



Annual Report 2017 - 2018

***Bringing about the day where
everyone's voice is heard and
respected***

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Company Limited by Guarantee: Registered in Scotland (No 246 131). Recognised Scottish Charity
(No 035 138). 61 George Street, Perth, PH1 5LB.

Current Board and Staff

Board of Directors

Roger Stratton-Smith	Chair
Charlie Stewart	Vice Chair
Christine McLeod	Treasurer
Norma Bibby	Director
Jennifer Lindsay-Finan	Director
Mike Finlayson	Director

Staff Team

Clare Gallagher	Executive Director / Company Secretary
Julie Hutton	Senior Advocacy Worker
Susan Price	Development Officer
Amanda Moore	Office Manager
Colin Walker	Mental Health Advocacy Worker – Rohallion Clinic
Sandra Young	Independent Advocacy Worker
Mandy Mailer	Independent Advocacy Worker
Andy Park	Independent Advocacy Worker
Wendy Lindsay	Independent Advocacy Worker
Anne Orchardson	Independent Advocacy Worker – Sessional
Janice Wilson	Student Advocacy Worker
Aimee-Lee Stewart	Student Advocacy Worker

We would like to say *Thank You* to our Home Based Advocates (volunteers)

With special thanks also to our external support this year:

Pilotlight –	Miriam Cunningham
Barclays –	Derek Shanks, Lesley Ballard, Sheila Lammie, Gavin Hamilton, Craig Samuel, and Scot Howie
Barclays IT Interns -	Ash MacDougall, Greig Bradley, James Plimbley and Joseph Burke

Chair's Report

This year has been one of considerable progress in the management of change at IAPK and in laying the foundations for a sustainable future for the organisation.

We have continued to strengthen the skills and expertise represented on the Board and all of the Directors have been proactive in working with the staff to define our strategic objectives and to deliver progress through work streams associated with each of our key strategic themes.

It has been necessary to set new priorities in meeting the growing demands for our services. By departing from our traditional approach based on fixed criteria and focusing instead on priority need among vulnerable people in the community we have succeeded in managing workload pressures effectively while maintaining a high quality service. I am pleased to say that we are making progress with other Independent Advocacy organisations in developing ways of measuring the impact of what we do in support of vulnerable people.

Among the many significant achievements in 2017/18, the re-establishment of our work at HMP Perth and HMP Castle Huntley is especially welcome. We look forward to building on the good progress that has already been achieved there.

I believe that the steps that we have taken this year have improved our resilience and enabled us to respond flexibly to the many challenges ahead. On behalf of the Board, I wish to thank all members of staff and volunteers, as well as the student social workers who have had placements with us this year, for their part in the continued success of IAPK.



Roger Stratton-Smith
Chair

Executive Director's Report

Whilst 2017-2018 has been another busy year, it has also been one of successful review, change and consolidation - operationally and strategically.

As in previous years, demand for independent advocacy has exceeded our capacity to meet it. However, in embedding a generic way of working, it has proved successful in meeting the highest and most urgent situations for people. This has successfully created a more sustainable capacity for our hard working and dedicated staff and volunteers.

**Total number of people supported in the last year was 948
– of which 587 were new referrals**

At the point of referral, the 587 new people supported had 1112 new issues (e.g. mental health tribunals, child protection, adult protection, housing, health, care or support packages). The number of issues reported at referral point usually increase once we start working with someone; with the average estimated number of issues per person being 3–4 throughout the period of support.

As part of our organisational review, we re-structured and established Senior Advocacy Worker (Julie Hutton) and Development Officer (Susan Price) roles. These roles are working well to support staff, students and volunteers in their practice.

We are very pleased that this year we re-commenced working in HMP Perth and HMP Castle Huntly. Our Independent Advocacy Worker has re-established links in both, and has received 31 new referrals in the four months since starting.

IAPK has also been able to support the Health and Social Care Partnership in Perth and Kinross to ensure Human Rights have been upheld in changes to some services. We have provided Independent Advocacy to people using these services to ensure their views have been heard through the process of change, supporting best practice approaches.

We have been lucky to have some good student placements this year, and have received feedback from them that their time in Independent Advocacy has provided them with insight into the reality of being on the receiving end of services and the challenge of navigating through health and social care systems for those who are unused to them. They have been able to gain useful experience in many aspects of work and perspective that they feel will enhance their future roles as social workers.

The Board and staff undertook a Strategic Planning event, and agreed the key themes and work streams for the organisation. Board and staff members have been working together on these areas of development, making great progress in objectives for fundraising, social media, external relationships, policy, and quality.

Independent Advocacy Perth and Kinross, along with other Independent Advocacy organisations across Scotland have been working on methods of measuring our impact for people who use our services and also on wider communities and health and

social care in general. We are keen to evidence the importance of independent advocacy support to those who want and need it. At IAPK we have developed an improved online survey to gather feedback from advocacy partners and referrers which has already given us some affirmative comments (see below). We will continue this year to work on linking this evidence to the outcomes specifically identified for Independent Advocacy and those for Health and Social Care.

Locally in Tayside, we liaise closely with Angus Independent Advocacy to share staff training, peer support and exchange ideas and good practice, and nationally we are working closely with many other Independent Advocacy organisations via the the Scottish Independent Advocacy Alliance (SIAA).

Projects currently in collaboration with the SIAA include the refresh of the Principles and Code of Practice for Independent Advocacy and Measuring Impact of Independent Advocacy. A scoping exercise has commenced and through this, we aim to gather information on tools currently being used across Scotland with the intention of producing a template specifically for Independent Advocacy. IAPK has also been involved in the responses to consultations on The Social Security Bill and Review of The Adults with Incapacity Act.

We have continued with our strong links to the Perth and Kinross Third Sector through the Third Sector Strategic Forum, and our involvement in the current working groups formed to take forward those actions agreed.

We were fortunate to work again this year with Pilotlight on a short project in liaison with Barclays Bank. Six Barclays executives gave us their time and experience to work on a strategic review; focusing on marketing and income maximisation to improve our profile and sustainability. The project gave us some helpful recommendations, which we continue to implement and work on.

In addition to this, Barclays offered to help us with the design of a very much-needed new Case Management System. We are in regular contact with the four very helpful IT interns who are currently building a system specifically to meet our needs.

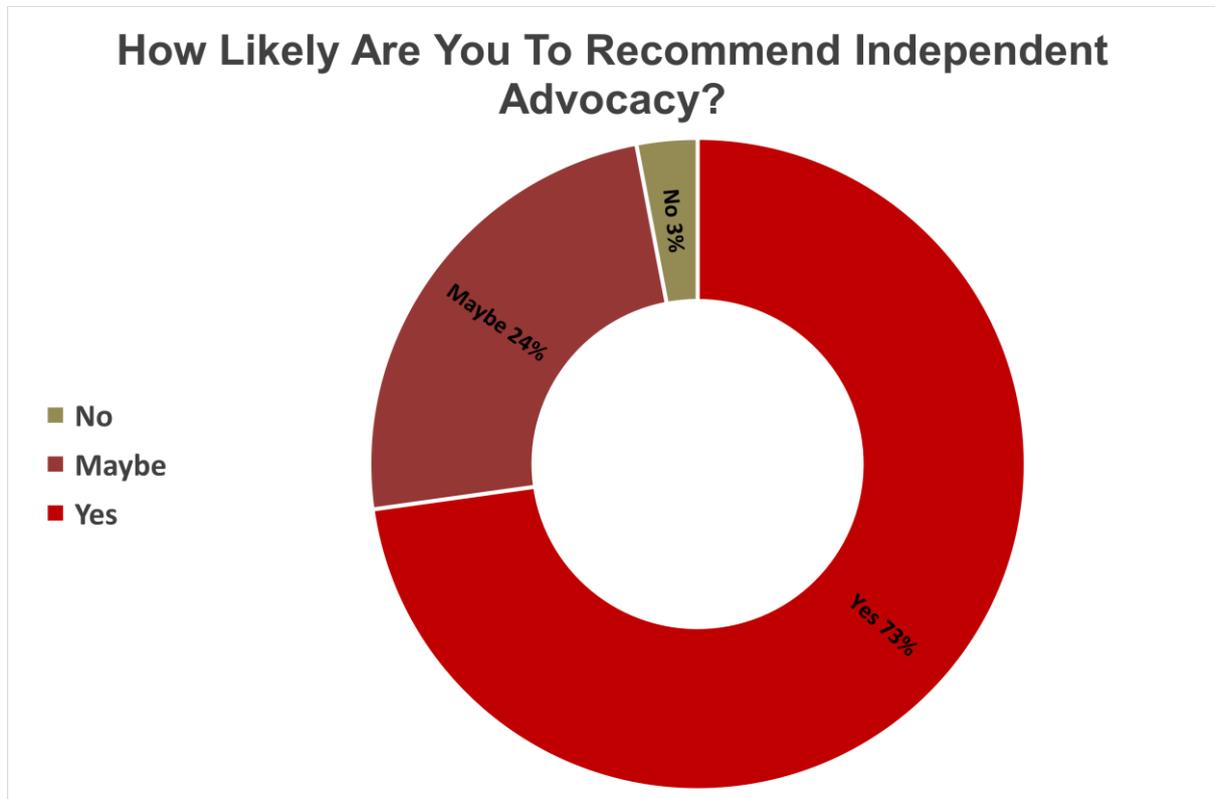
After an incredibly busy and exciting year, we are looking forward to 2018-2019 and the developments and challenges it brings. We will be focusing on the continued work with our strategic objectives, measuring impact, and Principles and Code of Practice.



Finally, I would once again like to thank the Board, Staff, Students and Home Based Advocates (volunteers). Their support and help over the past year has been appreciated, and for their continued commitment to Independent Advocacy.

Clare Gallagher
Executive Director

Responses received from Advocacy Partners on case closure:



Because I had an Advocate:	Totally Disagree	Disagree	Neutral	Agree	Completely Agree
I feel more confident in raising concerns I might have	0%	0%	15%	49%	37%
I felt involved in decisions	0%	0%	13%	45%	42%
My experience of health/social care has improved	0%	13%	19%	29%	39%
I felt more listened to	3%	6%	6%	10%	75%

Example of Independent Advocacy:

At IAPK we largely support people on a one-to-one basis, however in addition to the one-to-one advocacy support provided at The Rohallion Secure Care Clinic, we also provide collective advocacy. Below is an example of Collective Advocacy undertaken by IAPK:

Rohallion Users Group (RUG)

Rohallion Users Group is a patient led group facilitated by Independent Advocacy. This group includes patient representatives from each ward at the Rohallion Clinic in Perth, who sit on the RUG and help to put forward patients' collective views. This group enables patients to raise ward-wide issues which the ward representatives can then take to the users group, and which can then be discussed with the service managers.

The purpose of the group is to provide a vehicle for communication between patients, staff and administration, and to help identify those "quality of life" issues most important to patients. The group meets regularly at an appropriate venue for patients to put forward their views and for staff to listen to their service users.

One of the topics successfully raised over the last year related to restrictions on the size of televisions in patients' bedrooms.

Patients wanted to buy larger modern flat screen televisions but were restricted to 22-inch screens. With advocacy support, the RUG asked the Safety & Security Management Group at Rohallion to look into this. This was discussed at the safety and security meeting, where it was agreed that 22-inches was the biggest they would permit as it was seen as a safety issue. They said that staff needed to search the rooms and move equipment where necessary and that anything bigger than 22-inches would make it impossible to move and therefore risked damaging the equipment.

Members were not satisfied with the response and asked for the committee to look into the matter again, bearing in mind that modern flat screen televisions are not as bulky or heavy as old television sets and are more easily moved. The matter was discussed again at the Safety & Security Group where this time it was agreed that the maximum size of flat screen slim design television could be 32-inches. This change was then incorporated into the revised Patients Property Policy, which was shared with the RUG for comment.

RUG was also involved last year in diverse issues such as providing patient feedback on the clinic going smokeless and a response to the NHS Tayside Consultation on the Mental Health and Learning Disability Service Redesign regarding the possible implications for Rohallion.

The VALUES at Independent Advocacy Perth and Kinross are upheld throughout our work and organisation

Human Rights

We recognise the essential dignity and inherent Human Rights of every person. We encourage those with power to respect rights and secure social justice



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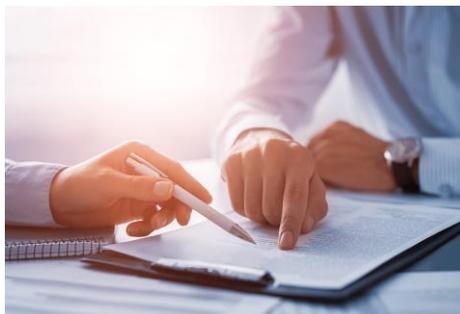
Independence

We are free from outside control, autonomous in our actions and remain uninfluenced in our work. We only provide Independent Advocacy



Partner-Led

We put the people we work with at the heart of our work. We are patient and skilful listeners who enable people to get their voices heard



Honesty

We act and communicate with openness, integrity and transparency at all times



Courage

We are proud to be champions of our Advocacy Partners and organisation. We support the right to challenge and are willing to question decisions and attitudes



Empowerment

We will work with our Advocacy Partners to enhance their capacity to have their voices heard, to make choices and to transform those choices into desired actions and outcomes



INDEPENDENT ADVOCACY PERTH & KINROSS

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31st March 2018

		2018			2017
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	518	259,266	259,784	278,499
Other trading activities	6	10,287	–	10,287	10,533
Investment income	7	33	–	33	49
Total income		<u>10,838</u>	<u>259,266</u>	<u>270,104</u>	<u>289,081</u>
Expenditure					
Expenditure on charitable activities	8,9	362	259,671	260,033	289,088
Total expenditure		<u>362</u>	<u>259,671</u>	<u>260,033</u>	<u>289,088</u>
Net income/(expenditure) and net movement in funds					
		<u>10,476</u>	<u>(405)</u>	<u>10,071</u>	<u>(7)</u>
Reconciliation of funds					
Total funds brought forward		78,755	(48,194)	30,561	30,568
Total funds carried forward		<u>89,231</u>	<u>(48,599)</u>	<u>40,632</u>	<u>30,561</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.