



Annual Report 2019 - 2020

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

90 Tay Street, Perth, PH2 8NP
01738 587887

info@iapk.org.uk

www.iapk.org.uk

Current Board and Staff

Board of Directors

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

Staff Team

Clare Gallagher	Chief Executive / Company Secretary
Julie Hutton	Advocacy Manager
Susan Price	Operations Manager
Lynsay Harris	Office Administrator
Colin Walker	Mental Health Advocacy Worker – Rohallion Clinic
Chrissie Pritchard	Independent Advocacy Worker
Ranjana Salins	Independent Advocacy Worker
Andy Park	Independent Advocacy Worker - Prison
Wendy Lindsay	Independent Advocacy Worker
Sarah Fogg	Independent Advocacy Worker – Children & Young People
Mandy Riddle	Independent Advocacy Worker - Sessional

IAPK Core Values

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.

Independence

We are free from outside control, autonomous in our actions and remain uninfluenced by anyone other than our Advocacy Partners 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 skillful 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.

Chair's Report

As I complete my final year as Chair of IAPK I look back on a period of very significant and, to an extent traumatic change for the charity. The operational changes we have introduced, although essential have presented very considerable challenges to our team of independent advocates. As the various reforms became embedded through the course of the year 2019/2020 the benefits in terms of operational effectiveness became increasingly clear. Then, faced with the onset of the coronavirus pandemic we found that these innovations and our investment in team development helped us to respond to the emergency creatively and with undiminished commitment to the upholding of people's human rights. As a result, IAPK has remained defiantly open for business.

On the arrival of COVID-19 the staff team, largely within one day, were able to establish themselves safely working from home. The case management system, Salesforce, enabled advocates to view their caseload with all details safely at home and in compliance with the requirements of the GDPR. We have adopted new ways to communicate and some of these may be permanently adopted. The staff team have demonstrated an impressive ability to respond to the new circumstances pragmatically and with openness to new ways of working consistent with the need to maintain social distancing.

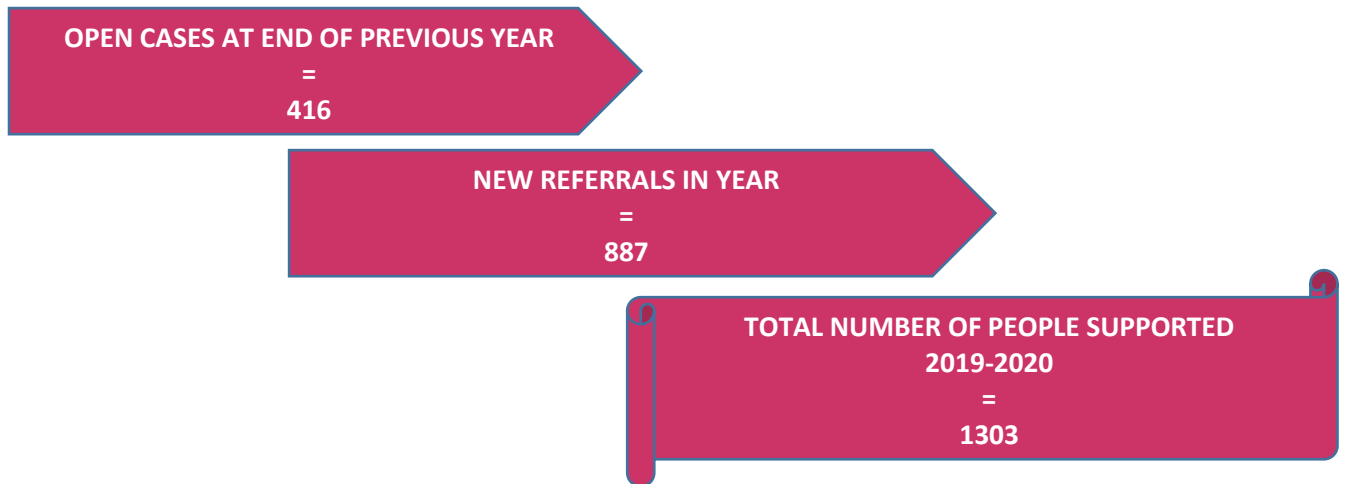
Looking ahead, it is clear that the demand for advocacy services will remain high. IAPK can look forward to commencing work on two contracts that have been secured for: Children's Advocacy Services in Children's Hearings; and Peer Advocacy for Drug and Alcohol. Ways of working and the development of supporting technology will continue to be reviewed. I am confident that IAPK will continue to adapt to prevailing circumstances while continuing to uphold the human rights of the people that it supports and with a commitment to excellence.

In conclusion I should like to register my thanks to my fellow Directors, our able Chief Executive and our dedicated team of independent advocates for their fellowship and support over the years. It has been my privilege to work with them.



Roger Stratton-Smith
Chair

Chief Executive's Report



**Total number of issues dealt with in the last year
= 1603**

2019-2020 has been another busy year, culminating in the incredible situation of the national health pandemic and lockdown for us all!

As in previous years, demand was high, however we continued to endeavour to provide independent advocacy to as many people as possible. The systems we put into place in the previous year have proved effective at helping IAPK to ensure we reach those with the highest and most urgent need in a responsive and flexible way.

New referrals continued throughout the year to arrive at an average of 17 a week, adding to an existing high open case load; a large proportion of which were for complex and time consuming cases, see charts later in the report.

New Referrals by Month 2019-2020

Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
63	85	57	92	69	78	99	67	61	94	73	49	887

Active Cases by Month 2019-2020

Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Average
244	250	289	252	315	302	326	362	305	307	347	326	302

To continue to develop IAPK to ensure we operate in the most efficient way and provide advocacy for as many people as possible, we undertook an assessment of two management roles. This resulted in a small restructure to facilitate the work to be more effectively focused with an Advocacy Manager and an Operations Manager.

We have continued to seek feedback from advocacy partners when their cases are closed in order to ensure that we are directed by the people who we provide advocacy for. It enables us to measure the impact of independent advocacy on people's lives

and has evidenced the positive outcomes that our advocacy partners experience. This has proved exciting and motivating for the staff team, and continues to reinforce our already strong belief in human rights and the need for people's voices to be heard.

To support the consistency of independent advocacy across Scotland, IAPK supported the Scottish Independent Advocacy Alliance (SIAA) in the production of the [Toolkit for Measuring the Impact of Independent Advocacy \(SIAA 2019\)](#).

The organisation believes it is valuable to evidence the skills and experience of the staff team and to this end we continue to facilitate staff to undertake the Professional Practice Award for Independent Advocacy (in liaison with The Advocacy Project, Glasgow), aiming for two members of staff to undertake this each year.

To further support the consistency and evidencing of high practice of independent advocacy at IAPK and across Scotland, I was a member of the small working group refreshing the [Principles, Standards & Code of Best Practice for Independent Advocacy \(SIAA 2019\)](#), which were adopted by the membership of the SIAA.

Another joint staff Development Day on was held with Angus Independent Advocacy this year, with the topic for discussion on internal and external communication.

As an organisation, we continue to value being outward looking and benefit from working with other independent advocacy organisations nationally and third sector organisations in Perth & Kinross. Staff from IAPK input into the Independent Review of the three Acts (Mental Health, Adult Protection and Adults with Incapacity), and I am a member of the criminal justice working group as part of the Independent Review of Forensic Mental Health Services.

In addition, as a Third Sector organisation, we continued to participate strategically in local Perth and Kinross Third Sector groups and forums for both adult and children & young people's services. As a member of the Third Sector Health & Social Care Strategic Forum, it enables IAPK to maintain good working relationships and links with the other third sector organisations locally.

We were delighted to be approached by three S3 pupils of St John's Academy this year, who wanted to champion IAPK as part of the Youth and Philanthropy Initiative Scotland. We were extremely impressed with Millie, Sophie and Lois's passion and interest in human rights and independent advocacy. They reached the final and so we were able to attend and see their excellent presentation and the significant amount of work they had put into it. Thank you - Millie, Sophie and Lois from the staff team!

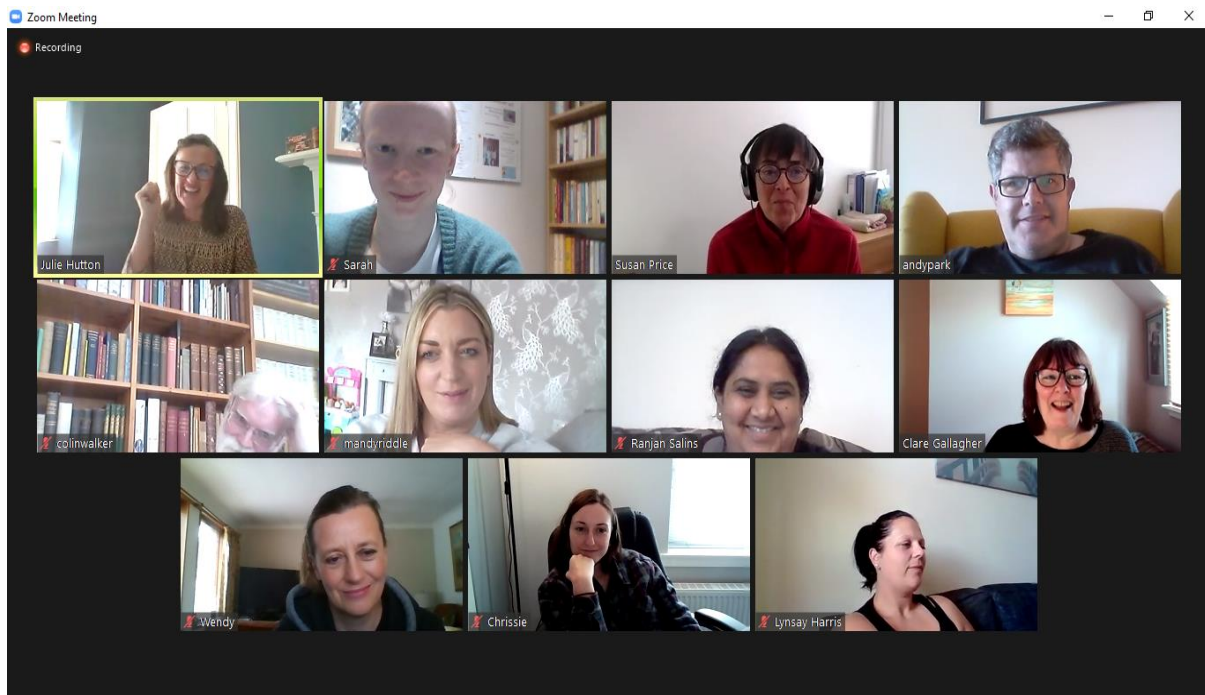
After yet another busy and exciting year, we are looking forward to 2020-2021 and the developments and challenges it brings. Among these will be the recruitment of two new independent advocates for Children's Hearing Advocacy and Peer Advocacy – Drug & Alcohol. We were pleased to successfully receive Scottish Government funding as the primary provider for independent advocacy for Children & Young People in the Children's Hearing System. In addition, we received funding from Alcohol & Drug Partnership in Perth & Kinross for a Peer Advocate in line with the Rights, Respect & Recovery Strategy.

Finally, as we leave this year in lockdown, I would like to thank staff team for mobilising themselves to working from home with a smooth transition, and for their creative dedication to ensuring we continue to provide good quality independent advocacy by remote means. Thank you also to the Board of Directors for their continued support to the organisation, for their help over the past year and for their continued commitment to Independent Advocacy.



Clare Gallagher
Chief Executive

Meet the IAPK Staff Team – (photograph taken from one of our zoom Staff Team Meetings):



New Referrals by Category 2019/2020

