

# Annual Report Year 06 - 07

equality fairness justice





# Welcome

Ceartas provides independent professional advocacy to older people and people with dementia living in East Dunbartonshire.

Ceartas started life in Kirkintilloch in 1994 as The 'North Glasgow and Strathkelvin' advocacy service. This was managed by Alzheimer Scotland.

In response to Scottish Executive guidelines in 2003 Alzheimer Scotland agreed to disengage its' advocacy service with the view to forming an independent organisation. A steering group was established and Ceartas was formed in March 2004 with the service being reconfigured to solely cover East Dunbartonshire.

Ceartas currently employs 8 staff delivering a variety of roles locally.

It is managed by a voluntary board of directors elected by its' membership. The board is comprised of 7 East Dunbartonshire residents and 3 representatives from other organisations.

## THE BOARD:

Alasdair Lightbody

Philip Bryers

Allan Geekie

Valerie Breck

Margaret Coats

Martin Brickley

Charlie Murphy

Jennifer Roe

Gerry Graham

Lesley Hurst

## THE STAFF:

Gordon Thomson,

Sharon McAtemney

Hilary Wilson

Patricia Ovens

Aileen Peter

Beverley Houston

Lynn Bairden

Susanne McGuire

... to our Third Annual Report. It has been an exciting time at Ceartas and as the service continues to grow my hope is that this report will give you a flavour of our achievements to date. Indeed the quotes throughout this report are from our most recent stakeholder evaluation.

None of our success would have been possible without having a strong team in place. The mix of experience and skills in the Board and staff group has allowed the organisation to continue to develop with confidence.

My thanks go to the team and my fellow volunteers on the board, in particular Gerry Graham and Lesley Hurst who have both indicated that, due to work commitments, they intend stepping down from the Board but I'm delighted that they have both offered to keep in touch and assist when required.

Finally we remain thankful to East Dunbartonshire Council for their continued financial support which allows Ceartas to continue to make a difference. . .

*Alasdair Lightbody*



# Our Chairperson's Report

As we formally conclude our third year it is with great pleasure that I can report that it has been a time of continued growth. The service has put itself into a strong position as it enters its fourth year; our development has seen us raise awareness and deliver advocacy to a greater number of people, while this period has also seen us strengthen in our areas of expertise, assisting our aim to continue to learn and grow in order to provide a better service for older people and individuals with dementia.

It has been a productive year and as a board we are keen to continue to develop but not at the expense of the quality of the service experienced by our service users. Any development will be carefully considered to ensure that the positive advances made by Ceartas since its independence will be consolidated and the structure is fit for the purpose of delivering advocacy to more and more people each year.

Ceartas is likely to face further change and challenges in the year ahead. East Dunbartonshire Council have decided to reconfigure advocacy services in East

Dunbartonshire. The range of advocacy services will be changed from a disparate range of services into a local Advocacy Centre and the final outcome of this review and tendering process will have a major effect on the shape of Ceartas in the future.

Ceartas introduced me to the voluntary sector and I have always been impressed by the local network of support, the professionalism and commitment of staff and volunteers in East Dunbartonshire.

In particular we as a board are proud of the staff's effort in enhancing Ceartas. By the evidence in this report, Ceartas staff have continued to combine excellent service with an eye for seeking opportunities for the organisation to develop. It is all the more admirable that this has been achieved at a time when there has been a degree of uncertainty to our core funding.

We cannot tell the future but we can with confidence celebrate and demonstrate our achievements to date.

*Alasdair Lightbody*  
**Chairperson**

*" Since 2004 there has been a 54% rise in people with dementia represented by advocacy "*



# Our Chief Executive Officer's Report

Are we making a difference? That for me is the key for Ceartas. Does the existence of Ceartas make a positive difference for the people we represent at meetings, for the people we talk to at De Café; for the people we train at events; for people who visit our website even? As a provider of services I believe it is essential that people who use our services immediately feel the difference of being listened to, and have a knowledge that in the course of our work staff will go that extra mile for them. We can never promise to deliver everything a person wants, but we can ensure that their opinion is respected, promoted and voiced.

***I am delighted to be part of a team at Ceartas which has a breadth of knowledge, skills and experience which has seen Ceartas continue to grow and serve a greater number of people.***

Our approach and aims have to be driven by our service users, members and our community in East Dunbartonshire. The team here have worked hard through a variety of activities, described in this report, to ensure that this is and will remain the case.

Ceartas has and will continue to make a positive difference in the lives of

people whose circumstances make them vulnerable. We work to continually improve our service and we do that by keeping in touch with the people we represent and our colleagues in the voluntary and statutory sectors.

We are a small independent local provider with the skills base and experience to make a difference. Our size however, ensures that our service users can relate to the people working with them, it certainly helps that the vast majority of the staff and board live and work in the local area and that is demonstrated by the way Ceartas listens and responds quickly. Our recent evaluation and future work demonstrates that fact as does our agreement to rent an additional office in Lennoxtown. This new office gives us added flexibility in meeting with service users.

We want to ensure that as an advocacy service Ceartas continues to be viewed as an organisation that is driven by the people it works with and that will remain our primary motivation in the year ahead.

***Gordon Thomson***  
**Chief Executive**



*"Ceartas look at the whole picture of the person with dementia."*



# Consistent Development

Since our inception in 2004, Ceartas continues to work with local people and is going from strength to strength. We have worked to provide additional services but the development of advocacy remains the primary focus of what we do and why we do it.

The subject areas that we deal with are varied our approach is consistent: spending time with the individual, listening to their concerns and working with them to relay their opinion to others. Our work in dementia care is challenging but as we meet more

people year on year that challenge is not one met in trepidation but rather it is a challenge met head on with a view to making a positive difference.

At Ceartas since April 2004 we have seen a 72% rise in casework and a 60% rise in the number of issues dealt with during casework. There has also been a 54% rise in people with dementia represented by advocacy. Statistics only tell part of the story as it is the personal wellbeing of the individual being advocated for that is paramount.

*"De Café is supportive. They make you feel at home."*

*"Ceartas allows us to focus on the needs of the person. It encourages that way of thinking as sometimes*

## De Café

When an individual comments... "what I like about a place like this is you can come here and talk to people who know what you're talking about, people who have been there themselves, help other people who don't know what they are facing....talking here is better....its talking to real people". This justifies our reasons for wanting to start a De Café in East Dunbartonshire in the first place. De Café will celebrate its second birthday in September 2007 and it continues to go from strength to strength attracting attention from all over Scotland as various people have visited, keen to replicate it elsewhere in the country.

Put simply, its secret is: It's simplicity. People meet; people talk and people feel the benefit. Our thanks go to Carers Link for their support in running the De cafés, the various speakers who have attended to lead discussions with the group on many different topics. From arts and photography to direct payments and advance statements, Kirkintilloch De café is now averaging around 15 people per session and it is exciting to see it grow.

De Café is here to stay and we look forward to seeing how the additional funding through the Community Regeneration Fund and the subsequent appointment of Susanne McGuire assists this initiative in reaching more people in 2007/08.

DE CAFÉ

**"It's good to talk"**

**A group for anyone living with, or concerned about, dementia or memory loss**

De Café meets locally  
for further information please call 0141 775 0433

SUPPORTED BY:  
ceartas quality fairness justice  
Carers Link  
EAST DUNBARTONSHIRE



# User Involvement

Since May 2005, Ceartas has been funded through the New Opportunities Fund to support user involvement in the field of addictions. A peer support group has been established since then and is based at East Dunbartonshire Community Addictions Team.

The group is open to people who have had drug or alcohol problems but who are now stabilized in their use. Initially the group looked at various issues around drug and alcohol services and how these were accessed. The group then produced two leaflets; one about the group and another about accessing services for the first time.

A major element of the success of the group has been making training opportunities accessible. One member completed a COSCA counselling course as well as becoming a volunteer administering acupuncture. Other group members were able to access further training courses for example on the issue of assertiveness. Ceartas was delighted in the achievement of the individuals of the original group who have subsequently left due to accessing employment.

New members were identified and are now focusing more on social inclusion; this is following the outcome of a report

carried out by the Scottish Drugs Forum. The report was based around questions set by the previous service users, which focused on the views of the services provided. The group has been involved in various activities such as bowling, snooker, walking parties, and attended a healthy eating cookery class.

They have had training in first aid and will also attend a session on introduction to counseling. The group members report that they are getting enormous benefit from attending the sessions, reporting an increased confidence and social skills, all of which they cite as being important in maintaining their progress and stability.

*"Ceartas allows us to focus on the needs of the person. It encourages that way of thinking as sometimes other things get in the way"*

*"Ceartas is community led, vocal, visible and a practical presence on the ground"*

*"We really appreciate the help you gave us during a difficult time"*



# What Others Think...?

In December 2006, we commissioned an independent evaluation of our advocacy service with the aim of assessing the impact of Ceartas on key stakeholders in East Dunbartonshire. Our aim was to identify opportunities for improved interface between agencies and to provide an opportunity for suggestions and for further development.

We were delighted with the response and have accepted the nine

recommendations that arose from the review and our future business plan will reflect the findings. Our thanks go to Lori Stevenson for her work as an independent consultant in bringing this work to a completion and we look forward to seeing those ideas come to fruition in the near future. A report of this work is available on request from our Kirkintilloch office.

*"96% of the 106 Ceartas members live and work in East Dunbartonshire"*

# Additional Funding

This year has seen us secure additional funding that will allow us to work alongside Carers Link in two distinct areas: firstly, through the Community Regeneration Fund to concentrate work in Twechar and Hillhead and secondly, 'Choose Life' monies have enabled us to extend our capacity in working with people at risk of suicide.





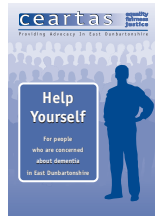
# Achievements to Date

It has been a busy and productive period. We have in this time, established an integrated information service for people with dementia as well as publishing a local dementia services booklet called "Help Yourself". We have initiated and ran successfully De Café as well as working in partnership with ED CVS to deliver a User Involvement Group for people with addictions.

Protocols have been and are being developed with key local organisations, and more recently we have agreed partnership working with the Woodlands and Glenkirk Centres .

Ceartas initially resourced the Dementia network and that is now a wider partnership grouping supported by all East Dunbartonshire organisations working with people with dementia.

Ceartas has secured high street premises, dramatically increased local membership and developed a user friendly, informative website. We continue to deliver a wide range of training both locally and nationally and this enables us to ensure that the service is not marginalised or isolated.



*" Since 2004 there has been a 72% rise in casework "*

*" It's a big thing moving someone into care, I take it really seriously, I know what it means for people and part of taking it seriously means bringing in advocacy. "*



# Looking to the Future

It promises to be another busy year at Ceartas. As ever, we will work to ensure that individuals are fully supported by our advocacy service. In addition to our core work we will identify additional funding streams to strengthen our core areas of work and the sustainability of project work. We will reconfigure our information service to promote advocacy awareness and provide improved service for individuals recently diagnosed with dementia and update our "Help yourself" booklet.

We feel it is important to develop better links with further education establishments to participate in raising awareness about advocacy and dementia and establish protocols with partner agencies to confirm agreed working practices.

We will widen membership of our Quality sub group to ensure service is informed and connected to national networks and additional areas of expertise and consider participating in the open tender process for additional client groups.

*"In 2007, Ceartas will be represented at regular outreaches in Twechar, Kirkintilloch, Milngavie and Lennoxton"*

*"Ceartas allows us to focus on the needs of the person. It encourages that way of thinking as sometimes other things get in the way."*

**ceartas** equality  
fairness  
justice

Providing Advocacy In East Dunbartonshire

... would like to thank the following for their help and support throughout the year

KIRKINTILLOCH  
BAPTIST  
CHURCH

**CONNALmac**<sup>®</sup>

 **East Dunbartonshire Council**  
[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

FRENCH  DUNCAN  
CHARTERED ACCOUNTANTS

And to all those who donated to the organisation but who wish to remain anonymous ...

# Our Financial Year

	Notes	Restricted	Mental Illness Specific Grant	Resource Worker	User Involvement	Older Persons Services	Total 2007	Total 2006
<b>INCOMING RESOURCES</b>								
<i>Income resources from generated funds</i>								
Voluntary income:								
Donations and grants		–	410	–	–	–	410	990
Fees		–	1,165	–	–	–	1,165	800
Investment income		–	363	363	–	363	1,089	1,068
Other Income		–	1,090	–	–	–	1,090	3,421
<i>Income resources charitable activities</i>		15,000	92,609	29,943	–	28,824	166,376	162,3
<b>TOTAL INCOMING RESOURCES</b>	<b>4</b>	15,000	95,637	30,306	–	29,187	170,130	168,636
<b>RESOURCES EXPENDED</b>								
Charitable Activities		15,000	89,341	30,351	6,440	32,578	173,710	152,713
Fund-raising & Publicity		1,104	788	300	563	2,755	4,232	
Governance		1,828	1,829	–	1,828	5,485	6,685	
<b>TOTAL RESOURCES EXPENDED</b>	<b>5</b>	15,000	92,273	32,968	6,740	34,969	181,950	163,630
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>	<b>7</b>	–	3,364	( 2,662)	( 6,740)	( 5,782)	(11,820)	5,006
<b>RECONCILIATION OF FUNDS:</b>								
Total Funds Brought Forward	<b>13</b>	–	35,215	6,916	1,802	8,718	52,651	47,645
<b>TOTAL FUNDS CARRIED FORWARD</b>		–	38,579	4,254	( 4,938)	2,936	40,831	52,651

**AUDITORS**  
BANK OF SCOTLAND  
100-102 Cowgate, Kirkintilloch  
Glasgow, G66 1JQ

**AUDITORS**  
FRENCH DUNCAN  
Incorporating, O'Sullivan Cleary C.A.  
91 Townhead, Kirkintilloch, G66 1NX

**SOLICITORS**  
BURNESSE  
242 West George Street  
Glasgow, G2 4QY

*Ceartas (pron. Kier-tis) is a Gaelic word for equity, fairness, justice and right. This is what we are trying to achieve and promote as we support and represent individuals in East Dunbartonshire.*

REGISTERED OFFICE AND PRINCIPAL PLACE OF BUSINESS

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