

ANGUS INDEPENDENT ADVOCACY

Annual Report: 2016-2017

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MISSION AND VALUES STATEMENT

“To provide accessible, independent advocacy within Angus for adults who are at risk of being unable to safeguard their rights, and who have:

- a mental health problem
- a learning disability
- dementia
- an acquired brain injury, or
- are an older person.

1. AIMS

- To respond to requests for independent advocacy support directly from potential advocacy partners, their family, friends, or via referring agencies.
- To promote equality of opportunity and help to safeguard an advocacy partner's quality of life.
- To support adults with additional support needs and to help ensure that their rights and interests are fully represented.
- To support those who are unable to express their views and wishes.
- To raise awareness of independent advocacy.

2. OBJECTIVES

- To provide independent advocacy according to the Code of Practice and Principles and Standards accepted by the Scottish Government.
- To support citizen and issue-based advocacy partnerships.
- To support advocacy partners in making their views known.
- To ensure that the views of the advocacy partner will be paramount, and direct all actions by the advocate wherever possible.
- To produce and distribute accessible information suitable for advocates, advocacy partners, service providers and others.
- To support people who may have little or no verbal communication.
- To provide suitable preparation and on-going training for all advocates.

3. VALUES

Our values are at the core of our organisation and guide the way we act and work as an organisation.

Non-Judgmental

We will not make judgements about anyone we meet and their circumstances.

Independence

We provide support independently of any service provider, and will maintain this position in all work undertaken.

Inclusion

As an organisation, we believe that everyone should have the opportunity to contribute and participate in whatever way they can, in all aspects of their life.

Empowerment

AIA will support individuals to make their voices heard.

Respect

AIA will treat everyone with respect.

Making a Difference

AIA works towards a more equal and inclusive community.

Person-Centred

AIA uses a person-centred approach in all advocacy partnerships.

Confidentiality

Confidentiality is a core value at AIA. All in the organisation work within our comprehensive Confidentiality Policy, which includes data protection, adult support and protection and child protection.

Commitment

The advocates at AIA work tirelessly to ensure that the individual's voice is heard.

Loyalty to our Advocacy Partners

Our prime loyalty is to the people we support.

Justice

We are a social justice organisation and believe in equal rights and opportunities for everyone in all aspects of society.

Integrity

All at AIA uphold the values of sincerity and honesty.

Teamwork

The AIA staff and Board work as a strong team and make decisions collectively on the development of the organisation.

BOARD OF DIRECTORS

Emma Crouch	Convenor
Sandy Stuart	Vice Convenor
Peter Donald	Treasurer (until February 2017)
Darren Davis	Treasurer (as of February 2017)
Fiona Arnot	
Dennis Cruickshanks	(as of February 2017)
Derek Edwards	
Bill Reid	
Robin Ross	
Derek Stewart	

MONITORING OFFICERS

Hilde Barrie	Angus Health & Social Care Partnership (until December 2016)
Sharlaine Walker	Angus Health & Social Care Partnership (from April 2017)
Linda Kennedy	Angus Health & Social Care Partnership

STAFF

Suzanne Swinton	Executive Director and Company Secretary
Colleen Mackenzie	Mental Health Advocacy Worker (until November 2016)
Ian Scott	Mental Health Advocacy Worker
Fiona Bridges	Mental Health Advocacy Worker (from November 2016) and Health & Social Care Advocacy Worker
Nicola Riach	Independent Advocacy Worker
Jackie Frame	Independent Advocacy Worker
Heather Turnbull	Citizen Advocacy Development Worker
Christine Landsburgh	Citizen Advocacy Development Worker
Martina Gamble	Sessional Advocacy Worker (until November 2016)
Suzanne Cantwell	Office Manager
Lauren Thomson	Administration Officer
Loredana Onciul-Blaicean	Cleaner

WHAT IS INDEPENDENT ADVOCACY?

Here at Angus Independent Advocacy (AIA) “**having your voice heard**” is our core purpose. We work to enable those who use our resource to have a stronger and respected voice.

Our advocates draw alongside the individuals and either enable people to speak up for themselves or directly advocate on their behalf when needed. Another important function is to support the person to access information and explore options. This enables people to make informed decisions and choices.

Independent advocates also work to ‘**safeguard**’ those who cannot look out for their own interests due to incapacity caused by disability or ill health. We call this ‘Non-Instructed Advocacy’.

“Non-Instructed Advocacy is ... taking affirmative action with or on behalf of a person who is unable to give a clear indication of their views or wishes in a specific situation. The non-instructed advocate seeks to uphold the person’s rights; ensure fair and equal treatment and access to services; and make certain that decisions are taken with due consideration for their unique preferences and perspectives.” (Henderson, 2006 quoted in SIAA Non-Instructed Advocacy Guidelines, 2009.)

Why Is The Independent Part Of Advocacy So Important?

Our advocates are independent from organisations that provide services to the people who use our resource. Our advocates have no close ties to family or friends of the individual. This means we can **freely** speak up for the person without a ‘conflict of interest’.

AIA are committed to the individual’s voice and wishes being heard. We do not express our own view, but that of the individual. Even when the person is considered not to have capacity, we still work to seek out that individual’s point of view. When the person cannot tell us their wishes, then we would use non-instructed advocacy.

As an organisation, our only function is to provide one-to-one independent advocacy.

How Do We Provide Independent Advocacy at AIA?

AIA supports people in one-to-one ‘partnerships’. The partnership includes one advocate and one advocacy partner. Our advocacy resource is funded to support people who have:

- a mental health problem
- a learning disability
- dementia
- an acquired brain injury, or
- are an older person.

Independent Professional Advocacy Workers

AIA has 2 part-time generic Independent Advocacy Workers who supports individuals who may be dealing with issues such as:

- Child Protection
- Adult Support and Protection
- resettlement from long stay hospitals to the community
- entering long-term care.

One of the main features of this post has been supporting parents, who may have a learning disability or mental illness, helping them to understand complex child protection systems. Many of the parents we support find this is a very challenging process and struggle to have their voice heard.

We have 2 part-time Independent Mental Health Advocacy Workers. Both these workers support individuals who are affected or subject to the Mental Health (Care and Treatment) (Scotland) Act 2003. We give priority to working with those who are detained in hospital or on compulsory measures in the community. Our advocacy workers support people to understand their rights in relation to the Act. The advocacy workers will support the person to have their voice heard and rights respected in relation to their care and treatment.

The advocacy workers will also support people who have mental health issues in the local community. The work is issue-based, but often once someone has used advocacy they will come back when another issue arises.

Issue-Based Advocacy

Local people who freely give their time (volunteers) deliver our issue-based advocacy resource.

Issue-based advocates advocate for others on a short-term basis. Advocates go through a Preparation Course (we call it this as we believe there are natural advocates out there!). The purpose of the Preparation Course is to help the person understand what Independent Advocacy is and the principles and standards that underpin our work. The course also looks at the specifics of good communication, non-discriminatory practice and adult protection. Much of the work done by our issue-based advocates is similar to the Independent Professional Advocacy Workers.

All people who are advocates with AIA join the PVG Scheme and need 2 satisfactory references.

CONVENOR'S REPORT

This has been another busy year at Angus Independent Advocacy, with some exciting developments, such as reaching Stage Two of The BIG Lottery's application process. We have continued to grow and develop as an organisation and work hard to meet the needs of local people.

This year has focused for us as a Board on planning for the future and the success of the organisation and its ability to help local people by drawing alongside them at times when they are struggling to have their voice heard. Our aim is to ensure that the organisation continues to offer the people of Angus support when they need it, but we also want to see the organisation grow and develop and, importantly, we want to continue to see our staff grow and develop as individuals. We know there are challenges ahead, but we feel more than prepared to meet them, and we will work tirelessly to ensure that the principals and standards of Independent Advocacy are widely known and understood.

Firstly, I would like to thank all the staff at Angus Independent Advocacy for their hard work and dedication: Heather MacMaster, Nicola Riach, Jackie Frame, Ian Scott, Colleen MacKenzie, Martina Gamble, Christine Landsburgh, Fiona Bridges and Lauren Thomson. It is evident whenever anyone meets you that you all have passion and determination in the job that you do. As a Board, we cannot thank you enough for your enthusiasm, patience, skill and kindness.

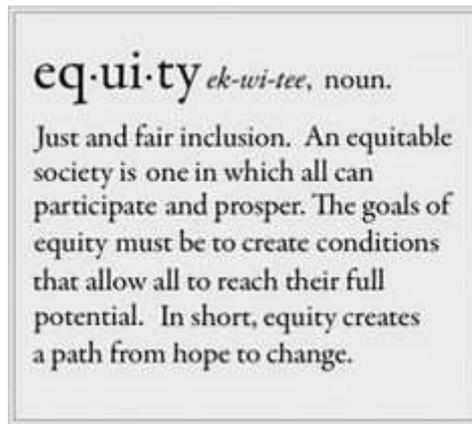
I would also like to say a special thanks to our Executive Director, Suzanne Swinton, who has worked incredibly hard over the last year and has led the organisation through some periods of uncertainty, keeping us all together and focused on the future. I also wish to thank our Office Manager, Suzanne Cantwell, who has tirelessly worked to support us as a Board and the time and patience that she gives us all is very much appreciated.

I also must thank our funders, Angus Council, the NHS and The BIG Lottery Fund for their continued support of the organisation and the staff members within these organisations who work with us, providing support and advice. I also wish to once again thank our amazing group of volunteers who give up their time to help other local people.

I look forward to working with you all over the next year and continuing to see Angus Independent Advocacy flourish and grow.

Emma Crouch
Convenor

EXECUTIVE DIRECTORS' REPORT



<http://quotesgram.com/quotes-about-equity-in-education/> [Accessed 12th September 2017]

AIA Project Statistics

This has been another busy year for AIA. We have seen another 15% increase in people seeking advocacy support. Our statistics show that since 2013 there has actually been a 62% increase in demand for advocacy! Last year we reported that we were supporting 169 people in advocacy partnerships at any one given time. This year that has increased to supporting an average of 192 people per month.

At times we have a small waiting list in place, and continue to prioritise people affected by mental health detentions. This means that some people have had to wait additional time for advocacy support. We have reviewed our referral procedures to ensure advocacy support is reaching the right people as quickly as possible.

Understanding other services and organisations has been crucial for us; signposting people to the right organisations that could provide support. Like last year, we predicted a continued increased request from individuals asking for advocacy support. The Board of Directors, alongside AIA staff, are working hard to seek additional resources to meet the demand for advocacy support.



Citizen Advocacy Project - Investing in Communities, The BIG Lottery Fund

We are in the final year of The BIG Lottery funded 'Citizen Advocacy Project'. The aim of the Older People's Project was to identify older people who were isolated and at risk of entering long-term care and match them with a local person who would volunteer to be their citizen advocate.

Over the 5 years of the project we have used networking techniques to seek out isolated older people who may benefit from citizen advocacy. Many of the advocacy partnerships created are still going strong. The citizen advocates have supported their advocacy partners not only to be better connected to their community, but also given support to navigate and access services to support their independence at home.

The Citizen Advocacy Sub-Group, which is made up of advocacy partners, Board members and AIA staff, have led and overseen a new 5-year funding application to The BIG Lottery, Angus Health and Social Care Partnership and Henry Duncan Awards to continue the Citizen Advocacy Project. Having secured some funding required, we are waiting for news from one of the funders.



Citizen Advocacy Sub Group

Health and Social Care Advocacy Project

The networking approach used in the Health and Social Care Project has enabled us to reach more people in the southwest Angus locality who have benefited from independent advocacy support. We will continue to reach out into this area and beyond to seek out people who would benefit from preventative independent advocacy. We are on target to meeting the ambition of 20% of the total people supported by AIA who live in the southwest locality. Awareness raising and networking has been pivotal in reaching out to people in this area. Working alongside other third sector organisation in delivering awareness sessions has seen a 12% increase in referrals from other third sector organisations.

“ My voice wouldn't be heard if it was not for you” quote from HSC Advocacy Partner

One-to-One Advocacy

There is an increasing amount of people requesting one-to-one advocacy support. People are accessing advocacy support to communicate with others about the issues affecting their lives. AIA have seen an increase in advocacy support for the following issues,

- benefits
- housing
- health care
- mental health care
- parents going through child protection.

Due to the number of people AIA are supporting at anyone given time, we have had to put in place a small waiting list for non-detention and non-urgent referrals. This is not ideal as early advocacy support can prevent crises arising for individuals. The Board of Directors and staff are planning to hold a further Development Day to discuss and plan how we can address the issue of demand for advocacy exceeding our capacity.

Personal Training and Conferences

I have completed the following training in my role as Executive Director:

- Open University Module in Scots Law and Social Work (CPD)
- Open University Module – Introduction to Statistics (CPD)
- NHS – HR Workshop
- Citizen Advocacy Conference
- Human Rights/Impact measurement
- Evaluation Support Scotland – Outcomes
- Evaluation Support Scotland – Impact Measurement.

Awareness Raising

Development workers hold awareness sessions throughout the year with community groups, professionals and individuals. All other awareness raising has been limited due the demand for advocacy support.

Thanks

I would like to thank the following organisations and trusts for their funding, donations and support in kind this year:

- NHS Tayside
- Angus Council
- Angus Health and Social Care Partnership
- The Big Lottery Fund – Investing in Communities.
- Glaxo Smithkline.

Without continued funding we would not be able to support some of the most vulnerable people in our community.

This year we have said goodbye to Lauren Thomson and to Colleen Mackenzie who has moved up north to pastures new; we wish them well in their new employment. We have also said goodbye to Martina Gamble who has worked with us for many year as a staff member, and more recently sessional work. It is sad to see staff go, but an honour to see people move onto exciting new ventures.



I would also like to thank AIA's great staff team, Board of Directors, Citizen Advocates and Issue-Based Advocates, who truly believe in inclusion and diversity for all in our community. The difference I see you make in each other's lives and the reciprocal relationships built up shows me communities can be supportive to one other.

Suzanne Swinton
Executive Director

MENTAL HEALTH ADVOCACY WORKERS' REPORT

This has been a busy year again. We have continued to support partners with various issues in hospital, care homes, secure accommodation and in the wider community. As in previous years, the numbers being referred to our service have continued to increase, and the range of issues is as wide as ever.

Our priority is to support people affected by the Mental Health (Care and Treatment) Act 2003, which gives people with 'Mental Disorders' the right to access independent advocacy if subject to compulsory measures or need support in the community. We support people to have as much control as possible over their lives. For many of the people we support, a major change has been the "temporary" transfer of patients receiving care and treatment in the general adult psychiatry ward in Stracathro Hospital near Brechin to Carseview Hospital in Dundee. We were already in a consultation phase about the Redesign to Mental Health Services. Concerns have been raised by people that this temporary solution will become permanent. This has of course affected the logistics of our work, but it has had more serious implications for people in Angus aged under 65 experiencing mental health issues and for their families and carers.

For people we support in the community, the range of issues is wide and varied, and includes guardianships, benefits and other financial issues, access to services, housing, adult and child protection etc. The detailed statistics are available elsewhere in this Annual Report. Behind all of these statistics are very real individual human stories and, despite all the challenges and frustrations which come with advocacy, it is very rewarding to be involved in these stories and to make a difference to the people we support.

There have also been some staff changes within the Mental Health Team. Colleen McKenzie has recently moved up north. Fiona Bridges, who covered Colleen's maternity leave, has filled her post. We have just received a one-off pot of funding to help with increased demand within the Mental Health Project and are looking to employ another member of staff to work within the team. This means that for the first time there will be 3 of us in our team. With these additional hours it should allow us to provide advocacy in Angus more effectively, giving more time for training and other aspects of our role, such as awareness raising and enhancing inclusion, and maybe even send us home at the end of the day with more of a spring in the step.

Ian Scott
Mental Health Advocacy Worker

INDEPENDENT ADVOCACY WORKERS' REPORT

This is Nicola's second year in post as an Advocacy Worker with AIA and Jackie, who was the Issue-Based Development Worker, joined her on 28 October 2016. Both our posts are part-time, accumulating to 45 hours, and, during the reporting year, we have provided generic independent advocacy support to 119 partners with varying issues such as:

- safeguarding of adults in long-term care
- benefits/housing
- guardianship
- Adult Support & Protection, and
- Child Protection.

With Child Protection in particular, there is a series of meetings which are required to be attended, and Independent Advocacy has a key role in supporting parents through these proceedings. Due to the volume of meetings, including Case Conferences, LAC Reviews, Core Group Meetings and various Panels, these advocacy partners take up a substantial amount of time. In addition, before and after each of these meetings, time must be given to these partners in order to help them prepare and understand expectations and realities. Although rewarding and a valuable use of our time, in some instances we experience problems regarding getting the parents to engage with us at initial contact. This has led us to consider ways of improving this initial engagement, and will continue to be monitored.

Training Attended

- Universal Credit Awareness Training. Run by Welfare Rights, Angus Council.
- Children's Hearing Training. This half day course was run by Clan Childlaw and covered the current law in relation to children's hearings.
- Advocating for Human Rights. This was a one day course organised by Scottish Independent Advocacy Alliance and Scottish Human Rights Commission.
- Dementia Training. Run and delivered by Christine Landsburgh from our Citizen Advocacy Project.
- Six Must Do's For Older People. Delivered by a solicitor and covered Power of Attorney and Guardianships.
- Heartstart - how to administer CPR. Delivered by Heartstart.

Yet again this has been a busy year. We have seen an increase in referrals, but we will continue to support those in our local community to safeguard their rights and look forward to the challenges the following year has in store for us.

Jackie Frame and Nicola Riach
Independent Advocacy Workers

CITIZEN ADVOCACY PROJECT YEAR 5: THE BIG LOTTERY FUND (BLF)

It feels rather surreal to be writing this AGM report, the final one for this round of BLF funding: we both agree that the time has just whizzed by. Christine has now been in post for over 2 years, while Heather has been here since the early days of the project. At that time 2017 seemed as though it was away into the distant future! The project has evolved a lot in the past 5 years, as we have shifted from a model of 'Volunteer Independent Advocacy' to 'Citizen Advocacy'. We have had yet another busy year in the period 2016-17 as we worked with the Citizen Advocacy Sub-Group to secure funding for the future of the project, and sought to implement some of the recommendations from the Independent Evaluation which took place last spring. Below is a summary of the main work undertaken during Year 5 of the project.

Matching and Supporting Partnerships

As in the previous year, we are happy to report that our energies continued to be focused on the core elements of the Development Worker's role, which are to:

- identify partners and potential Citizen Advocates
- profile building and preparation
- raise awareness of citizen advocacy and inclusion throughout Angus
- support partnerships.

In total, the BLF project received 13 new referrals in Year 5, recruited 10 new Citizen Advocates and matched 11 partnerships, bringing the total number of citizen advocacy partnerships matched between 2012 and 2017 to 64. Over the past 5 years we have also provided issue-based support to a number of partners, although this has decreased as the focus has been on creating sustainable matches.

These figures, however, do not account for time invested in supporting partnership matches that came to an end for a variety of reasons. This includes advocates being unable to continue to commit to the partnership because of new employment commitments or moving away from the area, partners and advocates discovering they were not compatible, because an unforeseen conflict of interest had arisen, and also because some of our partners passed away during the year.

The feature that has been key in our efforts to recruit, match and support partnerships has been flexibility. Thus, just as the source of potential Citizen Advocates has been unpredictable and varied, coming either by recommendation from volunteer agencies, through proactive networking, responding to our awareness raising talks and events, or simply walking in off the street, similarly the response to preparation and eventual commitment to the advocacy partnership by potential advocates has differed.

Our support of advocates and partners, as part of a partnership or as individuals, has also therefore required us as Development Workers to be adaptable and

flexible, responding to every situation as sensitively, creatively and in a uniquely person-centred manner as possible. Generally speaking, support becomes less intensive as the partnership progresses and becomes more independent. We have included some partnership stories further on in this report.

Profile Building

Last year we devoted some of our annual report to the networking element of the citizen advocacy process. Another crucial element is profile building. To be able to bring 2 strangers together in a long-term relationship, it is important first to accept that each individual is different, but equally well to understand that, even in difference we can find much in common, whether this be past histories or current interests.

As soon as an enquiry is made to the Citizen Advocacy team, our first aim is to get to know the person well. Over a period of time, we as Development workers listen to life stories and ask not only about the difficulties potential partners may be facing, but what makes them happy, what they enjoy - passions and interests - and the skills that may lie dormant because of their circumstances.

Once a holistic picture has emerged, we then explore with the partner their thoughts on the kind of the person they would consider to be an ideal citizen advocate. We talk about the skills and personal qualities they feel their citizen advocate should have, and even invite their thoughts on gender and age preference. We then progress to talking about the kind of interests they would like to be able to share and the activities they look forward to enjoying with their citizen advocate.

When a potential citizen advocate is found we follow a similar process of getting to know the person, exploring together their life experiences and histories, interests and skills, as well as considering not only how they feel they can contribute to the partnership, but equally as import what they look forward to gaining from this relationship. At the heart of this process is time! It is critical that we as Development Workers devote the time necessary to this aspect of our work, and it is equally important that our partners in particular are confident that we and their citizen advocates will always make it a priority to make time for them.

Profile building therefore provides the glue to help cement successful citizen advocacy partnerships and also provides the framework for our recruitment and networking strategies.

CITIZEN ADVOCATE LIST

1 June 2016 to 31 May 2017

Craig Bartholomew	Anne MacDonald
Wilma Beattie	Heather MacMaster *
Fiona Bridges	Joy Milne
Linda Broadley	Bill Reid
Irena Brown	Robin Ross
Ann Clarkson	Lesley Russell
Alice Collingwood	Jenny Sinclair
Maureen Evans *	Ted Smith
Richard Finch	Kerry Shearer *
Judy Findlater	Tommy Steele *
Margot Forbes	Kate Stewart
Jackie Frame	Suzanne Swinton
Sharon Greasley *	Sheila Watt
Alison Hitchcock	Lisa Webster *
Margaret Hutchison	Michael Wheat
Jerry Jackson	Tina Yassine *
Christine Landsburgh	

*Advocates who joined us this year.

We also said goodbye to the following long-term Citizen Advocates this year:

Craig Chalmers
Paula Elvin
Heather Harbour
Jenny Laird
Margaret Murphy
Andy Reid.



MARIAN AND JACKIE

Although her initial contact with Jackie nearly 4 years ago was for issue-based advocacy, in light of some of the longstanding issues that Marian has needed continued support with and the level of trust Marian places in Jackie, they both felt that a Citizen Advocacy partnership would be more appropriate.

Marian says that talking through issues with Jackie has over the years helped her to put things in perspective. Jackie in turn has been able to help by highlighting the various options available, allowing Marian to make an informed choice and be able to access the relevant services. One such issue was when Marian fell in her home and damaged the nerves of her left arm, almost entirely disabling this arm and severely restricting its use. Jackie was able to help Marian to access help in the form of an assessment by the Occupational Therapist, which in turn resulted in alterations being made to her home by the Council, allowing her to live and function in comfort and safety in her own home.

In addition to problem solving, Marian and Jackie are kindred spirits when it comes to their creative talents. Both enjoy making jewellery and other pretty objects. Both also enjoy sewing, knitting and dress-making. Marian, however, is also a very accomplished artist, painting bright, abstract pictures that have a magical quality about them. Unfortunately, when Marian lost the use of her hand and arm she had to give up the art therapy session she attended in Dundee as she was unable to drive for very long or very far. However, to her great relief, with Jackie's help, she was able to contact the local Volunteering agency who were able to provide transport to and from Dundee, enabling her to recapture this creative time, so vital for her wellbeing.

When asked about what they think of their advocacy partnership, Marian says, **“Jackie has helped me a lot, especially when I felt like giving up. Great support!.”**

As far as Jackie is concerned, **“It just feels natural!”**.

KEN AND ANN

Ken is an elderly gentleman who is young at heart! Until a few years ago he lived a very independent life, but due to a decline in his physical health moved into a care home. Ann had not long moved to the area and stays just up the road from him. She was keen to support someone in her local community to have their voice heard.

Ken and Ann both have a good sense of humour, and this has helped them to build a trusting relationship. Ken enjoys having contact with the 'outside world'. Ken has an eye for nice cars and, as Ann's husband is also a car enthusiast, they have enjoyed some good conversations about this. Ann describes Ken as a 'loveable rogue!'. Ken has been introduced to Ann's husband as well as her dog, who is always very pleased to see him as they share a love of rich tea biscuits.



As Ken says of their partnership:

"The three of us (Ann, the dog and I) get on great!"

The transition from independent living to a residential home has been difficult for Ken. Ann has supported Ken to liaise with services, including looking at other housing options. She has also supported him to access legal advice and liaised with care staff regarding a variety of issues from health to banking and shopping. Ken has been enjoying going out and about more with staff, and he and Ann have enjoyed some trips out together. This is something which he very much looks forward to as it's an excuse to put on his best suit!

"Over the last 2 years, Ken has gradually accepted his need for the care provided by the home, and our partnership has evolved into more of a friendship. I visit on a regular basis (often with Mabel the dog!).... playing dominoes, having a good chat, taking Ken out periodically for a meal and generally trying to fill the family/friend gap a little. On occasion there has, and will continue to be, a need to support Ken liaising with agencies and dealing with personal matters. The partnership is ongoing- for as long Ken can put up with my poor domino skill!" Ann

Awareness Raising

Below is a list of awareness raising sessions delivered across Angus:

- Acorn Club (Brechin)
- Adult Health & Social Care Event (Brechin)
- Angus Council Communities Team (Forfar)
- Angus Health & Social Care Partnership- Dementia Events (Brechin)
- Angus Health Fair
- Angus Long Term Conditions Support Group (Edzell, Forfar & Montrose)
- Brechin Rotary Club
- Brechin Health Centre Patient Information events
- Church Fellowship Group –Chair (Edzell)
- Dalhousie Day Centre- Carers (Brechin)
- Dementia Carers Drop-in Café (Brechin)
- Forfar Open Garden
- Friockheim Probus Club
- Gardner Memorial Church- Coffee Morning (Brechin)
- Inglis Court -Tenancy Support Officer (Edzell)
- KirrieConnections – Volunteers
- Kirrieconnections- Drop-ins (multiple)
- Kirriemuir Old Parish Church- Parishioners
- Kirriemuir Rotary Club
- Knitting & Craft Group (Brechin)
- Ladies Group Old & Abbey Church (Arbroath)
- Lochbank Manor x 2 - Staff, (Forfar)
- Lunan Court Care Home-Staff (Arbroath)
- Community Café Coffee Morning (Montrose)
- NHS Retirement Fellowship (Angus wide)
- Older People's Team (Kirriemuir)
- Riverview Care Home- Staff (Brechin)
- Scottish Women's Rural Institute (Tarfside)
- South Port Retirement Home-Staff (Brechin)
- Mulberry Ward- Manager & Staff (Carseview, Dundee).

In addition, we raised awareness of the project via informal networking- speaking to people in local spaces such as cafes and shops; leaving information where appropriate.

Social Events

Summer BBQ

We held our annual BBQ in August 2016 and were lucky that the sun decided to come out to play. As well as enjoying the usual array of food, we had a quiz based on local Angus knowledge, with prizes being awarded to those who did the best.

Christmas Drop-In

It is hard to believe that the Festive season has passed and is already a distant memory. However, when it arrived we were all ready to enjoy each other's company! So, a good many Citizen Advocates and Partners, Board members and AIA staff attended our Christmas Drop-in on Tuesday 20 December 2016.

Well ... the Christmas tree was all bonny, the Christmas music played in the background, the table was laden with traditional festive treats such as mince pies, warm sausage rolls, cakes and sweets of every description. And, with mulled wine (non-alcoholic of course!), and coffee and tea cups topped up regularly, the conversation flowed, new friendships were made, and old ones rekindled. Everyone, it seems, had had an enjoyable afternoon, setting them up for the rest of the festivities ahead.

Learning & Development

Training completed by the Development Workers:

- Child Protection-Roles and Responsibilities (Angus Child Protection Committee)
- Dementia Friends (Alzheimer Scotland)
- Wellbeing Recovery Action Plan- WRAP (NHS Tayside)
- Inclusive Volunteering (Volunteer Development Scotland)
- I've got your back 2 (Neighbourhood Networks Inc.)
- Human Rights (Scottish Independent Advocacy Alliance and Scottish Commission for Human Rights)
- Role of a Mental Health Officer (MHO Team)
- Six Must Do's for Older People (Solicitors for Older People Scotland)
- Dementia Awareness Training for Trainers II (Tayside Area Clinical Psychology Department, Dundee.)
- Heart Start Training (Heart Start)
- Evaluation (Evaluation Scotland).

In addition to the above, Heather completed her Community Learning & Development accredited Post Graduate Diploma through the University of Dundee in March 2017.

Having lived in India and being fluent in the national language, Hindi, Christine has also added Interpreting and Translation in Hindi, to the AIA skills set. She successfully completed in her own time the Diploma in Public Services Interpreting with the Institute of Linguists, London.

Both Development Workers also continue to participate in the Citizen Advocacy Network and Tayside Advocacy Forum, both of which provide opportunities to share practice.

Preparation Training for Citizen Advocates

- Adult Support & Protection (February 2017)
- Group Preparation (November 2016 and April 2017)
- Tailored version of our Citizen Advocacy Preparation Course for the Board of Directors (November 2016).

We were also able to deliver a Dementia course 'Dementia & Learning Disability' for Citizen Advocates after Christine completed the training for trainer course last year (June 2016 and March 2017).

Tayside Advocacy Forum Conference

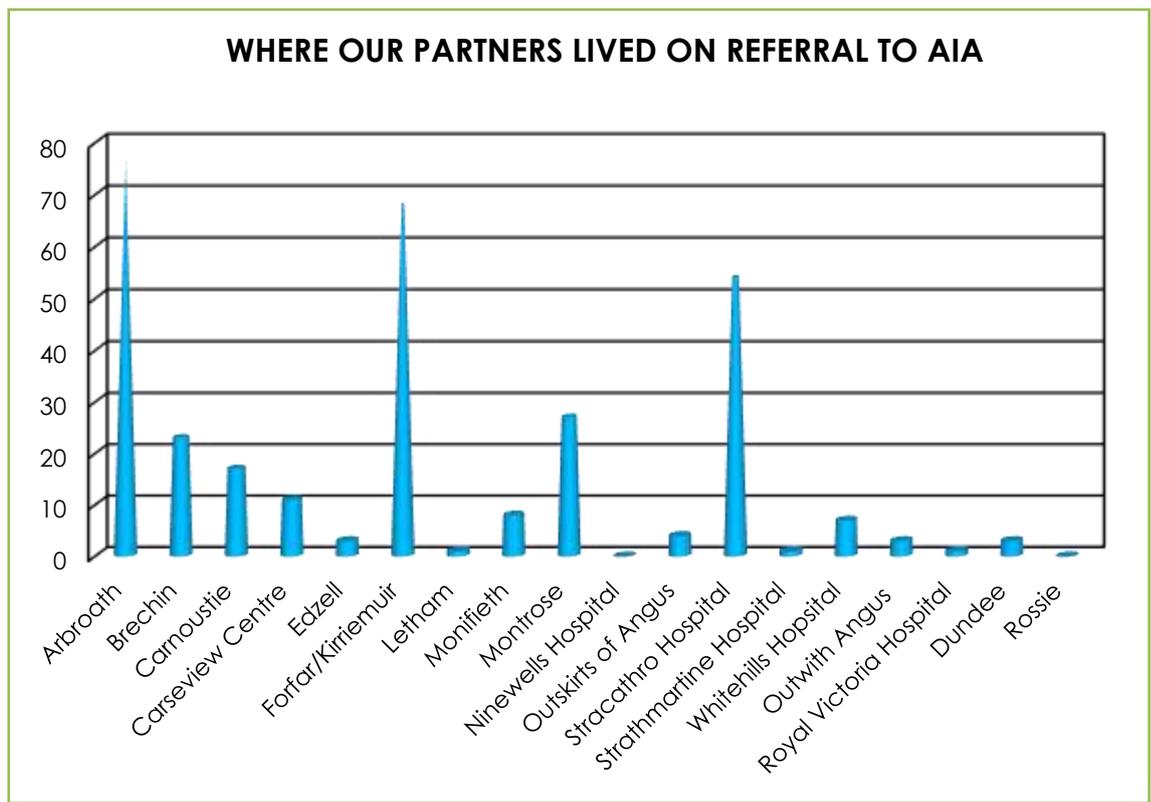
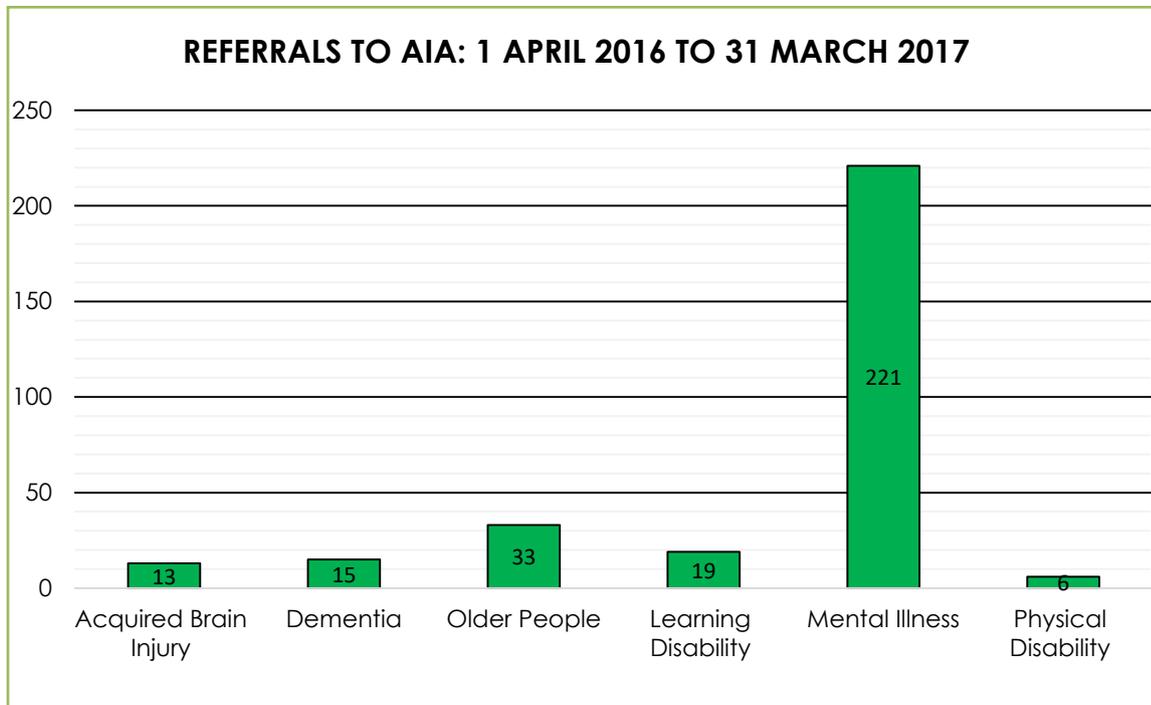
In conjunction with our colleagues from Perth and Dundee, we held the second Tayside Advocacy Forum for Volunteer and Citizen Advocates in September 2016. The conference was an opportunity to celebrate the contribution of local people in supporting others in their community, as well as marking 20 years of Independent Advocacy in the region. The theme was '*Inclusion and Diversity*', with delegates enjoying engaging and informative workshops on Communication, Inclusion, Human Rights and Information Sharing.

We would like to thank everyone who has supported the project throughout the year. As we complete this report we have begun making plans for the future development of the project and we are both excited to see what the next 5 years bring!

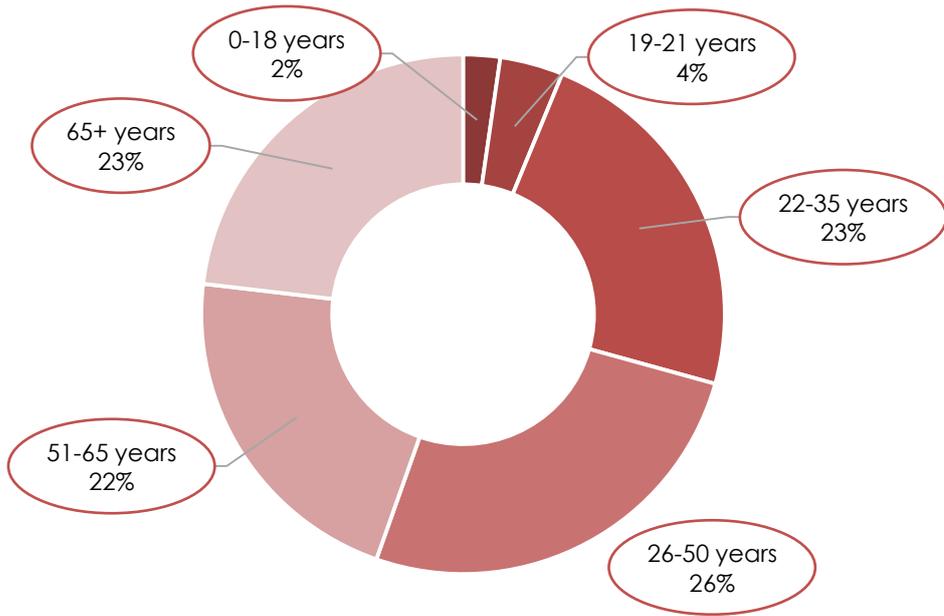
Christine Landsburgh and Heather MacMaster
Citizen Advocacy Development Workers

ANGUS INDEPENDENT ADVOCACY STATISTICS

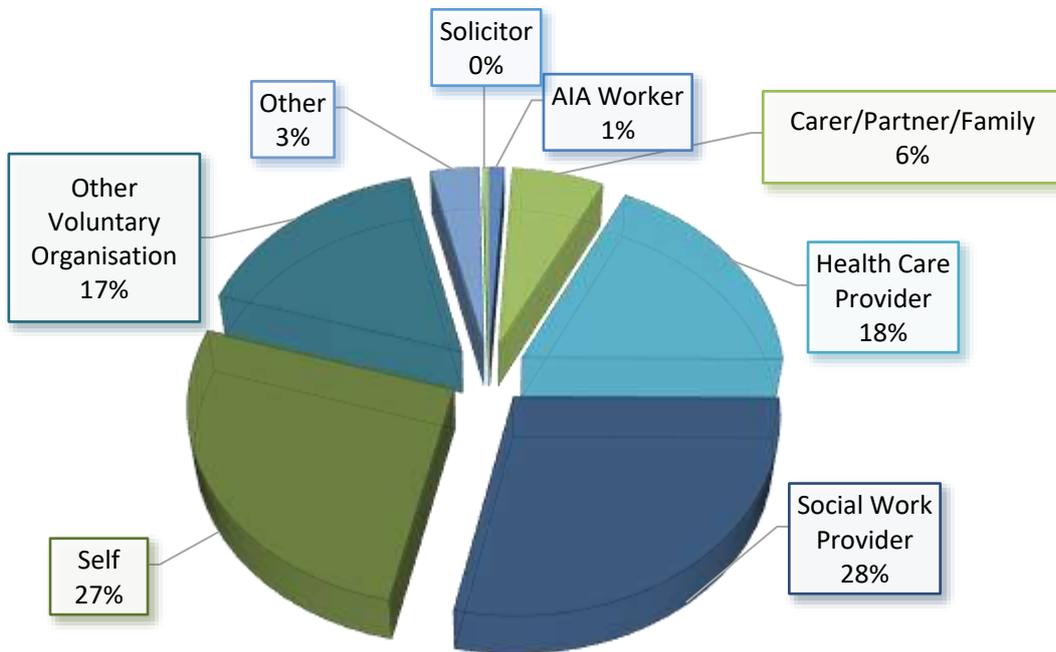
Angus Independent Advocacy received 307 new referrals to the resource over the reporting period, working with 511 individuals supported throughout the year. This was a 15% increase in referrals compared to the previous year.



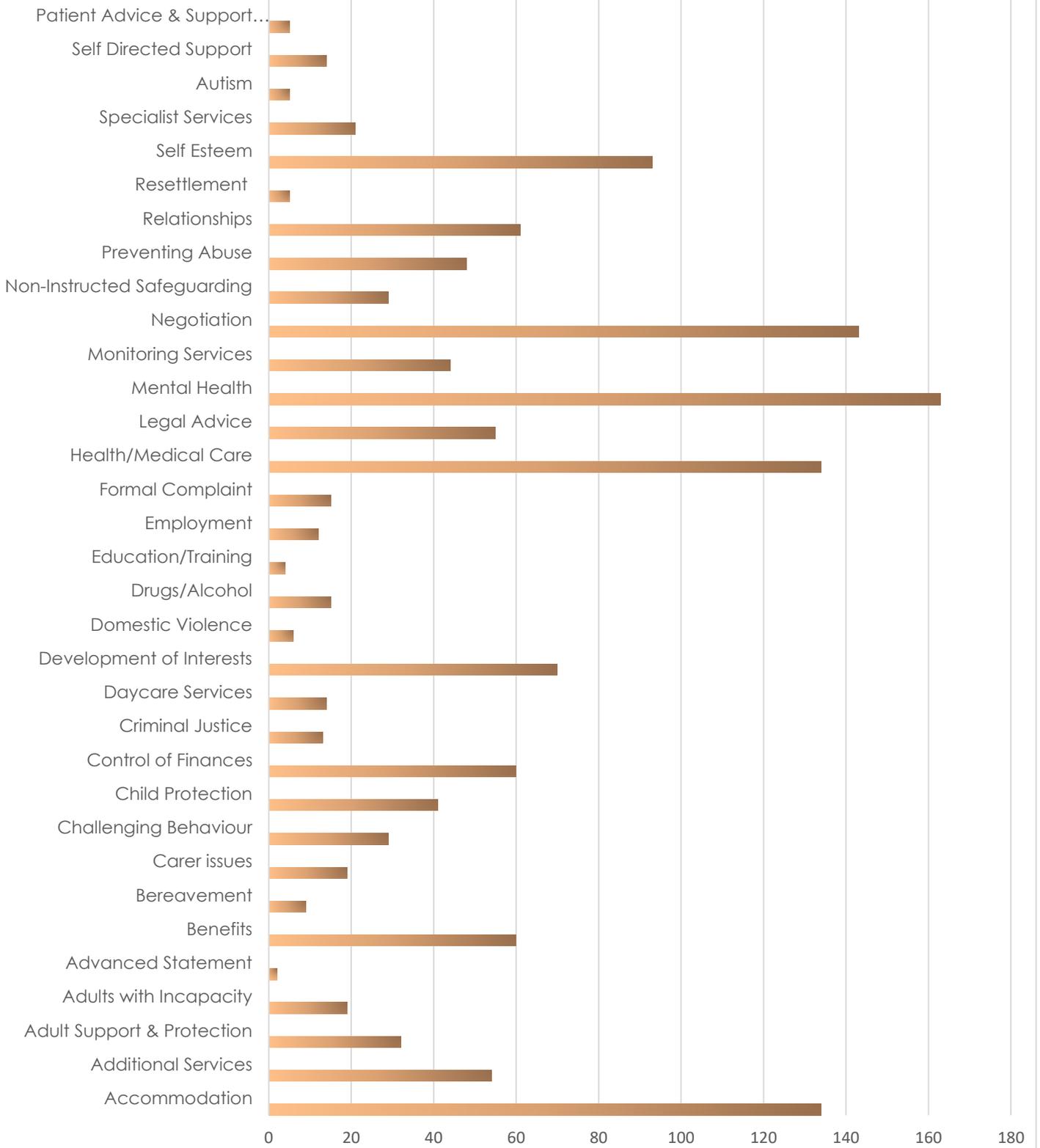
AGE RANGE OF NEW REFERRALS



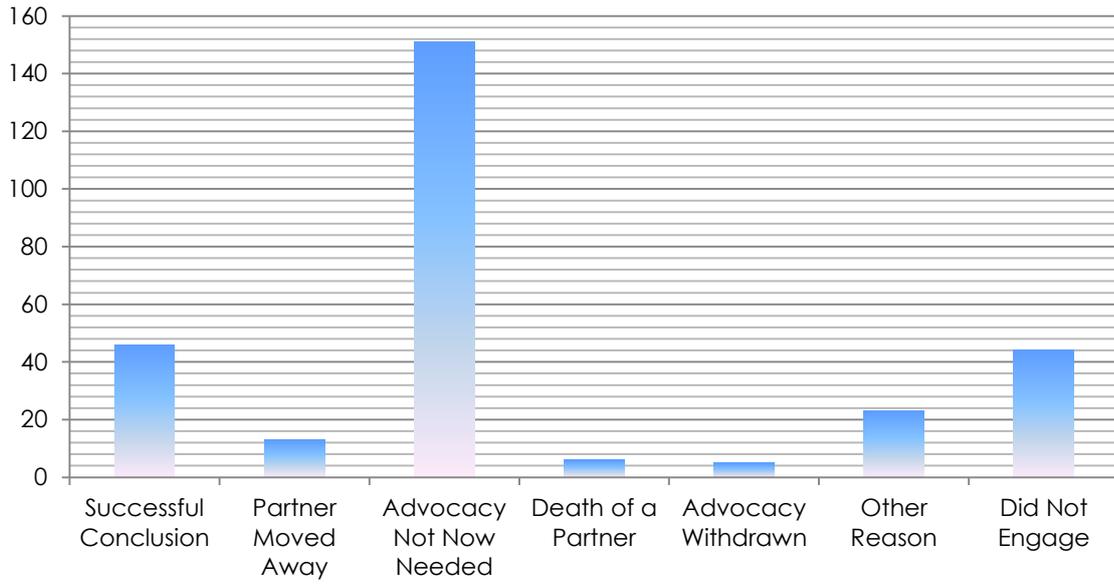
WHO REFERRED OUR PARTNERS TO AIA



ISSUES NEW REFERRALS PRESENTED WITH



REASON PARTNERSHIPS CLOSED



DIRECTORS' ATTENDANCE AT AIA BOARD MEETINGS: 2016-2017

	5 April 2016	7 June 2016	2 August 2016	11 October 2016	6 December 2016	7 February 2017	PRESENT	APOLOGIES
DIRECTORS								
Emma Crouch (Convenor)	Apols	√	Apols	√	√	Apols	3	3
Sandy Stuart (Vice Convenor)	Chair	√	Chair	Apols	√	Chair	5	1
Peter Donald (Treasurer)	√	Apols	√	√	√	√	5	1
Fiona Arnot	√	Apols	√	√	√	√	5	1
Dennis Cruickshanks	N/A	N/A	N/A	N/A	√	√	2	0
Darren Davies	N/A	N/A	N/A	N/A	√	√	2	0
Derek Edwards	Apols	√	√	√	Apols	Apols	3	3
Bill Reid	√	√	√	√	√	√	6	0
Robin Ross	√	√	√	√	√	√	6	0
Derek Stewart	Apols	√	√	√	√	√	5	1
MONITORING OFFICERS								
Hilde Barrie (NHS)	Apols	Apols	Apols	Apols	Apols	N/A	0	6
Sharlaine Walker (NHS)	N/A	N/A	N/A	N/A	N/A	N/A	0	0
Linda Kennedy (Angus Council)	Apols	Apols	Apols	Apols	Apols	Apols	0	6