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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	Convener
Fiona Arnot	Vice Convener
Robin Ross	
Derek Stewart	
Deborah Cruickshanks	Treasurer (until May 2021)
Stephanie Wren	(from January 2021)
Martina Gamble	Treasurer (from May 2021)
Angela Robertson	(from March to May 2020)

MONITORING OFFICERS

Bill Troup	Head of Service, Angus Health & Social Care Partnership
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STAFF

Suzanne Swinton	Chief Officer and Company Secretary
Heather MacMaster	Citizen Advocacy Project Manager (maternity leave March 2020 to February 2021)
Craig Bartholomew	Direct Advocacy Manager
Sandra Stewart	Citizen Advocacy Project Manager – Maternity Cover (March 2020 to February 2021) Families Development Worker (February 2021 onwards)
Jackie Frame	Independent Advocacy Worker
Fiona Bridges	Independent Advocacy Worker
Christine Landsburgh	H&SCI Development Worker (until July 2020)
Lisa Webster	Citizen Advocacy Development Worker
Michelle Spink	Citizen Advocacy Development Worker (November 2020 onwards)
Nicola Riach	Office Manager
Debbie Brown	Children & Young Person's Advocacy Worker (June 2020 to May 2021)
Nathan Corr	Children & Young Person's Advocacy Worker (June 2020 onwards)
Laurie Falconer	Peer Independent Advocacy Worker

WHAT IS INDEPENDENT ADVOCACY?

Regardless of the barriers people face, we believe that everyone has a right to:

- have their voice heard and taken into account
- be a valued member of their community
- understand and exercise everyday human rights.

Independent advocacy can support people to:

- have stronger and respected voices
- have as much control as possible in their lives
- access information and options so people can make decisions and choices
- have better connections with local communities
- protect their rights, particularly when people cannot do this themselves ([non-instructed advocacy](#)).

Why is the independence of advocacy so important?

Independent advocates are loyal to the people we support (advocacy partners) and take steps to ensure we are not influenced by:

- organisations that provide support to advocacy partners
- family and friends
- others

Independent advocates stand by the views and wishes of advocacy partners.

How Do We Provide Independent Advocacy at AIA?

AIA supports people in one-to-one advocacy 'partnerships' through our direct and citizen advocacy projects. The partnership includes one advocate and one advocacy partner. Our advocacy resource is funded to support people who have:

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



Convenors Report 2021

Looking back over the last year, Angus Independent Advocacy has continued to deliver an outstanding service to the people of Angus, while meeting many challenges, particularly the challenge that has faced us all, of the pandemic. The leadership team have worked tirelessly to ensure that services were as unaffected as possible and our staff and those using the service were kept safe. As an organisation we pride ourselves on embracing change and the pandemic allowed us to demonstrate just how resilient and adaptable we all are, by quickly changing our methods of service delivery.

As restrictions have begun to lift and we are all starting to see some light at the end of the tunnel, it's exciting to look ahead to the next year and think of planning ahead for the organisation's continued development. AIA will continue to meet any challenges that come along and ensure that the people of Angus continue to have the support that they need.

I would like to take this opportunity to thank the staff for all of their support and hard work over the last year, the pandemic has been difficult for all of us and trying to support those in need, while adhering to social distancing is a challenge, even for the most experienced. This was a new way of working for us all and the team embraced it and ensured that AIA could continue to deliver a fantastic service to local people. I also wish to thank the leadership team, Craig, Heather, Suzanne and Nicola, all of you have gone above and beyond to keep the team safe and supported and without your expertise and energy, we would not be where we are now. I would also like to give a special mention to Suzanne, our Chief Officer. Suzanne has worked tirelessly to ensure that AIA continues to meet its strategic objectives and to ensure that we continue to develop and grow as an organisation. We are all incredibly grateful for your leadership, guidance and support and we very much appreciate all that you have done for the organisation.

Lastly, I would like to thank the Directors, your time and expertise is greatly valued and in particular, I would like to thank Fiona Arnott, who has stepped in and supported me over the last year. We are a fantastic team and I am very much looking forward to us continuing to work together over the coming year.

Despite the challenges, this year has given us valuable time for reflection. Change can only make us stronger and more resilient and we have a fantastic team at AIA, and I have no doubt that the year ahead will be a great one for us.

A handwritten signature in black ink that reads "Emma Crouch".

Emma Crouch
Convenor of the Board



Chief Officer's Report April 2020 – March 2021

'We are all in this together'

Our lives completely changed in March 2020. The Pandemic brought about a colossal change in the way we live and work. In an effort to keep us safe from COVID-19, the Government introduced emergency legislation that enforced we remained at home both to work and live throughout 2020 into 2021. This was challenging and unsettling for all of us.

From a team perspective we have seen the staff juggle home and work life. Staff often had children or caring responsibilities at home running alongside their work. One member of staff found a great quote that put into perspective what the team was experiencing.

It's pandemic work, not "work from home"

We introduced flexible working that enabled the staff to change their working hours so they could continue to work during the pandemic. The Board introduced well-being breaks to encourage the team to step away from their computers and get outside if they were able. We focused support on staff wellbeing and provided access to resources and support. Our office manager started sending us chocolate and encouraging notes through the post. If you understand the AIA team we are highly motivated by food! This was a real highlight for the team and this small act of kindness showed how much the team cared for one another. Staff found creative ways to work and support their advocacy partners and each other. We increased our use of technology to support the team and our work with local people.

We did experience challenges in supporting the team remotely particularly when new members of the team joined. We have since adapted our induction to include suggestions and feedback from our new starts over the pandemic. We are now focusing more on building relationships with the team and supporting them to understand our systems and processes.

The Board increased their support to AIA, meeting weekly initially as we changed from working in the office to working at home. We had some challenges in Board members accessing video calls and technology initially but eventually all the Board were able to meet together. This has opened new doors for the Board as they have got to grips with technology and finding new ways to govern the organisation.

Our support for local people continued throughout the pandemic. People have told us how valuable this has been for them. Through the pages of this report you will see many quotes and stories from Advocacy Partners demonstrating the impact of accessing advocacy support.

At the start of the lockdown we did not have any face to face contact with Advocacy Partners and all support was remote. As restrictions lifted we were able to see people face to face and offer support. This has been important as many people face barriers with communication and remote working increased that barrier. Some Advocacy

Partners have valued remote support and this has continued based on the individual's wants and needs.

Many of the people we support have been disproportionately affected by COVID-19 and subsequent lockdown measures. People have found it hard to access their everyday human rights. An example of this was as the lockdown measures lifted some people due to their living circumstances were not able to leave their homes and return to the community activities they had previously enjoyed. Many of their peers were able to return to community activities. People told us how hard this was for them which compounded their feelings of isolation and loneliness.

‘If rights are ignored, vulnerable people not protected and supported, and decisions taken which inappropriately benefit some over others, then our societies will be weakened in the longer term’.
(Scottish Human Rights Commission, 2021)

There has been a big shift in the support we have provided this year. We have had less people seek support for general advocacy issues, however we have seen a massive increase in people reaching crisis and requiring advocacy support through statutory processes. An example of this has been that we have seen a 300% increase in Adult Support and Protection referrals.

Our Citizen Advocacy Project has come into its own this year. Citizen Advocates and Advocacy Partners have found creative ways to support each other despite at times not being able to physically meet up. I have heard story after story of the importance of these relationships. Phone contact increased for some Advocacy Partners who were not able to leave home even to buy shopping or go for a walk. Having a Citizen Advocate has been a lifeline for people to still be connected to others in their community and access support and help. Just knowing you have somebody there just for you can make a huge difference.

I want to thank all those involved in AIA for their support to local people this year. I know how hard it has been for everyone. But we have come together as a team despite being physically apart and supported each other and local people to still have their voices heard and listened to. The AIA team includes the Board, Steering Group, Staff, Citizen Advocates and Advocacy Partners. I feel honoured to be part of such a wonderful organisation where people are at the heart.

I would like to thank Christine Landsburgh, who left in July for her commitment to AIA, and to Deborah Cruickshanks who stepped down as Treasurer on the AIA Board of Directors. We wish them both well for the future.

‘Just feel better, feel people are listening to me more’

I also want to thank our funders who have allowed a more flexible approach this year as we adapted our resource to meet the needs of local people.

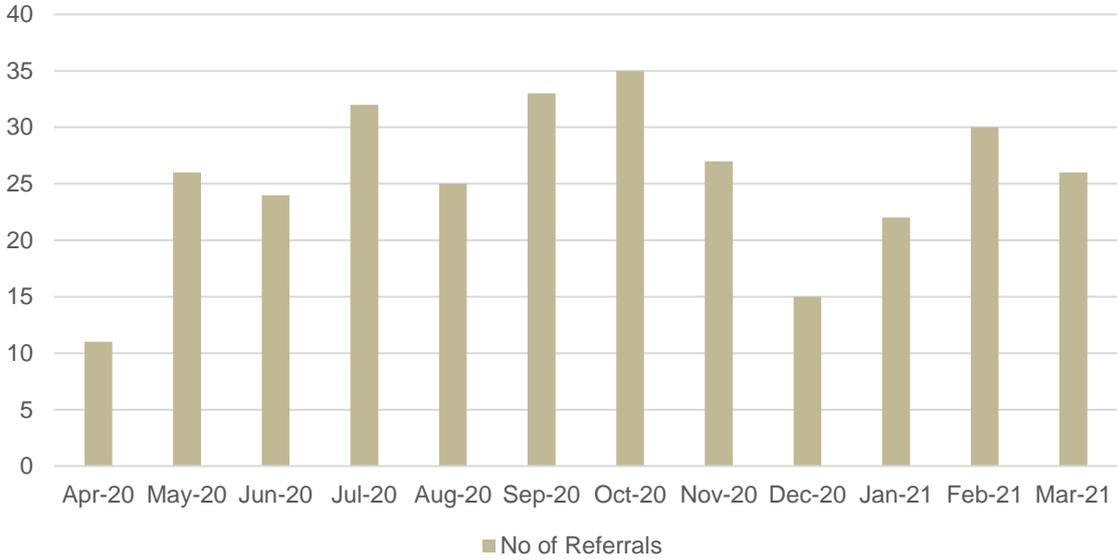
Funders and support in kind

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

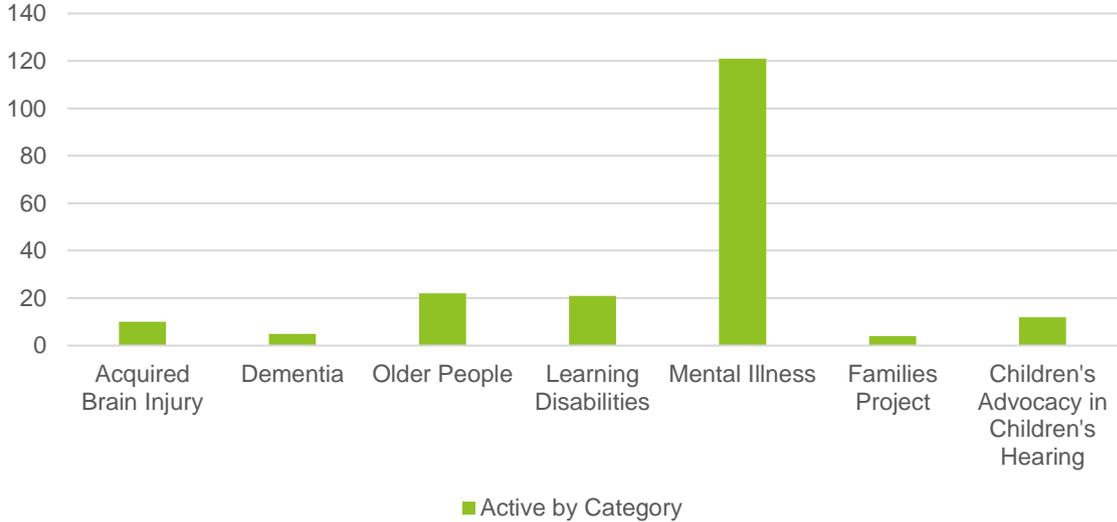
- NHS Tayside
- Angus Council Children and Family Services
- Angus Health and Social Care Partnership
- Angus Alcohol and Drug Partnership
- The Scottish Government
- The National Lottery
- Henry Duncan (Lloyds TSB)

*For more detailed information on our Achievements and Performance please see page 5 of the Annual Report and Financial Statement.

Total of 303 referrals received from April 2020 to March 2021



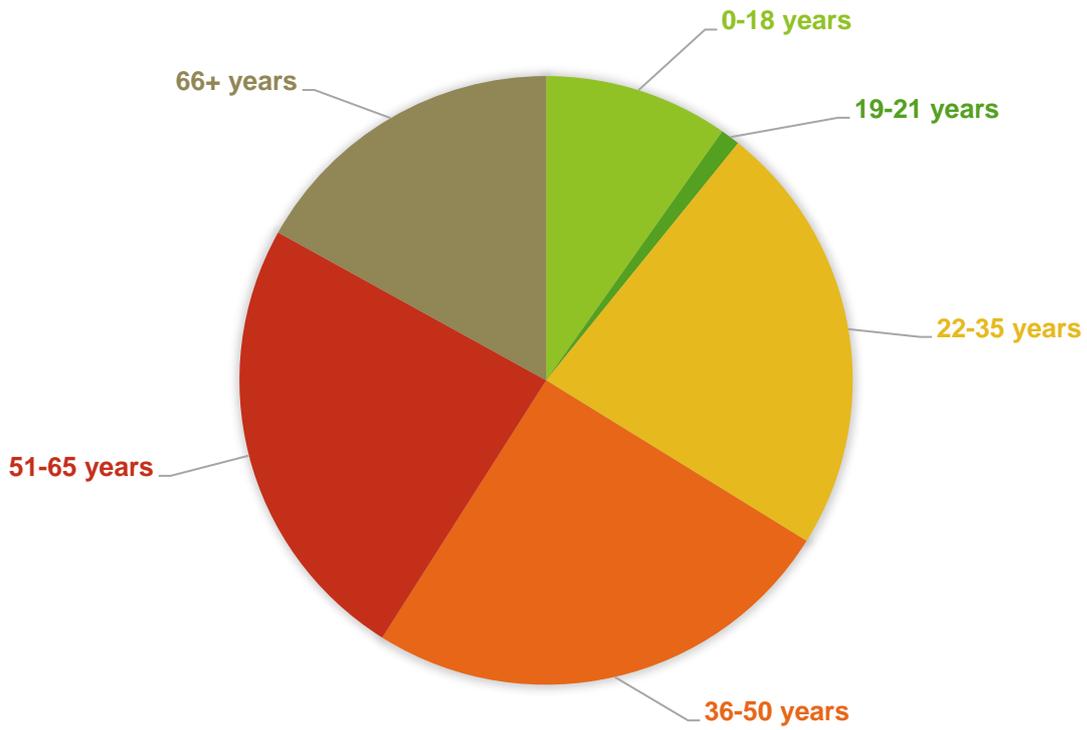
Total of 195 partners were being supported in March 2021



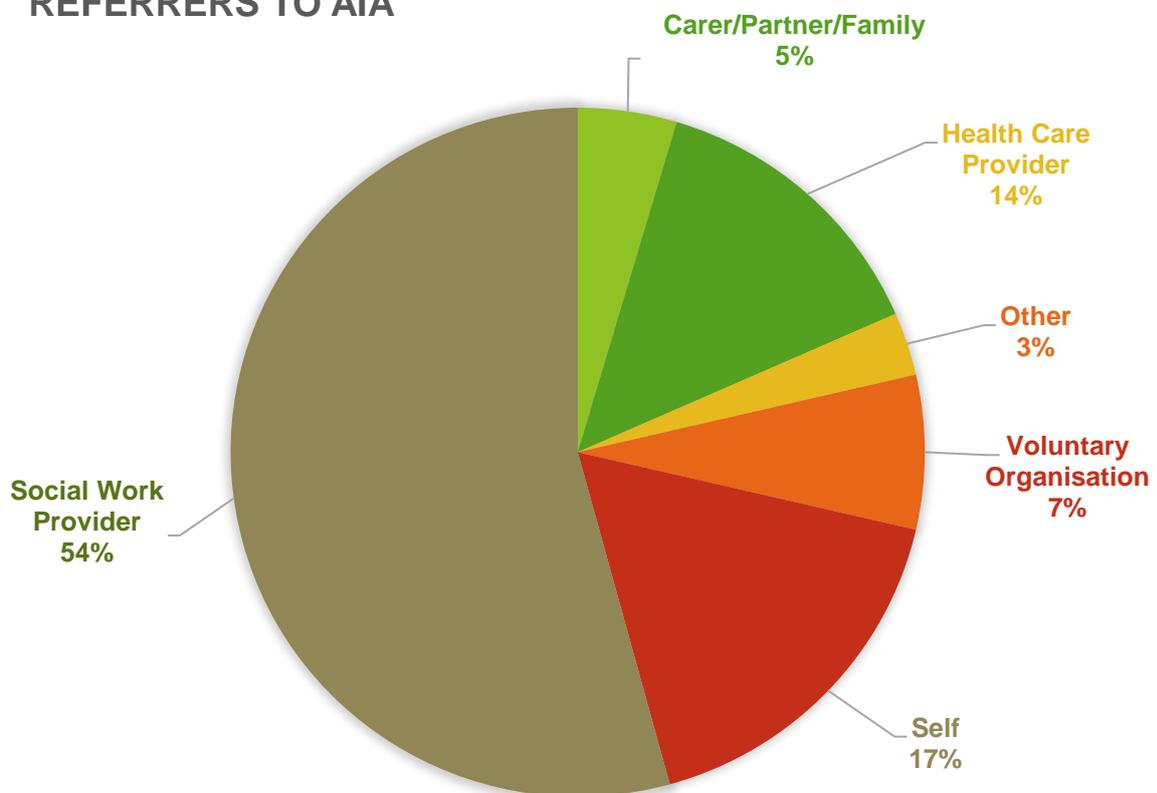
Partner Issues in March 2021



AGE RANGE OF PARTNERS BEING SUPPORTED IN MARCH 2021



REFERRERS TO AIA



Families Project

Due to Covid restrictions over the last year the majority of the work has involved contacting parents via phone/text/What's App and attending online meetings using conferencing tools such as VScene and Outlook Teams. Only essential child protection meetings took place with other meetings put back to later dates. Due to lockdown and restrictions face to face contact for parents with children being looked after or in kinship care was cancelled but indirect contact was available via video calls. This was not suitable for parents with babies and toddlers as the interaction was limited but was the only alternative available.

What has emerged is that some parents prefer the online meetings as they feel they are less intimidating than attending face to face meetings where there are large numbers of professional sitting around a table. During online meetings not everyone is visible on screen at the one time. I would hope that this option remains available to parents when restrictions are removed.

The number of parents seeking support has remained similar to last year but it has been more difficult to discuss issues via the phone/text rather than face to face. Some parents use What's App rather than text and have used this to send documents and reports.

Unfortunately, some barriers to accessing advocacy seem to persist, indicated by a small number of parents whom I have been unable to establish or maintain connections with. I continue to look out for and work on overcoming any barriers that are identified in order to enable access to Independent Advocacy.

Developing a collective advocacy group with parents has not been progressed during this period although alternative options were looked at i.e. setting up a Families What's App group or a closed Facebook page. We did have a couple of parents that initially showed interest and I will be looking at alternative ways to develop collective advocacy over the next year.

During this period online training opportunities were available and I was able to participate via Zoom:

- PVG Training on Regulated Work, Recruitment and Referrals and Signatory Training
- AWI Training sessions
- Clan Law Training sessions on Children's Hearings and Care Leavers
- Scottish Recovery Consortium Awareness Sessions

As we look forward to 2021/22 and the final year of our current funding, the team hope to be able to reconnect with partnerships through learning and social events while working to facilitate more citizen advocacy matches.

Heather MacMaster (Citizen Advocacy Manager)

Overview of key work:

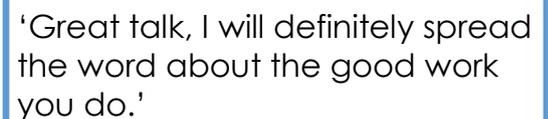
- Increased contact to partners (particularly unmatched partners)
- Remote support to existing partnerships where possible
- Facilitating matches where this was possible remotely
- Adapting learning resources for digital delivery
- Facilitation of online Christmas and Spring socials to promote inclusion and allow opportunities for people to connect up
- Trial of online information sessions for those interested in finding out more about the project and a virtual café
- Preparation for external evaluation

Citizen Advocacy Steering Group:

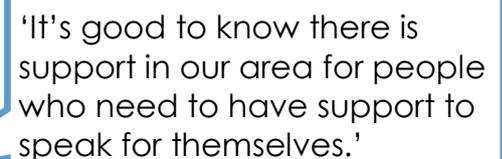
The steering group continued to meet remotely during the pandemic. During this time the group focused on connecting with each other and getting used to this new way of working. The group supported the development of easy read information produced about Covid and visiting the office. They also started to plan for the future of the project.

Awareness Raising:

The team were not able to deliver as much awareness raising as usual due to the pandemic and staffing. However we were able to host some online information sessions attended by members of the public and professionals, as well as talking to a local rotary club. As a result of these sessions people told us that they had learned more about citizen advocacy and felt motivated to pass this on. We also recruited a Citizen Advocate.



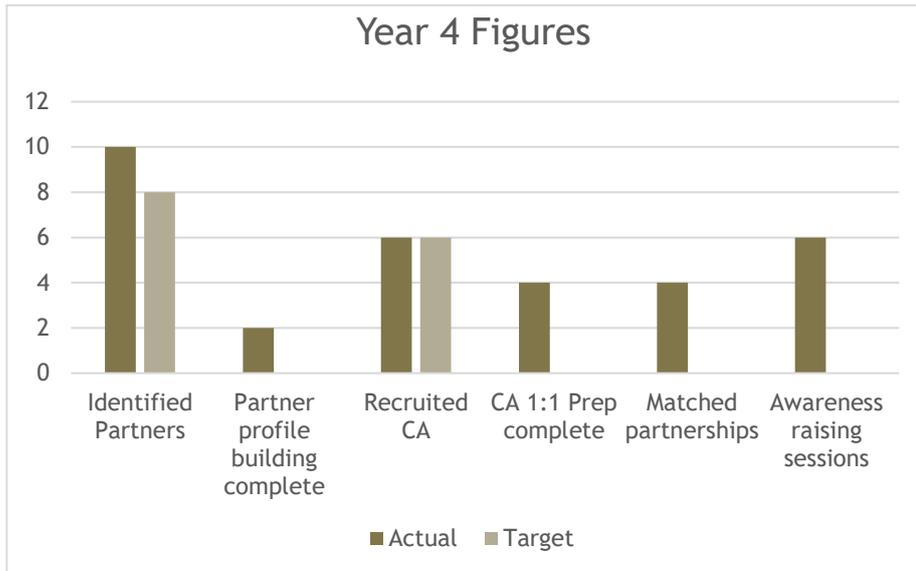
'Great talk, I will definitely spread the word about the good work you do.'



'It's good to know there is support in our area for people who need to have support to speak for themselves.'

Recruitment and Matching:

This year saw challenges around recruitment due to Covid, however we did welcome some new Citizen Advocates in spite of this and also facilitated new partnerships. Over the year we worked with a total of 45 Citizen Advocates and 57 Advocacy Partners (some awaiting a match)



"She (Citizen Advocate) has been amazing- phoning and checking I'm doing okay. When restrictions lifted we met up outside, she supported me to understand the vaccine letter" CA Partner

"Its been a lifeline" CA Partner

"We've kept each other going" Citizen Advocate

"I am really excited to have someone just for me. I don't have any friends, I am looking forward to maybe meeting more new people through my advocate" CA Partner

Training & Development:

Staff used time during lockdowns to focus on their own learning and development. Key training undertaken during time includes:

Facilitative Management, Facilitation Skills Tackling Loneliness and Isolation through tech, Adults with Incapacity, Social Media, Reflective Practice in the workplace and Talking Mats.

Roseanne and Vicky

Vicky

Vicky became aware of advocacy through one of the development workers at Angus Independent Advocacy. She wanted to connect with a member of the community who did not have anyone in their life to help them to have their voice heard. The development worker had a partner in mind for Vicky and soon after Vicky was introduced to Roseanne.



Roseanne

Roseanne came to Angus Independent Advocacy through a referral from a professional. It was felt that Roseanne needed someone in her life who was there just for her and to support her to have her voice heard. Roseanne worked with a direct advocacy worker and then moved to the citizen advocacy project. Roseanne was matched with a citizen advocate however the advocate moved out of the area so the partnership ended. Roseanne was introduced to Vicky in 2020.

Roseanne and Vicky were introduced early in 2020. This was during a difficult time in the world which saw everyone facing a global pandemic. No one was allowed to leave their homes except for shopping or once a day for exercise. This made things difficult, but not impossible for Roseanne and Vicky to form a relationship. During the lockdown Vicky called Roseanne every week, they chatted about how their days were going and if they had been out for their daily walks. A few times we managed to have a three way conversation via Zoom and Skype, it didn't always go to plan, but it meant Roseanne and Vicky were both able to see who they had been chatting to!

Roseanne and Vicky eventually met face to face in June 2021 at the Angus Independent Advocacy office. Both enjoyed meeting face to face and even managed to get their picture taken outside of the office.

Since things are opening up more and more, Roseanne and Vicky will have the chance to get together face to face and do things. Vicky is very fit and enjoys running and going to the gym. Roseanne has asked Vicky to help her join a gym and is keen to get out for a walk with Vicky, Roseanne is not so keen on the running! Both are looking forward to spending time together face to face.

“It has been nice getting to know Vicky, Vicky is very nice and I would like to spend time with her.” Roseanne, Citizen Advocacy Partner.

Direct Advocacy Team

Talking about the terrible things related to the COVID-19 pandemic is hard to avoid when giving an update for 2020/21 but sharing 'what's strong and not what's wrong' over the past year might be more helpful.

The Direct Advocacy team displayed adaptability, personal resilience, and determination to deal with the many challenges that they were faced with.

One example of being good at adapting came in March when we switched to home working and used innovative technology so that we could continue to deliver advocacy in a safe and effective way - as shown by some of the feedback we received:

"Even though covid stopped our face-to-face chats and social work meetings, you always kept in touch to see how we were doing and that means a lot. You have been a huge part of my journey in getting my 2 kids back, thank you so much"

"Although we never got an opportunity to meet, your calls meant a lot and I feel I have known you for ages. I was able to speak through things with you about what I am thinking, and this gave me the confidence to question things"

"You have been perfect and explained everything in a way that I understood rather than hospital language. I know you could not visit me in the ward, and we never met but I just want you to know that you are worth your weight in gold"

The above comments show that advocacy still made a difference despite the barriers everyone faced during lockdowns – something which all the team will tell you is humbling, motivating, rewarding and continues to inspire us in 2021.

Children & Young Person's Advocacy Project

I have thoroughly enjoyed working at AIA this past year. I have learnt a lot of new skills and practices and met a wonderful staff team that have made me feel a part of the AIA family.

Starting working at AIA during Covid I faced quite a few challenges regarding opportunities to shadow, be observed and initially getting to know my colleagues over online platforms I found especially challenging. However meeting colleagues face-to-face for a chat helped me become more a part of the team and with the breadth of knowledge my colleagues have I can always go to them for some advice and support.

I really enjoyed participating in Talking Mats training. It has made a real impact on my work and I thoroughly enjoy using the resource.

Supporting young people to understand their rights has always been a passion of mine and being able to do that in this role has been wonderful and being able to be creative has made the job extremely enjoyable.

Nathan Corr
Children & Young Person's Development Worker

DIRECTORS' ATTENDANCE AT AIA BOARD MEETINGS

DIRECTORS	06/04/2020	09/06/2020	09/09/2020	07/01/2021	04/03/2021	ATTENDED	APOLOGIES
Emma Crouch (Convenor)	√	√	√	√	x	4	1
Fiona Arnot (Vice Convenor)	√	√	x	√	√	4	1
Deborah Cruickshanks (Treasurer)	√	√	√	√	√	5	0
Robin Ross	X	√	√	√	√	4	1
Derek Stewart	X	x	x	x	x	0	5
Angela Robertson	√	*	-	-	-	1	0
Stephanie Wren	-	-	-	** √	√	2	0
Martina Gamble	-	-	-	-	*** √	1	0

* Angela Robertson stepped down from the Board of Directors

** Stephanie Wren joined the Board of Directors on 7th January 2021

*** Martina Gamble joined the Board of Directors on 4th March 2021

Angus Independent Advocacy
(A company limited by guarantee)

Scottish Charity No: SC025687
Company No: SC220447

Annual Report & Financial Statements

For the year ended

31 March 2021

Chris Smith BSc (Hons) FCIE
Independent Examiner and Charity Advisor
Glascairn Cottage, Aytounhill, Cupar, Fife KY14 6JH
Tel: 07791 260850
Email: chris@glascairn.org.uk

Annual Report & Statement of Account

Year ended 31 March 2021

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Trustees' Annual Report (incorporating the Directors' Report)

Year ended 31 March 2021

The Trustees (who are also the Directors of the company for the purposes of company law) present their report together with the financial statements and the independent examiner's report for the year ended 31 March 2021.

Reference & Administrative Information

Charity and Company Name:	Angus Independent Advocacy
Charity Number:	SC025687
Company Number:	SC220447
Registered Office & Principal Address:	69 High Street Arbroath Angus DD11 1AN
Trustees:	Emma Crouch – Convener Robin Ross Fiona Annot Derek Stewart Stephanie Wren from January 2021 Martina Gamble from March 2021
Others who served during the period:	Deborah Cruickshanks until May 2021 Angela Robertson from March to May 2020
Company Secretary and Executive Director:	Suzanne Swinton
Independent Examiner:	Chris Smith BSc (Hons) FCIE
Bankers	The Royal Bank of Scotland 288 Brook Street Broughty Ferry Dundee DD5 2AP

Trustees' Annual Report (incorporating the Directors' Report)

Year ended 31 March 2021

Structure, Governance & Management

The charity was established in 1995 as Angus Independent Advocacy Service. In June 2001 the charity was incorporated as a charitable company limited by guarantee and is governed by its Memorandum and Articles of Association. In September 2002 the charity changed its name to Angus Independent Advocacy (AIA).

The management of AIA is the responsibility of the Charity Trustees who form the Board of Directors and who are elected or co-opted under the terms of the memorandum and articles of association. Members elect directors at the AGM with one third of the Board (the longest serving) retiring each year. Retiring Directors are eligible to be re-elected.

New Trustees undertake a period of orientation to give them knowledge of what the charity does and how the charity can benefit from their input. They are also issued with an induction pack which explains their rights and responsibilities within the charity.

Objectives & Activities

Angus Independent Advocacy is established to advance education and relieve poverty among people who need community care within Angus, particularly those experiencing mental illness, learning disabilities, dementia, an acquired brain injury or who may be an older person. It aims to do this by promoting advocacy services and advancing the education of the public about issues surrounding advocacy as they relate to people experiencing mental illness, learning disabilities, dementia, an acquired brain injury or who may be an older person.

To achieve the above AIA provides independent advocacy services to individuals within Angus who are:

- on their own or have no one to defend their interests, or
- unable to speak up for themselves and have:
 - a Mental illness
 - a Learning Disability
 - an Acquired Brain Injury
 - Dementia, or
 - are an older person.

Independent Advocacy is provided free to users of the service using paid staff and volunteers.

Trustees' Annual Report (Incorporating the Directors' Report)

Year ended 31 March 2021

Achievements & Performance

Angus Independent Advocacy routinely collects data from all advocacy partnerships. We do this to measure and evaluate the impact and difference independent advocacy has made in the lives of the people we support. We are committed to identifying what works well and what needs to change or improve for our advocacy partners. The outcomes we work towards for the people we support are detailed within our core grant specification. These outcomes are intrinsically linked to the Scottish Independent Advocacy Alliance Independent Advocacy Outcomes.

<p>1. Confidence Advocacy supports people to grow in confidence</p>	<p>2. Understanding Advocacy increases people's understanding of their rights</p>	<p>3. Control Advocacy helps people gain control and agency over their own lives</p>
<p>4. Influence Advocacy supports people to have more influence in their own lives</p>	<p>5. Participation Advocacy encourages and supports the advocacy partner to participate in meetings.</p>	<p>6. Presence Advocacy supports people to have a valued presence in their local community</p>
<p>7. Involvement Advocacy encourages and supports advocacy partner's active involvement. This may be in their own/family lives, the development of advocacy or other key areas that may affect and impact their life.</p>	<p>8. Information Advocacy supports people to access information in an appropriate format</p>	

Independent Advocacy National Outcome 1

Independent advocacy enables people to be better informed about their rights, as well as understanding their needs, wishes and the choices they have. It increases their agency and power to choose their own actions freely, as much as possible. Linked to AIA outcomes: 1, 2, 3, 4, 8

Independent Advocacy National Outcome 2

Independent advocacy supports people to recognise, understand and challenge power imbalances that influence their lives. It enables them to challenge these imbalances, in order to try and realise their rights, needs and wishes. When someone is unable to take personal action, their advocacy worker will ensure that their rights are upheld. Linked to AIA outcomes: 3, 4, 5, 6, 7

Trustees' Annual Report (Incorporating the Directors' Report)

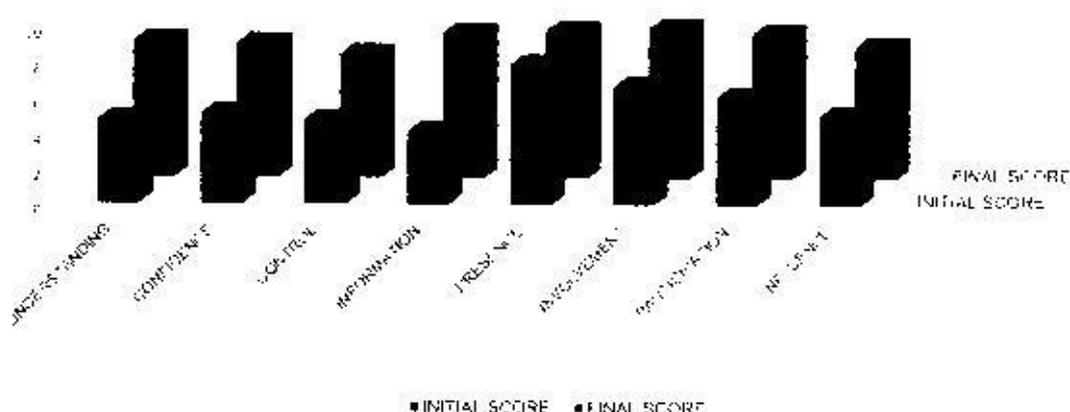
Year ended 31 March 2021

Independent Advocacy National Outcome 3

Independent advocacy supports people to know that their voices have been heard and their needs and wishes understood. Linked to AIA outcomes: 3, 4, 5, 6, 7

What does feedback and outcome information tell us about our performance?

Outcome Tools - Average Scores of 68 outcomes April 2020 to March 2021



We have completed outcomes tools for 68 partners which came to an end during 2020/2021. This represents 14% of the total people supported during this period. We supported 486 people during this reporting period. This is actually a 28% decrease in the amount of people supported compared to the previous year. We saw a drop in referrals during the first and second wave of Covid. However we have seen a sharp rise in statutory advocacy support throughout the year. For example we had a 300% rise in Adult Protection referrals coming into AIA. Practically this has meant that we have seen a 283% rise in the number of Adult Protection Cases Conferences attended by advocates compared to last year. So although we have worked with less people this reporting year the advocacy support provided has been complex. The drop in referrals were from people seeking general advocacy support. The only area in general advocacy which we saw an increase was people seeking advocacy support around accommodation.

All outcome tools completed showed progress in all areas towards the desired outcomes of improved **Participation, Understanding, Influence, Control, Involvement, Presence, Information and Confidence**. The areas we saw the most noted progress for advocacy partners was in the areas of Understanding, Confidence, Control, Participation and Involvement. This year we have seen a decline in people feeling they have a valued presence in their local community.

Trustees' Annual Report (Incorporating the Directors' Report)

Year ended 31 March 2021

This is hardly surprising given the restrictions, due to lockdown, that have been in place during this reporting period.

When we asked what change happened because of advocacy. Advocacy partners said:

*'I feel more confident in telling people what I want'
'My voice was heard'
'I was listened to and referred for diagnosis'
'I felt I had some control'*

Our feedback app showed that:

- 100% of people felt more confident because of their advocacy support
- 100% of people felt like they had more understanding of their issue
- 90% of people had access to more information
- 93% of people felt in more control
- 75% of people felt they had more influence on others
- 74% of people felt they were more involved in decisions about their life
- 64% of people felt more able to take part in meetings
- 77% of people felt they were able to access more support
- Only 46% of people felt they had more people in their life

What is working well?

During Covid it has been evident that people have felt accessing advocacy has increased their confidence, understanding and people have felt in more control of their situation. This is reflected in the data from the feedback app, outcome tools and the hurrah comments.

"You have been perfect and explained everything in a way that I understood rather than hospital language. You are worth your weight in gold. Even though we never got an opportunity to meet, I feel I have known you for ages and can easily speak to you about what I am thinking. Thank you." Direct Advocacy Partner 17/6/20 (supported during 20/21)

What do we need to change or improve?

When we asked advocacy partners what needs to change or improve, the overwhelming majority of people have said they had no suggestions and were happy with the advocacy received. Some comments highlight more face to face meetings are of benefit to them.

Advocacy partners have told us they have experienced isolation over this last year and are not feeling part of their local community. This is reflected in the outcome tools and the feedback app. This is also reinforced in the comments for more face to face contact.

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We have been increasing our face to face contact as the lockdown restrictions ease. All staff access Lateral Flow Tests (LFT) and have received both vaccinations. We have robust Covid safe plans to enable us to visit people as safely as possible where a face to face meeting is necessary.

We have reached less people over this last year. We need to reach out to the community and let them know we are here to provide advocacy support. We need to reach those who are at more risk of exclusion and isolation.

Suggested areas for improvement identified from feedback:

- Be more visible in our local communities (Citizen Advocacy Project, Families Project)
- Make more strategic links with key people to raise awareness of our resource (All Projects)
- Increase safe face to face meetings where necessary
- Improve our website and social media as a tool to reach people (plain English, easy to navigate)
- Secure further funding for the Citizen Advocacy project (funding ends June 2022)

Increased Core Funding

This year AIA received increased core funding from Angus Council Children's Services. This has enabled us to increase the direct advocacy workers hours to full time enabling them to have more time to provide advocacy for parents.

Children's Advocacy

Angus Council Children's services have match funded our Scottish Government funding for Children and Young People in the Children's Hearings System. This has enabled us to recruit another 28 hour CYP advocacy worker to provide general advocacy for Children and Young People in Angus. This funding is in place until March 2022 when it will be reviewed.

We have seen an increase in demand for Children's Advocacy since December 2020. Children have told us the difference it has made to have support to have their voice heard and taken into account. The new workers started with AIA in the height of the lockdown. This project is still in its early days and we are adapting to the changing landscape caused by the pandemic. We have significantly increased our use of technology to support Children and Young people remotely access meetings. Staff employed are skilled in working with Children and Young people and have used innovative practice in supporting children have their voice heard and taken into account.

Peer Advocacy

This project started as the pandemic was easing slightly during the summer months. Unlike the CYP workers, the Peer Advocate was initially able to spend some time in the AIA office and shadow staff, where appropriate, at necessary face to face meetings, albeit more limited due to the restrictions in place. The worker has made good links with other peer workers across Angus and started and completed their SVQ in Human Rights Based Approach in Advocacy with Reach Advocacy.

Trustees' Annual Report (incorporating the Directors' Report)

Year ended 31 March 2021

Citizen Advocacy during Covid

During this reporting period the Citizen Advocacy Project is in its penultimate year. We had planned to start an external evaluation of the project but this has not been possible due to the pandemic. Our focus has been to contact all Citizen Advocates and Advocacy Partners and offer support around their immediate support needs. We have found that Citizen Advocacy has really benefited people during the pandemic. Partnerships have provided vital support to one another through increased phone contact and support to access vital services for those shielding. Many of our Citizen Advocacy Partners have little informal support networks beyond their Citizen Advocate.

Some Advocacy partners live in a care home environment and haven't left their home in over a year (possible only going out for short walks). This has been challenging for folks and people have felt very disconnected from their communities. Advocacy partners have visited their advocacy partners when the restrictions have allowed in a care home environment. Often the people we support have no family and this may be the only person to visit apart from the care home staff.

Board Development & Strategic Plan

Last year we reported that the Board were focusing on their development and further developing the draft strategic plan for AIA. The Board have commissioned Kinharvie Institute to support them develop both their governance and strategic plan for AIA. Unfortunately, due to unforeseen circumstances, the Board have not been able to take this action forward in the reporting year. This will move to 2021 future planning. The Board have recruited two new members in this reporting year.

Use of Technology

AIA have increased the use of technology to aid us in supporting local people. Like many other organisation we are using Teams, Zoom and Near Me for video conferencing. Staff all have access to smart phones and can work remotely where required. We also have access to equipment that can be loaned to Advocacy Partners. We have commissioned Third Sector Labs to help develop an accessible Website. We have set up our office to enable Advocacy Partner's access remote meetings in a safe way. This will be particularly useful for Children's Hearings.

Future Plans

Board Development & Strategic Plan

The Board plan to work with Kinharvie Institute to further develop their skills in governance. Kinharvie are also planning to do a skills audit of the Board to identify if there is any skill gaps in the membership. The strategic plan needs to be further developed and the Board will work with Kinharvie to set the strategic direction for AIA over the next few years.

Children's Advocacy

We need to consolidate our work with Children and Young People. Making sure our systems and processes ensure the best possible quality Advocacy for Children and Young People. We are keen that Children and Young people can support us to develop this project.

Trustees' Annual Report (Incorporating the Directors' Report)

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Citizen Advocacy

We need to seek further funding for this project. Our 5 year funding comes to an end in May 2022. We plan to commission an external evaluator to look at the work carried out over the last 5 years, to support us to identify what has worked well and to highlight areas for further development. This will aid us in seeking suitable funding. This project is a central part of the work we do here at AIA and the organisation is committed to seeking further funding. Some of the stories in this report show the difference it makes when local people stand beside and support one another. Without Citizen Advocacy over this last year many people would have not had unconditional support to navigate the challenges faced during Covid.

Social Security

The new Scottish Social Security System has enshrined people with a disabilities right to access advocacy as they access Scottish benefits. The system is built on the principles that everyone should be treated fairly and with dignity and respect. This may be a future potential area of work for AIA.

Financial Review

An increase in income to £415,760 (2020: £336,747) along with expenditure of £328,617 (2020: £296,750) resulted in a surplus for the year of £87,143 (2020: £39,997). The surplus was added reserves brought forward at the start of the year so that at the 31 March 2021 the charity held total funds of £192,810 (2020: £105,667). These funds consisted of £81,158 (2020: £44,355) in the unrestricted fund, which can be spent at the discretion of the trustees and £111,652 (2020: £61,158) in the restricted fund, which has to be spent as specified by donors, see note 4.

The general or free reserves are the reserves freely available to the Trustees to use to further the charitable purposes of Angus Independent Advocacy. The general or free reserves consist of the unrestricted funds less the value of tangible assets not freely available to be spent. At the 31 March 2021 the general reserves held were £76,548 (20: £41,448) and represent just under three month's running cost. This level of reserves is considered by the Trustees the minimum required to ensure funds are available to meet the charity's financial commitments as they fall due.

This report has been prepared in accordance with the provisions for small companies under part 15 of the Companies Act 2006, was approved by the Trustees on the 30 August 2021 and signed on their behalf by:



.....
Emma Crouch
Convener

Independent Examiner's Report

I report on the financial statements of Angus Independent Advocacy for the year ended 31 March 2021 which are set out on pages 12 to 23.

Responsibilities and basis of report

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Charities and Trustee Investment (Scotland) Act 2005 ("the 2005 Act") and the Charities Accounts (Scotland) Regulations 2006 ("the 2006 Regulations") and the Companies Act 2006.

I have satisfied myself that the charity is not subject to audit under Regulation (10)(1)(a)-(c) of the 2006 Regulations or company law and is eligible for independent examination. I have therefore examined your charity's accounts as required under section (44)(1)(c) of the 2005 Act and Regulation 11 of the 2006 Regulations. In carrying out my examination I have followed the guidance issued to independent examiners by the Office of the Scottish Charity Regulator (OSCR).

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. that accounting records were not kept as required by section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Regulations; or
2. that the accounts do not accord with those records; or
3. that the accounts do not comply with the accounting requirements of Regulation 8 of the 2006 Regulations; or
4. that there is further information needed for a proper understanding of the accounts.

Independent examiner's statement

I have completed my examination and I have no concerns in respect of any of the above and I have found no other matters that require drawing to your attention.



Chris Smith BSc (Hons) FCIE
Glascairn Cottage
Aytounhill
Cupar
KY14 6JH

Date: 2/10/21

Statement of Financial Activities (Incorporating the Income & Expenditure Account)

Year ended 31 March 2021

	Note	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
		£	£	£	£
Income from:					
Donations	5	13,722	95,995	109,717	79,027
Charitable activities	6	210,210	95,794	306,004	255,909
Other trading income		-	-	-	1,603
Bank interest		29	10	39	208
Total income		223,961	191,799	415,760	336,747
Expenditure on:					
Charitable activities	7	186,958	141,659	328,617	296,750
Net income/(expenditure)		37,003	50,140	87,143	39,997
Transfers		(200)	200	-	-
Net movement in funds		36,803	50,340	87,143	39,997
Reconciliation of Funds					
Funds brought forward		44,355	61,312	105,667	65,670
Net movement in funds		36,803	50,340	87,143	39,997
Funds carried forward		81,158	111,652	192,810	105,667

The statement of financial activities includes all gains and losses recognised in the period. All incoming resources and resources expended derive from continuing activities. The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006. The notes on pages 14 to 23 form an integral part of these accounts.

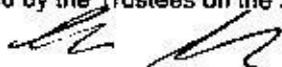
Balance Sheet

At the 31 March 2021

	Note	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
		£	£	£	£
Fixed Assets					
Tangible assets	8	4,610	-	4,610	2,907
Current Assets					
Debtors	9	3,046	80,424	83,469	48,170
Accrued income		-	-	-	2,503
Prepayments	10	3,054	2,406	5,460	2,174
Cash at bank & in hand		81,547	77,322	158,869	105,685
Total current assets		<u>87,646</u>	<u>160,152</u>	<u>247,798</u>	<u>158,532</u>
Current Liabilities					
Deferred income	11	-	43,300	43,300	46,800
Creditors due within one year	12	9,433	4,328	13,761	6,877
Accruals	13	392	872	1,264	822
Total current liabilities		<u>9,825</u>	<u>48,500</u>	<u>58,325</u>	<u>54,499</u>
Net current assets		<u>77,821</u>	<u>111,652</u>	<u>189,473</u>	<u>104,033</u>
Total assets less current liabilities		<u>82,431</u>	<u>111,652</u>	<u>194,083</u>	<u>106,940</u>
Creditors: amounts due after one year		1,273	-	1,273	1,273
Net assets		<u>81,158</u>	<u>111,652</u>	<u>192,810</u>	<u>105,667</u>
Funds of the Charity					
Unrestricted funds		81,158	-	81,158	44,355
Restricted funds		-	111,652	111,652	61,312
Total Funds		<u>81,158</u>	<u>111,652</u>	<u>192,810</u>	<u>105,667</u>

The directors confirm that for the financial period ended 31 March 2021 the company was entitled to exemption under section 477 of the Companies Act 2006, and no members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act. However, the accounts have been examined by an independent examiner whose report is on page 11. The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts. The accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006. The notes on pages 14 to 23 form an integral part of these accounts.

Approved by the Trustees on the 30 August 2021 and signed on their behalf by:



..... Emma Crouch, Convener

Notes to the Financial Statements

Year ended 31 March 2021

1 Basis of Preparation

1.1 Basis of accounting

These accounts have been prepared on the basis of historic cost in accordance with: -

- (a) The Charities & Trustee Investment Act (Scotland) Act 2005, and
- (b) The Charities Accounts (Scotland) Regulations 2006 as amended
- (c) The Company's Act 2006
- (d) Financial Reporting Standard 102 (FRS102) (Effective January 2015),
- (e) Charities SORP (FRS 102) (Effective January 2015)

1.2 The charity meets the definition of a public benefit entity as defined by FRS102.

1.3 The charity is dependent on the continuing support of donors. However, the trustees have no reason to consider that this will not continue or that there are any material uncertainties about the charity's ability to continue as a going concern.

2 Accounting Policies

2.1 Form of Financial Statements

The charity maintains two types of funds for accounting purposes: -

- (a) A general unrestricted fund that can be expended at the discretion of the trustees on furthering the objects of the charity, and
- (b) Restricted funds that may only be used for specific purposes. Restrictions arise when specified by the donor or when funds are raised for specific purposes.

2.2 Income

(a) Income is recognised and included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources; their receipt is probable; and the monetary value can be measured with sufficient reliability.

(b) Where income has related expenditure the income and related expenditure are reported gross in the SOFA.

(c) Funds received in advance and which specifically relate to a future accounting period are treated as deferred income.

2.3 Expenditure & Liabilities

(a) Expenditure is accounted for on an accruals basis.

(b) Liabilities are recognised as soon as there is a legal or constructive obligation to pay out resources; it is probable they will be paid and the monetary value can be measured with sufficient reliability.

Notes to the Financial Statements

Year ended 31 March 2021

2.4 Assets

(a) Tangible fixed assets are capitalised if they have a value greater than £250 and can be used for more than one year. They are valued at cost or, if gifted, at their value on receipt.

(b) Depreciation is calculated on a straight-line basis to write off the cost of tangible assets over their useful economic life as follows:

Fixtures, fittings and equipment – 20%

2.5 Debtors

(a) Debtors are recognised at the settlement amount due

(b) Prepayments are valued at the amount prepaid

2.6 Cash

Cash at bank and in hand includes cash and bank deposits repayable on demand

2.7 Creditors

(a) Creditors are recognised where the charity has an obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due can be measured or estimated reliably. Creditors are normally recognised at their settlement amount, usually the invoice amount.

(b) Accrued charges are normally valued at their settlement amount.

2.8 Taxation

The charity is not liable to income or capital gains tax on its charitable activities. Irrecoverable VAT is included in the asset cost or expense to which it relates.

3 Trustee Remuneration & Expenses

No remuneration was paid to Trustees during the year (2020 - nil).

During the year no out of pocket expenses were paid to Trustees (2020 - £472 to 2 Trustees).

Notes to the Financial Statements

Year ended 31 March 2021

4. Restricted Funds**4.1 Restrictions on some Funds**

During the year the charity maintained the following restricted funds:

- Citizen Advocacy project – funded by the BIG Lottery Fund and Angus Council to provide general advocacy
- Families Project – funded by Angus Alcohol and Drugs Partnership to provide advocacy support to families
- Children's Hearings Advocacy – funded by the Scottish Government to provide advocacy for children and young people in the hearing system
- Preventative Support Advocacy funded by Angus Council and NHS Tayside through Health & Social Care Integration
- A contribution to the salary of the Citizen Advocacy Manager from Lloyds TSB
- Lived experience advocacy post

4.2 Movement in Restricted Funds

Fund	Opening balance	Income	Expenditure	Transfers	Closing balance
	£	£	£	£	£
Citizen Advocacy Project	8,983	79,629	66,893	-	21,719
Families Project	44,671	-	18,764	-	25,907
Children's Hearings Advocacy	1,708	36,376	31,816	-	6,268
Citizen Advocacy Manager	2,000	-	2,000	-	-
Lived experience advocacy post	-	70,000	12,242	-	57,758
Preventative support	3,950	5,794	9,944	200	-
Total	61,312	191,799	141,659	200	111,652

The £200 transferred into the Preventive support fund represents the unrestricted funds used to complete the project.

5. Donations

	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
Donations	11,722	-	11,722	734
Scottish Government	-	36,376	36,376	2,503
Big Lottery Fund	-	59,619	59,619	60,790
Corra Foundation	2,000	-	2,000	-
Angus Health & Social Care Partnership	-	-	-	15,000
Total	13,722	95,995	109,717	79,027

Notes to the Financial Statements

Year ended 31 March 2021

6. Income from Charitable activities	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
Angus Council/NHS	209,610	25,794	235,404	167,200
University of Dundee	600	-	600	531
Families Project - Angus Council/NHS	-	-	-	60,000
Angus Alcohol and Drugs Partnership	-	70,000	70,000	-
Health & Social Care Integration	-	-	-	28,178
Total	210,210	95,794	306,004	255,909

7. Expenditure on Charitable activities	Note	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
		£	£	£	£
Direct costs					
Staff Costs	14	160,540	114,221	274,761	237,200
Travel		688	776	1,464	11,333
Volunteer expenses		-	266	266	727
Training		1,994	1,856	3,850	3,287
Printing, postage and stationery		520	922	1,442	2,010
Computer and equipment		2,008	3,083	5,091	2,583
Sub total		165,750	121,124	286,874	257,140
Support costs					
Rent, rates and insurance		5,224	9,249	14,473	13,293
Heat & Light		804	922	1,726	1,566
Repairs and renewals		282	60	342	6,844
Telephone & internet		2,987	2,933	5,920	4,969
Other expenses		3,539	2,030	5,569	1,360
Depreciation		1,931	-	1,931	1,903
Cleaning		2,416	211	2,627	500
Fees & subscriptions		2,275	2,729	5,004	2,952
Bank/finance charges		69	69	138	182
Accountancy	16	1,301	1,565	2,866	2,662
Recruitment costs		380	767	1,147	564
Events		-	-	-	2,283
Board expenses		-	-	-	532
Sub total		21,208	20,535	41,743	39,610
Total		186,958	141,659	328,617	296,750

Notes to the Financial Statements

Year ended 31 March 2021

8. Tangible Assets	Fixtures fittings & equipment			
	£			
Cost				
At 1 April 2020	29,387			
Additions	3,634			
At 31 March 2021	33,021			
Depreciation				
At 1 April 2020	26,480			
Charge for the year	1,931			
At 31 March 2021	28,411			
Net book value				
At 1 April 2021	4,610			
At 31 March 2020	2,907			
9. Debtors	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
Angus Health & Social Care Partnership	-	5,000	5,000	5,795
Angus Alcohol & Drugs Partnership	-	66,667	66,667	40,000
Angus Council	-	8,757	8,757	-
Disability Forum	70	-	70	-
University of Dundee	600	-	600	-
Rent Deposit	2,375	-	2,375	2,375
Total	3,045	80,424	83,469	48,170
10. Prepayments	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
Rent	1,026	874	1,900	1,900
Grenke	163	111	274	-
Ins	250	201	451	-
Tel & internet	1,615	1,220	2,835	274
Total	3,054	2,406	5,460	2,174

Notes to the Financial Statements

Year ended 31 March 2021

11. Movements in Deferred Income	Balance 31/03/2020	Funds received	Released to income	Balance 31/03/2021
	£	£	£	£
Angus Council & NHS Funding for 2020/21	46,800	-	46,800	-
Angus Council & NHS Funding for 2021/22	-	43,300	-	43,300
	<u>46,800</u>	<u>43,300</u>	<u>46,800</u>	<u>43,300</u>

12. Creditors due within one year	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
HMRC	7,542	2,407	9,949	3,627
Trade creditors	1,891	1,921	3,812	976
Pension contributions	-	-	-	2,274
Total	<u>9,433</u>	<u>4,328</u>	<u>13,761</u>	<u>6,877</u>

13. Accruals	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
Independent Examiner	175	525	700	600
Heat & Light	71	48	119	-
Printing	-	-	-	34
Fees and subscriptions	60	240	300	-
Water rates	-	-	-	87
Telephone	86	59	145	101
Total	<u>392</u>	<u>872</u>	<u>1,264</u>	<u>822</u>

14. Staff Costs	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
Salaries	137,222	98,922	236,144	203,547
Employers NI	10,066	5,531	15,597	13,428
Employers Pension	13,252	9,768	23,020	20,225
Total	<u>160,540</u>	<u>114,221</u>	<u>274,761</u>	<u>237,200</u>

No employee received remuneration of more than £60,000 (2021: None).

The average monthly number of employees during the year was 14 (2021:14).

Notes to the Financial Statements

Year ended 31 March 2021

15. Pension Scheme

The charity is a member of a multiemployer defined benefit pension scheme where the underlying assets and liabilities cannot be identified on a consistent basis. The scheme is classified as a 'last-man standing arrangement'. The charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme. A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall a recovery plan is in place to address the deficit with the charity paying additional contributions towards the pension deficit until 2025. The cost of these additional contributions is disclosed in the Balance Sheet under "Creditors: amounts due after one year". In May 2015, the charity was notified that it has a contingent liability, should it withdraw from the scheme, of £13,984.

16. Accountancy	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
	£	£	£	£
Independent Examination	88	263	351	300
Preparation of accounts	87	262	349	300
Other accountancy	1,126	1,040	2,166	2,062
Total	1,301	1,565	2,866	2,662

17. Previous year information

In order to comply with FRS 102 to show corresponding amounts for the previous year for every figure in the financial statements and notes (not just the prior year totals), corresponding figures not provided elsewhere in these accounts are set out below:

17.1 Statement of Financial Activities for the year ended 31 March 2020

	Unrestricted Funds	Restricted Funds
	£	£
Income from:		
Donations	734	78,293
Charitable activities	167,200	88,709
Other trading income	1,603	-
Bank interest	208	-
Total income	169,745	167,002
Expenditure on:		
Charitable activities	175,537	121,213
Net income/(expenditure)	(5,792)	45,789
Transfers	21,054	(21,054)
Net movement in funds	15,262	24,735
Reconciliation of Funds		
Funds brought forward	29,093	36,577
Net movement in funds	15,262	24,735
Funds carried forward	44,355	61,312

Notes to the Financial Statements

Year ended 31 March 2021

17.2 Balance Sheet at 31 March 2020	Unrestricted Funds	Restricted Funds
	£	£
Fixed Assets		
Tangible assets	2,907	-
Current Assets		
Debtors	2,375	45,795
Accrued income	-	2,503
Prepayments	749	1,425
Cash at bank & In hand	44,279	61,406
Total current assets	47,403	111,129
Current Liabilities		
Deferred income		46,800
Creditors due within one year	4,477	2,400
Accruals	205	617
Total current liabilities	4,682	49,817
Net current assets	42,721	61,312
Total assets less current liabilities	45,628	61,312
Creditors: amounts due after one year	1,273	-
Net assets	44,355	61,312

17.3 Movement in Restricted Funds for 2019/20

Fund	Opening balance	Income	Expenditure	Transfers	Closing balance
	£	£	£	£	£
Mental Health Advocacy	20,015	-		(20,015)	-
Citizen Advocacy Project	8,996	76,321	76,334		8,983
Families Project	-	60,000	14,809	(520)	44,671
Children's Hearings Advocacy	-	2,503	276	(519)	1,708
Citizen Advocacy Manager	3,000	-	1,000	-	2,000
Preventative support	4,566	28,178	28,794	-	3,950
Total	36,577	167,002	121,213	(21,054)	61,312

17.4 Donations 2019/20

	Unrestricted Funds	Restricted Funds
	£	£
Donations	734	-
Scottish Government	-	2,503
Big Lottery Fund	-	60,790
Angus Health & Social Care Partnership	-	15,000
Total	734	78,293

Notes to the Financial Statements

Year ended 31 March 2021

17.5 Income from Charitable activities 2019/20	Unrestricted Funds	Restricted Funds
	£	£
General Advocacy- Angus Council/NHS	167,200	-
University of Dundee	-	531
Families Project - Angus Council/NHS	-	60,000
Health & Social Care Integration	-	28,178
Total	167,200	88,709
17.6 Expenditure on Charitable activities 2019/20	Unrestricted Funds	Restricted Funds
	£	£
<u>Direct costs</u>		
Staff Costs	146,301	90,899
Travel	7,109	4,224
Volunteer expenses	-	727
Training	1,964	1,323
Printing, postage and stationery	716	1,294
Computer and equipment	1,039	1,544
Sub total	157,129	100,011
<u>Support costs</u>		
Rent, rates and insurance	4,457	8,836
Heat & Light	445	1,121
Repairs and renewals	5,781	1,063
Telephone & internet	1,457	3,512
Other expenses	975	385
Depreciation	1,903	-
Cleaning	260	240
Fees & subscriptions	1,300	1,652
Bank/finance charges	101	81
Accountancy	1,212	1,450
Recruitment costs	-	564
Events	-	2,283
Board expenses	617	15
Sub total	18,408	21,202
Total	175,537	121,213
17.7 Prepayments 2019/20	Unrestricted Funds	Restricted Funds
	£	£
Rent	475	1,425
Tel & internet	274	-
Total	749	1,425

Notes to the Financial Statements

Year ended 31 March 2021

17.8 Creditors due within one year 2019/20	Unrestricted Funds	Restricted Funds		
	£	£		
HMRC	2,648	979		
Trade creditors	396	580		
Pension contributions	1,433	841		
Total	4,477	2,400		

17.9 Movements in Deferred Income 2019/20	Balance 31/03/2019	Funds received	Released to income	Balance 31/03/2020
	£	£	£	£
Angus Council & NHS Funding for 2019/20	40,975	-	40,975	-
Angus Council & NHS Funding for 2020/21	-	46,800	-	46,800
	-	46,800	-	46,800

17. Staff Costs 2019/20	Unrestricted Funds	Restricted Funds
	£	£
Salaries	124,950	78,597
Employers NI	9,370	4,058
Employers Pension	11,981	8,244
Total	146,301	90,899

