

ADVOCARD 2009 ANNUAL REPORT

DIRECTOR'S REPORT

I was away for half of this Annual Report year of November 2008 through to October 2009 having returned to AdvoCard from secondment at the beginning of May 2009. I would like to thank Karen for covering the role of what was then Project Manager so effectively and for supporting AdvoCard and the staff team through some very difficult decisions.

Prior to my return I was already working with the other managers, Karen and Jane in beginning to prepare for AdvoCard tendering for the Royal Edinburgh Hospital advocacy services funded through NHS Lothian. We, along with a multi-stakeholder tender advisory group, put in a lot of hard work in preparing and submitting AdvoCard's tender and as we now know we have been successful.

The hard work starts now. I will be working with our management committee and the other managers and the teams to ensure that service delivery continues and that we gain an insight in to what it is like to deliver independent advocacy within a hospital setting. In the longer-term we will be reviewing AdvoCard at all levels to ensure that our ethos and mission statement and our aims, objectives and charity purposes all reflect the new AdvoCard – now operating in both community and hospital settings.

The advocacy service review in Edinburgh continues and it is by no means certain at this stage what the outcomes of this review will be. Clearly AdvoCard could be significantly affected by this review, particularly as we are now funded by both of the reviewing bodies. The review hopes to conclude in March 2010.

I am very sad to say that this is the last report I will be writing as I am leaving AdvoCard after over eight years with the organisation. It has been a difficult decision and I am truly sad to be leaving. However

we have begun the recruitment of the new Director and I am sure that AdvoCard will continue to go from strength to strength. Thank you to everyone on the Management Committee, staff team and volunteer base that has worked with me over the years and given such fantastic support. It's been really appreciated and will no doubt be sorely missed.

Bryan Davies *Director*

CONVENOR'S REPORT

This has been, in many ways a difficult year for AdvoCard where there have been challenges that we have never had to face before. We had to very regrettably make people redundant for the first time in our history and this was difficult for us all but particularly for the staff team and for Karen as acting Project Manager.

On a more positive note we have been able to turn things round and at the end of the financial year April 2008 through to March 2009 we have spent within the funding received for the year and have not eaten into our modest reserves.

I feel confident that in this, my last year as Convenor - having been in the role for the past three years - that AdvoCard will come through these difficulties a stronger organisation as a result, thanks to the dedication and commitment of my colleagues on the committee and more importantly, the staff team and volunteers.

My heartfelt thanks go out to the team and especially to Karen who did an excellent job as acting Project Manager while Bryan was away.

AdvoCard is now well placed to handle the challenges over the next year, not least having successfully tendered for the hospital advocacy services, which Bryan will talk about. I feel confident that we will be able to weather the current advocacy review in Edinburgh.

Thank you again to everyone involved with AdvoCard for making my three years as convenor so pleasurable. I look forward to continuing to support AdvoCard in some other capacity.

Dot Twyman *Convenor*

TRAINING

AdvoCard's training programme continued to develop in a number of areas in 2008-9. Our training is directed towards the staff and volunteer advocacy workers, support staff, and Management Committee. Training for service users who use AdvoCard was also initiated this year.

Some notable developments were made:

Stage 1 Training: Our 30-hour training programme for new volunteers. Eighteen volunteers joined AdvoCard from successfully completing the training in either the October-November or February-March courses.

Volunteer Recruitment: *Time for Advocacy* www.timeforadvocacy.org.uk

Our recruitment microsite is one of a number of recent initiatives to attract volunteers. We have saved a substantial amount on advertising costs since the site was launched in August 2008.

Follow On Training: (for our experienced volunteers) Including the important developments of:

- *Letter-writing* covered advocacy in written communication.
- *Principles and Standards of Independent Advocacy:* reviewing advocacy practice in light of new nationally agreed guidelines.

Policy Training for Management Committee and Staff

Our two and a half year programme of training on our policies concluded this year:

- *Data Protection:* Delivered by Sheila Logan, of the Information Commissioner's Office.
- *Protecting Vulnerable Adults:* Vincent Finney of the SIAA delivered a session on "Elder Abuse" prior to learning about and considering our own policy.

All Out for Advocacy: In September we held a service user event that met with a positive response from all who took part: 23 service users, AdvoCard staff and volunteers, a representative of the Lothian Recovery Network and two specialists in massage.

The event took place at an opportune time to provide feedback to the Review of Advocacy Services requested by City of Edinburgh Council, Department of Health and Social Care. A report detailing service user views and questions will be submitted.

Management Day for An Expanded AdvoCard: A *Management Day* in early October brought all staff, including new staff from Royal Edinburgh Hospital advocacy services, and some members of our Management Committee together. We look forward to building on this first positive experience.

SUMMARY OF ACCOUNTS

Extracts from the Financial Statements of AdvoCard for the year ended 31 March 2009 are shown below. Copies of the full audited Financial Statements are available from AdvoCard.

Income (in pounds)		Expenditure (in pounds)	
Service Level Agreement	301,399	Salaries & Staffing Costs	242,934
Bank Interest	1,195	Premises Costs	30,718
		Running Costs	12,691
		Motor & Travel Costs	3,833
		Interest & Financial Charges	70
		Depreciation	2,804
		Accountancy Fees	2,058
		Governance Costs	6,176
Total	302,594	Total	301,284
		Surplus	1,310

VOLUNTEER DELIVERED ADVOCACY

The service has continued to provide support and assistance to those experiencing mental health difficulties in Edinburgh, with various issues including medical appointments, housing, benefits and support services.

Following secondment, Bryan returned to resume his role as Project Manager. Having taken on the role of Acting Project Manager in Bryan's absence, Karen has returned to her position as Advocacy Manager and continues to be assisted by Jackie McGinty in the volunteer advocacy service.

In April 2009 we were awarded *Investing in Volunteers* status, having undertaken and successfully completed the Award Assessment. This is a UK recognised award, which aims to enhance and support our volunteer management skills and demonstrates our commitment to providing our volunteers with a positive and meaningful volunteering experience. This award status runs until 2012, when we will expect to undertake assessment again.

Our volunteers continue to provide an excellent and flexible service. We still have a number of our volunteers moving on into employment and university/training courses. We are still however, facing real and continuous challenges as demand for the service is often high and we are responding to requests, which are increasingly complex and wide-ranging.

Volunteer Delivered Advocacy October 2008 - September 2009

Service Users	213
No of Requests	292
Requests from Males	130
Requests from Females	162
No of Appointments	607
No of Home Visits	23
Total Volunteer Hours	2050



MENTAL HEALTH ACT ADVOCACY

We have carried on the trend of providing a steadily increasing amount of independent advocacy for service users who face compulsory care and treatment under the *Mental Health (Care & Treatment) (Scotland) Act 2003* or who want to use the safeguards in The Act.

Service users have brought a greater diversity of issues as a result of new developments in the law and health and social care services. For example, the *Adult Support & Protection (Scotland) Act 2007* has introduced new procedures that have applied to some of our service users (who have been assessed to be adults at risk) and the Intensive Home Treatment Teams (IHTT) have provided an alternative to hospital treatment for others.

The majority of our service users receive compulsory treatment (at time of referral). We offer to carry on working with service users who were once subject to orders such as Community Treatment Orders and Guardianships, but who now have more choice about their care and treatment. We're keen to maintain advocacy relationships that service users find valuable, through such times of change.

Although our main focus is on working with service users in community settings, we have worked with a fair number of service users in hospitals (other than the Royal Edinburgh). In many cases, this has been for service users subject to Short Term Detention in hospital, so might be in urgent need of independent advocacy.

David McTaggart left the part-time post in April. Gillian Irving has covered the vacancy on a sessional basis and has crucially provided service users, where necessary, with the option of working with a female.

Mental Health Act Advocacy October 2008 – September 2009

Service users	160
Male	85
Female	75
Total Hours	2336
Tribunals attended	25
Advance Statements	23

MANAGEMENT COMMITTEE MEMBERS

Executive:

Convenor: Dot Twyman

Vice Convenor: Nick Gardner

Committee Members:

David Atiyah

Steven Copeland

Andrew Hogg

Ruth Hughes

City of Edinburgh Council Link Officer:

Paul Flaherty (Mental Health Officer)

Advisers:

Alan Sharp

Graeme Pettie (CPN)



www.advocard.org.uk

AdvoCard is an Edinburgh-wide advocacy project for adults who have experience of mental ill health. We provide a free, independent and confidential service which supports people in getting their voices heard. Our long-term aim is to work towards a community where each individual's needs are met and where people have greater influence over the services they use.



Funded by City of Edinburgh Council
Department of Health & Social Care and
NHS Lothian through Service Level
Agreements

STAFF

Director: Bryan Davies

Volunteer Delivered Advocacy (Leith)

Advocacy Manager: Karen Anderson

Advocacy Support Worker: Jackie McGinty

Mental Health Act Advocacy (Leith)

Advocacy Workers:

Vincent Gill

Devrim Turkey

Gillian Irving (*Sessional*)

Diana Simcock (*Sessional*)

Training (Leith)

Training Manager: Jane Rubens

Training Worker: Jane Cairns

Administration (Leith)

Receptionist / Administrator: Jean Crombie

AdvoCard

332 Leith Walk Edinburgh

EH6 5BR

0131 554 5307

advocacy@advocard.org.uk

**Individual Advocacy Service at the Royal
Edinburgh Hospital**

Project Manager: Katie James

Advocacy Workers:

Benjamin Baldock

Alex Campbell

Peter Le Riche

Ryan O'Neill

Gillian Reynolds

AdvoCard

The Royal Edinburgh Hospital

Morningside Place

Andrew Duncan Clinic

Edinburgh

EH10 5HF

0131 537 6004

hospital.advocacy@advocard.org.uk

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