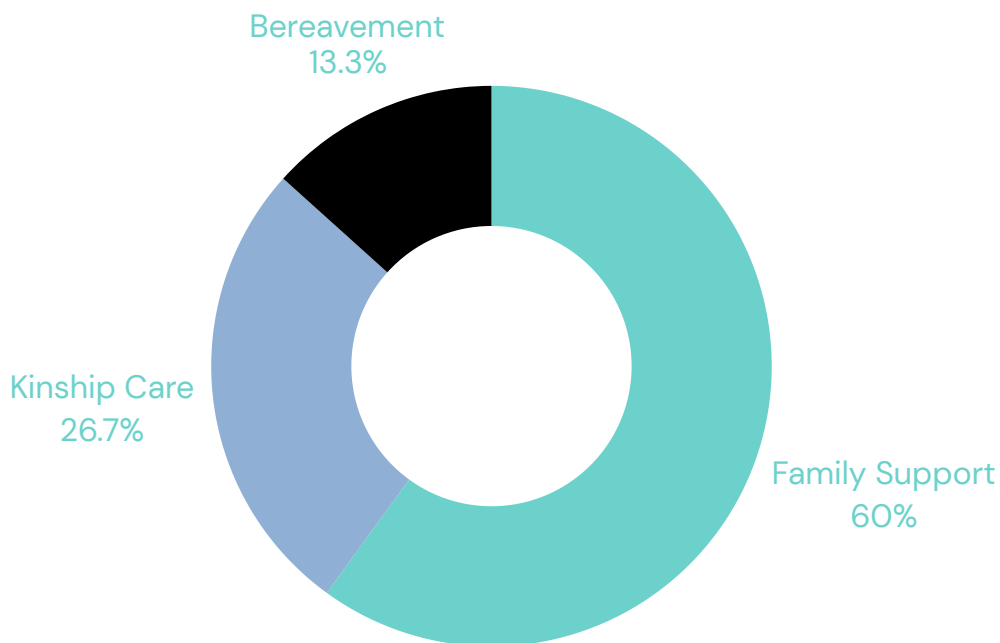
Cost of Activities



Support in our Community Groups

Our Proportion of Groups

Between April 2024 – March 2025



5

New Groups

13

New Volunteers

184

Individuals Supported
in Peer Led Groups

The Impact of our Peer Led Groups

Our Group and Volunteer Coordinator, Annemarie, collaborated closely with our affiliated peer support groups and volunteers throughout the year. As a result, **184** individuals received support through peer-led group sessions, offering connection, shared experience, and a sense of community to one another.

56

People Received
Training

81

Fuel Vouchers Provided



NE 30% NW 36% S 34%

We Are City Wide

458

Current FASS Family
Members

Events



Events

Over the past year, we organised 8 impactful events, bringing people together to connect, learn, and support one another.

These included five wellness days designed specifically for our family members, our annual Remembrance Service honouring those who have lost their lives to substance use, and a summer trip to Loch Katrine – offering families a chance to relax, recharge, and build positive memories together.

Outreach & Partnerships

Between April 2024 and March 2025, our offline presence was felt in the community. We attended 15 events within the community. To share with other organisations about the work we do and to reach others that may not be aware of the support they can receive from our service.

Thank You

We would like to extend our deepest thanks to everyone who has supported Family Addiction Support Service (FASS) throughout 2024–2025.

To the families who have trusted us with their stories, their struggles, and their strength, we are honored to walk alongside you.

To our dedicated team, volunteers, and student counsellors, your compassion and commitment make our work possible. Your unwavering belief in the power of support and recovery continues to inspire lasting change.

To our partners, funders, and wider community networks, thank you for championing family inclusive practice and supporting us build accessible, inclusive services that make a real difference.

Together, we are creating a future where no family/loved one faces the impact of substance use alone.

We are deeply grateful for your passion, hard work, and belief in our cause. It is all of you who have made the charity what it is today, and for that, we extend our heartfelt thanks. Together, we have made a meaningful impact, and we look forward to continuing this journey with your continued support.

With gratitude,
The FASS Board of Trustees

We thank you for your
ongoing support of
our services



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