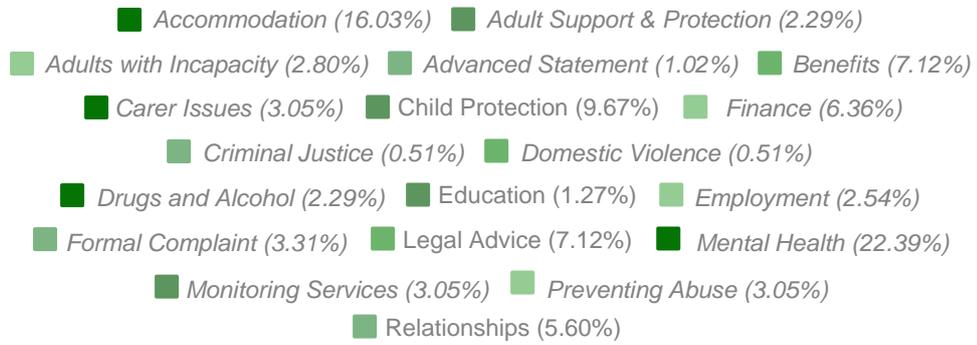
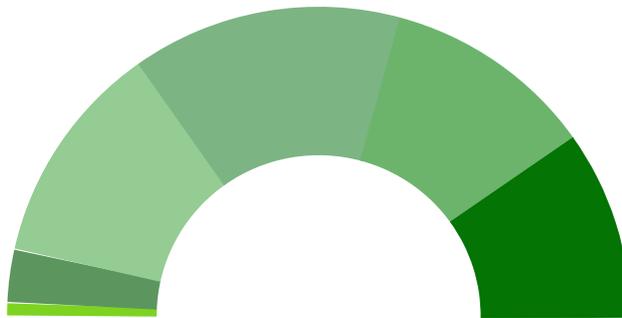
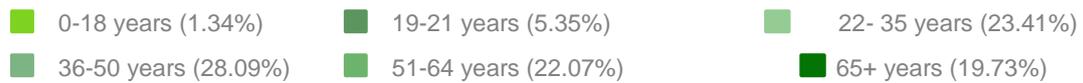


Some of the Issues Partners Presented With:



Age Range of New Referrals



CITIZEN ADVOCACY

Managers' Report:

It has been another quick year for the citizen advocacy project and the development team. We were successful in obtaining funding from The Big Lottery, Henry Duncan and Angus Health & Social Care Partnership to expand and develop the project from 2017-2022. We were delighted to be able to extend our resource to individuals aged 26 and over. Part way through the year (April 2018) we had a change to staff, with Christine moving to the post of Health & Social Care Development Worker and Lisa taking on the role of Citizen Advocacy Development Worker. The health and social care project is also preventative in nature and we have been able to work with individuals to identify whether they require direct or citizen advocacy. A full report on this project follows the core citizen advocacy report.

The key pieces of work undertaken by the development team include:

- Facilitating and supporting new and existing citizen advocacy partnerships. This includes profile building, networking/recruitment, preparation, matching and ongoing support.
- Developing accessible literature and evaluation tools
- Partnership social events
- Facilitating development of the citizen advocacy steering group

Profile building/recruiting for 37 advocacy partners

12 citizen advocates recruited

47 awareness sessions

9 new advocacy partnerships matched

Informal networking within communities

I would like to thank Christine and Lisa for their dedication and hard work throughout the year, and our funders for their continued commitment to the development of citizen advocacy in Angus.

Citizen Advocacy Steering Group

The steering group provide strategic direction to the project. This year we:

- Increased membership
- Developed a new citizen advocacy policy
- Began developing a work plan

"The Citizen Advocacy Steering group has been working for the first year. We faced some challenges in the beginning as any worthwhile group does, and organising already busy people has been a challenge for everyone. As Chairman I'd like to give a massive Thank You to all who have given any of their precious spare time to this part of the project and already we have developed, for the first time, a purpose built Citizen Advocacy Policy that is being trialled. We have also been involved in developing other areas of the project, all in a spirit of kindness and fun and I think mainly we've all enjoyed it.

One of our challenges is to try to ensure that the development of the project reflects the whole and varied population of Angus as best we can. With that in mind, we will

continue to try and recruit a few more suitable members to our small team. Our next challenge has already started- to develop a work plan that drives the whole citizen advocacy project for the next four years"

Robin Ross, Chair of Steering Group

Looking forward

As we move into year two of the project I am pleased that we will be offering placement opportunities for Community Learning & Development students from the University of Dundee.

We hope to implement some of the priorities identified by the steering group, such as addressing gaps within the project and ensuring we reach the widest possible range of people.

The team are looking forward to working alongside the steering group, advocates, partners and the wider community to create more inclusive Angus communities over the next year.

Heather MacMaster (Citizen Advocacy Project Manager)

Citizen Advocacy Project Year 1 (1 June 2017- 31 May 2018)

Citizen Advocates

The citizen advocacy project would not exist without the commitment and passion of local people who give their time freely to become Citizen Advocates. This year we saw a number of new advocates join us, while also saying goodbye to others.

Wilma Beattie

Fiona Bridges (re-matched)

Justin Bryant

Linda Broadley

John Cavanah

Ann Clarkson

Alice Collingwood

Maureen Evans

Richard Finch

Liz Fowler

Judy Findlater

Jackie Frame

Sharon Greasley

Jeanette Haines

Ann Hanson

Sandra Hoare

Alison Hitchcock

Zeenat Hussain

Margaret Hutchison

Jerry Jackson

Christine Landsburgh

Heather MacMaster

Madhu Mahindru

Tracy Maxwell

Joy Mitchell

Joy Milne

Sarah Paton

Bill Reid

Nicola Riach

Robin Ross

Jenny Sinclair

Ted Smith

Kerry Shearer

Kate Stewart

Suzanne Swinton

Sheila Watt

Lisa Webster

Michael Wheat

Tina Yassine

Citizen Advocates who joined us this year

This year we said goodbye to:

Craig Bartholomew, Irena Brown, Margot Forbes, Anne McDonald,
Lesley Russell & Tommy Steele

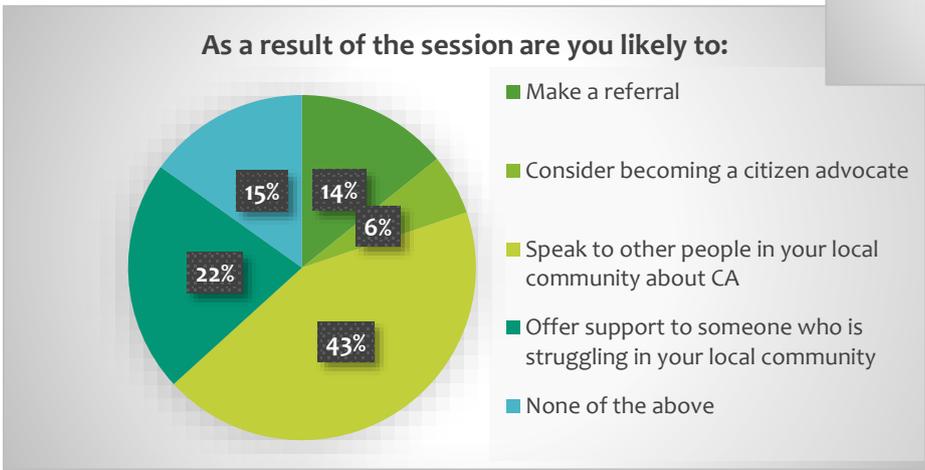
Awareness Raising

In the first year of the new project we have raised awareness of Citizen Advocacy within our local communities, using a range of methods to reach diverse groups and individuals.

Awareness Raising Activity C A Project 17-18



As a result of awareness sessions people reported that they had an increased understanding of citizen advocacy. Although only a small number indicated they wished to act as a Citizen Advocate through AIA, people told us that they felt motivated to speak to and offer support to others in their local community.



“The advocacy programme is a revelation!”

“... informative session and important for staff to know where advocacy fits in the lives of the people we support”

Feedback from awareness session participants

Learning & Development

Christine and Heather have taken part in the following learning opportunities:

- Advance Statements Workshop
- PVG Best Practice Workshop
- Management Training
- Storytelling for Change
- AS&P Training for Trainers
- Bid Writing
- CAB Overview & Energy Best Deal
- GDPR for Employers
- Community Learning & Development Standards Council Members Conference
- Gestalt Coaching
- Safe & Together
- PVG Training Session
- Secrets of Simple Graphics
- Person-centred Thinking for Everyone
- Let's talk Makaton -Beginners stage 1 & 2



The team continue to participate in the Citizen Advocacy Network and Tayside Advocacy Forum to share practice with colleagues.

This year we facilitated a variety of learning opportunities for Citizen Advocates:





One of the key aims of the Citizen Advocacy project is to connect people with their local community. The social events we organise help bring together everyone within the AIA citizen advocacy community - advocates, partners, staff, directors, carers and friends. This in turn allows our partners and advocates to widen their social circle.

This year we held an Afternoon Tea on Wednesday, 30th August 2017 to celebrate the new funding. We also hosted a Ceilidh in March 2018.



**Project Launch Party
30th August 2017**



**Ceilidh Night
10th March 2018**



Health & Social Care Project 1st April 2017 - 31st March 2018

Since joining the team at Angus Independent Advocacy in July 2017, I have been busy learning and getting out and about to spread the word about advocacy.

INTERNAL LEARNING SESSIONS

- The history of Advocacy
- Policies and Procedures
- Inclusion
- Communication
- Boundaries and Endings



EXTERNAL TRAINING

- Information sharing
- Self-Directed Support and Human Rights
- Communication and Assessing Risk
- Dementia Skilled improving practice course
- Adult Support and Protection
- Open University Module K101-An Introduction to Health & Social Care



These learning sessions gave me an insight into the way the organisation works and reiterated the way I should work.



ATTENDANCE AT EVENTS

- ◆ Housing Options Scotland ◆
- ◆ Mental Health and Learning Disability Consultation Event ◆
- ◆ Self Directed Support Drop In ◆



These events raised awareness of advocacy and aimed to reach people who may not be aware that they have a right to access advocacy.



Awareness raising was a big part of my year. I made an effort to be present in our local communities, chatting to the people of Angus. This informal way of raising awareness about the project meant that members of the community who may not have known about Independent Advocacy had the opportunity to hear about us and in turn, access advocacy support.



Lisa Webster - Trainee Health & Social Care Development Worker (to 31st March 2018)

Citizen Advocacy in Real Life - Joanne & Sarah

Joanne is a bubbly and friendly lady in her mid-40's. Due to mental ill health, Joanne has spent a lot of time in hospital over the past few years. She recently moved back

home but has been in and out of hospital as she tries to adjust to these changes and get the right support in place. She gets on well with everyone, and doesn't like any sort of confrontation. She enjoys listening to music and watching TV (particularly the soaps). Joanne likes to keep fit, so enjoys going for a walk in the fresh air.

Joanne has family nearby. However, they are busy with their own lives and she sometimes feels that they can be over protective of her. She wanted a Citizen Advocate to act as an independent person she could confide in and go to for support should any issues arise. Joanne was also keen to reconnect with her local community.

Sarah lives nearby and when she heard about citizen advocacy she felt it sounded like the opportunity for her. She has a good understanding of mental health illness and the stigma which people can face. She enjoys keeping fit and is around the same age as Joanne. She also has family who are of a similar age to Joanne's, so they had plenty to talk about from the word go.

Joanne and Sarah have taken a while to get to know each other. Joanne spent

"Citizen Advocacy can offer friendship, support and consistency to a partner. A citizen advocate is someone neutral who can offer some normality. Someone to listen, a sounding board without judgement. Showing you care sending a text message, email, having a chat on the phone. Socialising, going for a walk having a coffee. It can be slow process but grows naturally like any friendship. At times you may be needed more. It is getting to know each other, building trust and helping to build confidence." (Sarah)

time in hospital in a different area, making it challenging for them to maintain contact. However they have made use of phone/text/letters, as well as catching up in person when they can. Now that Joanne is home on a more permanent basis, she has found it comforting to know that she already has a support in Sarah.

They have been going out for walks in the local area, and Sarah has been supporting Joanne to think about what she wants to say ahead of meetings relating to her care. Looking forward, they hope to continue to build on their relationship. They are keen to find out more about resources in the local community (such as the gym) and how Joanne might be able to access these. Sarah has found that being a Citizen Advocate gives her a different perspective and appreciation of life -"I find it good to get more of an insight into the problems people have to face and how differently we all cope and react to situations in life".

"Sarah is very friendly and easy to talk to. I like having someone independent to speak to and also getting out of the house with her. She is a good listener and she doesn't tell me what to do". (Joanne)



As always we would like to thank all of our partners, advocates and the communities of Angus for their commitment to citizen advocacy- we couldn't do it without you!



Heather MacMaster



Christine Landsburgh



Lisa Webster

DIRECTORS' ATTENDANCE AT AIA BOARD MEETINGS: 2017-2018

	18 th April 2017	4 th July 2017	5 th September 2017	26 th October 2017	7 th December 2017	6 th February 2018	PRESENT	APOLOGIES
DIRECTORS								
Emma Crouch (Convenor)	√	√	√	√	√	-	5	1
Sandy Stuart (Vice Convenor)	√	√	√	√	√	√	6	0
Fiona Arnot	√	√	√	-	√	√	5	1
Dennis Cruickshanks	√	√	√	√	√	√	6	0
Darren Davies	√	√	√	√	√	√	6	0
Derek Edwards	√	√	√	√	√	√	6	0
Bill Reid	√	√	√	√	√	√	6	0
Robin Ross	√	√	√	√	√	√	6	0
Derek Stewart	-	√	√	√	√	√	5	1