



annual report year 07-08





providing advocacy in east dunbartonshire

CEARTAS STAFF

Gordon Thomson, CEO
Sharon McAtemney, Team Leader
Susie McGuire, Resource Worker (Dementia)
Aileen Peter, Resource Worker (Choose Life)
Beverley Lockhart, Advocacy Worker
Patricia Ovens, Office Coordinator
Lynn MacDonald, User Involvement Worker (Addictions)
Hilary Wilson, Advocacy worker, left organisation February 2008

CEARTAS BOARD

Alasdair Lightbody, Chair
Philip Bryers, Vice Chair
Allan Geekie, Treasurer
Charlie Murphy
Valerie Breck
Martin Brickley
Jennifer Roe

MISSION STATEMENT

Ceartas provides an advocacy service for people in East Dunbartonshire irrespective of their cultural background, gender, beliefs or sexuality.

We are committed to providing a service based on the principles of equality, fairness and justice. We strive to ensure that the views and opinions of individuals are heard and respected, affecting in a positive way the lives of people using the service.

We have a responsibility to provide this service, ensuring the rights of individuals are always central, in compliance with national advocacy standards.

Welcome to our 4th Annual Report. The year that this report reflects was without doubt the most challenging year that Ceartas has experienced to date. The long term future of Ceartas was during this period under threat, as the organisation's core work was subject to competitive tendering. The outcome of the process was not known until May 2008 when it was announced that Ceartas was the preferred bidder and from July the new enhanced service commenced.

For the year that this report centres on, we as a board were delighted to see staff work with more people and continue to be innovative as they delivered advocacy. I would also like to pay tribute to my colleagues on the board, their skills and experience I believe have equipped Ceartas well in trying circumstances and I look forward to working with them in the future as we rise to the challenge of delivering a bigger and better service.

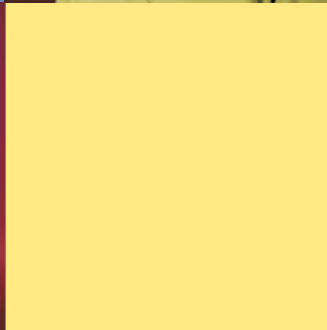
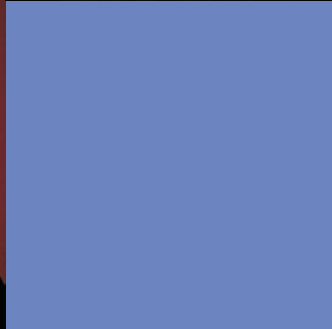
welcome

A critical part of the success of the organisation is the partnerships that we have built with local voluntary and statutory agencies. I would like in particular to thank East Dunbartonshire Council for their ongoing financial support and as a board we also recognise the great value of working closely with other local organisations, the evidence of which is shown throughout this report.

As a board, we witnessed the pressure that staff were under but took pride in the way that staff remained focussed on providing services of high quality for older people and people with dementia in East Dunbartonshire. To that end although uncertainty was never far away during the year, what was not in question was the team's commitment to our service users and their work to deliver equality, fairness and justice for all.

Alasdair Lightbody

A handwritten signature in black ink, appearing to read 'Alasdair Lightbody', with a stylized flourish at the end.



As we formally conclude our 4th Year I believe that staff can be proud of their achievements to date. It was a year of uncertainty in terms of our longer term funding but staff did not let any of their concerns over possible changes affect the way in which services were delivered.

Our core work of delivering professional independent advocacy continues to grow. Since the organisation began we have worked with over 1500 people, not including group work and training participants. So it has been a busy time but equally a rewarding one.

Are we making a difference? I believe we are, as evidenced elsewhere in this report we have continued to be innovative, taking on initiatives in order to widen awareness of advocacy and enhance the experience of the people who use our services.

chief executive's report

An example of this was our partnership with the Community Mental Health team at Woodlands, together we ran several dementia information education courses which offered a variety of information including introducing advocacy to people with dementia at a time out with crisis.

As an independent local provider we have continued to demonstrate our commitment to achieving results for our service users and have not been satisfied with just doing the usual. This year we have developed protocols with a number of partner agencies to improve communication and establish clear referral pathways while investigating areas for further joint working.

Ceartas is set to embark on a period of great change, as having been successful in the recent tender, we are now delivering advocacy to a wider group of people. The growth in the organisation presents several challenges but these will be met by an organisation that, since its establishment from Alzheimer Scotland in 2004, has become a trusted provider in East Dunbartonshire and we look forward to the future with confidence as we are building on a strong foundation which I trust this report demonstrates

Gordon Thomson

A handwritten signature in blue ink, reading 'Gordon Thomson', with a large, stylized loop at the end of the name.



Ceartas continues to work with a number of people in a variety of settings but this work is not in isolation. Staff take pride in the networks developed with other voluntary sector and statutory agencies in order to achieve the best results for the individuals we work with in East Dunbartonshire...

what we do

ADVOCACY Ceartas became involved with Mrs Y when she contacted the service for support through proceedings under the Mental Health (Care and Treatment) (Scotland) Act 2003. Mrs Y is an older lady with a history of mental health issues, she lives alone and has limited family and social networks; her main source of support has been community and hospital based psychiatric services. The advocacy worker provided support and information throughout the involvement in a number of issues concerning Mrs Y's mental health; for example, in relation to an Advance Statement, Mrs Y was keen to discuss the concerns she had raised regarding any future treatments with someone not involved in her health care; the advocacy worker was able to assist Mrs Y in sourcing relevant information and in drawing up her advance statement and helping her circulate it to the relevant professionals.

REGENERATION OUTCOME AGREEMENT Through the Community Regeneration Fund, Ceartas was able to prioritise work in the Twechar and Hillhead areas of East Dunbartonshire. Mr & Mrs T were initially referred to Ceartas by their GP. They were virtually housebound as Mrs T. had dementia and her husband was afraid to leave her alone at home. Mr T also had some concerns about his wife's general health, and regarding benefit entitlement. Through work with the advocacy service the couple were referred to Social Work Services where a Community Care and Carers Assessment recommended a befriending service for Mrs T. Following the involvement of the Volunteer Centre Befriending service Mr T was able to attend to domestic and personal matters outwith the home in the knowledge that his wife was safe and with a companion. Benefit discrepancies were also resolved by the intervention of the local CAB. In addition to that the advocacy worker referred Mrs T to a podiatrist who visited and treated Mrs T at her home. When the advocacy

CONTINUED ON PAGE SEVEN →



work was completed Mr & Mrs T attended De Café where they continued to receive support and information from both their peers and other professionals in attendance at De Café. The advocacy worker spent time with the couple who built up a trust and confidence that allowed them to access appropriate support and this has been sustained through De Café.

case studies

REGENT GARDENS Since autumn 2007, Ceartas have been involved in the care of patients with dementia from Regent Garden's GP Practice. A staff member of Ceartas has attended the surgery at the time of dementia reviews, meeting with patients and their carers immediately following a consultation with their own GP. Meeting with Ceartas staff allows the individual with dementia and their carers to raise any questions or issues they might have and enables the worker to assess whether or not further information, signposting to relevant local services or a further home visit is required. Ceartas feels this pilot has, even in a relatively short period of time, illustrated the importance of such interventions. To give one example - during one meeting it was apparent that the couple had had little financial/welfare rights advice following the husband's diagnosis. They had not applied for any benefits they may be entitled to and were both paying full community charge. Following a referral to CAB the husband's council tax payment has ceased and a claim has been made to backdate previous payments, attendance allowance (higher rate) has been applied for and they now have a disabled sticker for their car enabling increased access to local amenities. In addition, these meetings have enabled the couples to find answers to questions they may have, but also to become linked into wider service provision in the community. They may not require additional services at present, but their identification with and by Ceartas makes it increasingly likely that any future service provision will be appropriate and timely.

"This service has been much appreciated by patients, staff and carers alike and they (Ceartas) have been able to initiate a number of interventions which have made a very positive impact on the lives of those concerned"

Dr Elizabeth Swain, Regent Gardens Surgery, March 08

USER INVOLVEMENT Ceartas supports a user involvement group for people with addictions. It continues to meet weekly each Wednesday night at the community addiction team offices, supported by Ceartas' user involvement worker and two addiction workers from East Dunbartonshire Community Addiction Team. The major focus of the group programme is social inclusion, however health promotion, education and general support are also key themes. The group has a timetable planned roughly two months in advance, and there is a core membership of around 6 - 8 people. Group activities are based around the needs of the service users. The group have taken part in social outings, healthy eating evenings, quiz nights, acupuncture, first aid training specific to drugs and alcohol and general first aid training. Supported by the user involvement worker the group have participated in service user forums and focus groups. As well as having a structured programme there is opportunity for more informal sessions as required, particularly if someone is experiencing a difficult time and requires additional support.

DE CAFÉ De Café in Kirkintilloch has a regular attendance of between 20 - 25 people around half are partners/carers and half are people with a dementia. Although numbers are stable, there is a 'core group' of 8 - 10 people some of whom have attended since the inauguration of De Café in 2005. People have been signposted to De Café by local GP's, the Woodlands Centre, the Dementia Information and Support Group and through the ongoing work of Ceartas and Carer's Link.

Many of the topics for discussion in 2008 were suggested by those attending De Café and we would like to thank speakers who have given their support throughout the year:

- Community Older Peoples Team • Care and Repair • GRI Stroke Nurse •
- Victim Support • Dementia Services Development Centre •
- Healthy Walks Co-ordinator (East Dunbartonshire) •
- Workers Educational Association •



ASIST-ED Choose Life in East Dunbartonshire has supported Ceartas, in partnership with Carers Link, to run a men's group in Milngavie Youth Café Although based in Milngavie the group was for the whole of East Dunbartonshire. This initiative was specifically aimed at older men who faced isolation and it gave them the opportunity to meet people in similar circumstances to themselves. The group raised awareness about both organisations and promoted life long learning in the form of internet training, simple cookery lessons as well as a variety of speakers chosen by the men attending.

case statistics

SERVICES UPDATE		2007/8	2007/8
ADVOCACY			
Active cases		236	
New cases		168	
No of issues		236	
SHORT TERM ENQUIRIES		120	
SERVICE USER BREAKDOWN			
Dementia diagnosis		66%	
Older people		30%	
Other		4%	
40-59		1%	
60-69		9%	
70-79		34%	
80-89		43%	
90+		13%	
ISSUES			
Assessment/Review			23%
Abuse			4%
Care Home			32%
Hospital			9%
AWI/MHA			33%
REFERRERS			
Service users			5%
Carers			4%
Care homes			4%
EDC SW			68%
Health			16%
Other inc Vol Orgs			3%



(4,388)	429
	(2,809)
	1,874
	(420)
	389
	(41,128)
	39,729
	(13)
	585
	(2,005)
	(3,369)
	(289)
	8,744
	17,354
	26,098

statement of financial activities

Including Summary Income And Expenditure Account For the year ended 31 March 2008

	Notes	EDC	Assist-Ed	User Involvement	Total ROA	Total 2008	2007
INCOMING RESOURCES							
<i>Income resources from generated funds</i>							
Voluntary income:							
Donations and grants		155				155	410
Fees							1,165
Investment income		1,186				1,186	1,089
Other Income							1,090
<i>Income resources charitable activities</i>		145,693	30,000	11,265	23,551	210,509	166,376
TOTAL INCOMING RESOURCES	4	147,034	30,000	11,265	23,551	211,850	170,130
RESOURCES EXPENDED							
Charitable Activities		153,870	12,521	3,982	17,279	187,652	173,710
Fund-raising & Publicity		854			757	1,611	2,755
Governance		1,040	1,040	1,039	1,040	4,159	5,485
TOTAL RESOURCES EXPENDED	5	155,764	13,561	5,021	19,076	193,422	181,950
NET INCOME/(EXPENDITURE) FOR THE YEAR		(8,730)	16,439	6,244	4,474	18,428	(11,820)
RECONCILIATION OF FUNDS:							
Total Funds Brought Forward		38,579	4,254	(4,938)	2,936	40,831	52,651
TOTAL FUNDS CARRIED FORWARD		29,849	20,693	1,306	7,410	59,259	40,831

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

Advocacy in East Dunbartonshire is changing. Early in 2008, East Dunbartonshire Council commissioned a tender process in order to establish an advocacy centre for a number of different service user groups:

- **Dementia**
- **Older People**
- **Learning disability**
- **Mental Health**
- **Sensory Impairment**
- **Physical Disability**
- **Acquired Brain injury**
- **Additional Communication needs**

Ceartas took part in the open and competitive tender process and its bid was successful. Since July 2008 the remit of the service has been expanded to meet the demands of the specification set out by East Dunbartonshire Council.

While Ceartas' advocacy work is set to grow this has not been to the detriment of our previous work with people with dementia. We were delighted to receive notification of East Dunbartonshire Council's commitment to our dementia information service. Our information service will be prioritising a number of different projects including improving the written materials available locally for people with dementia, increasing our GP outreach service, as well as developing further our De Café and Dementia Information and Support Groups.

future

As an organisation we look forward to:

- working to raise awareness of advocacy in East Dunbartonshire
- delivering our service to a greater number of people by a variety of models of advocacy
- Involving volunteers in our work
- Establishing fit for purpose premises that are fully accessible with onsite training and meeting facilities for service users, volunteers and staff
- Developing a greater range of publicity materials promoting advocacy
- Developing and enhancing local information materials for older people and individuals with dementia



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