

East Ayrshire Advocacy Services Ltd  
Annual Report  
April 2017– March 2018

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**Board of Directors 2017-2018**

**Independent Examination of Accounts**

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## **CHAIRPERSON'S REPORT**

This past year has been a year of uncertainty for the Board of Directors and staff as our service was reviewed (see Manager's Report). However, despite this, our dedicated staff continued to cope with the ever increasing demand for independent advocacy in East Ayrshire. Workloads continue to increase and staff constantly juggle their time to ensure that those most vulnerable in our community are enabled to make their views known.

We are very grateful to our funders East Ayrshire Council and NHS Ayrshire and Arran for their continued commitment to independent advocacy, particularly in these times of budget constraints and efficiencies. Also, many thanks to each and every member of staff and my fellow Board members for all their hard work and commitment.

We look forward to the next year with a full complement of staff and the further development of our service.

I hope you enjoy our report.

**Allison Black**  
Chairperson

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## **MANAGER'S REPORT**

Annual Report time yet again! How time flies and it's hard to believe that EAAS is now in its 24<sup>th</sup> year! Last year was particularly stressful as we underwent a review of our service by our funders.

This involved much paperwork to outline the provision of independent advocacy and its impact and effectiveness in our community. We then gave a presentation to EAC Grants Committee who thankfully endorsed the important role that advocacy plays in ensuring the views of the most vulnerable people in our community are heard and respected. Our funders (EAC and NHS Ayrshire & Arran) have now committed to a further two years funding which will allow us to further develop our service.

Two of our staff retired last year – Maggi Johnston and Moira Wilson and we wish them well in their retirement and thank them for their commitment to independent advocacy.

The need for our service does not diminish and this past year has seen the roll out of Universal Credit in East Ayrshire and the difficulties this presents for our service users. We spend ever increasing advocacy hours supporting people through the "benefits maze", accompanying people to medicals and reviews or helping people to apply for benefits. We are grateful for the continued partnership with our local Citizens Advice Bureau who continue to provide a monthly outreach surgery in our office for our service users.

Over the year we have consistently had a short waiting list for all parts of our service and we are having to prioritise our referrals on a daily basis. We are now recruiting to fill the two vacant posts and at the same time reviewing our structure and workloads.

We look forward to further developing our service to make it more accessible to those in our community who require support to make their views known in these difficult times.

Many, many thanks to our staff, who, on a daily basis 'go that extra mile'. Thanks also to my Board of Directors for their guidance, support and time over the past year.

I hope you enjoy our report. A fuller version is available on our website.

**Irene Clark**  
Manager

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## WHO'S WHO?

### BOARD OF DIRECTORS

Allison Black  
(Chairperson)

Alistair Howat  
(Vice-Chair)

Jean Wilson  
(Treasurer)

### GENERAL MEMBERS

Irene Clark

Douglas Murphy  
(Until August 2017)

Margaret Williamson

Mary Jardine

### HONORARY MEMBERS

Robert Williams

### STAFF

Manager	Case Manager	Administrative Assistants
Irene Clark (35 hours)	Lesley Wilson (35 hours)	Aileen Devlin (21 hours) Julia Warner (14 hours)

### ADVOCACY WORKERS

Full Time		Part Time	
Debbie Fletcher Moore	Individual/Groups - Adult Service (Maternity Leave)	Moirra Wilson	Adult/Older People's Service (Retired)
Jim Clark	Individual MH/LD and Children & Families	Betty Murphy Maggi Johnston	Adults/Older People's Service Older People/Integration Monies (Retired)
Annmarie Denny	Individual – Children & Families Refs.	Jim Steven	Individual MH/LD Adults
Neill Clark	HM Prison Advocacy Co-Ordinator	Evelyn Hilton	Adult/Older People's Service
Nikki Speirs	Individual/Groups – Adult		
Paulette Kidd	Individual/Groups – Older People		
Ged Cairney	Individual/Groups – Adults/HMP		

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## **WHAT DO WE MEAN BY ADVOCACY?**

Some people find it hard to express their views and make choices. They may need someone to speak up on their behalf or to stand by them when they speak up for themselves in order that people will listen and take notice of what they say.

Advocacy helps people to have their say!

Some reasons why people might need help to stand up for themselves are that:

- They have never done this before
- They have become used to doing what they feel is expected of them
- They do not have the confidence
- They feel the consequences of doing this may be negative
- Their expectations are very limited
- They feel the help they receive is better than none at all
- They do not want to make a fuss
- They do not have the information they require in order to make an informed judgement
- They do not have the experience they require in order to make an informed judgement
- They do not want to appear stupid

The key values of independent advocacy are that everyone has:

- The right to be listened to
- The right to be respected
- The right to be involved in decisions
- The right to have aspirations
- The right to take risks
- The right to contribute

Independent advocacy is essential if we are to ensure that people feel really included in our local communities.

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## **WHY SHOULD ADVOCACY BE INDEPENDENT?**

Nurses, social workers, care staff, teachers and other professionals look out for and speak up for people they serve. It's their job and its part of their professional code of conduct, its part of being a decent human being. But they are not and cannot be independent.

Independent advocates do not have the same conflicts of interest as professional workers who are often expected to make judgements about who is most deserving or most eligible for a service. Because advocates do not have this sort of power over people and do not control access to resources, they are in a better position to see things from the person's point of view rather than the system's point of view. They can focus on representing the interests and wishes of the people who need an advocate, and be clear that this is their role.

Independent doesn't mean seeking the "best interest" of a client but in helping a client to express their wishes and preferences.

In order to be able to ensure the individual's views are heard and understood and that they receive support to ensure their rights are not infringed, advocates have to be structurally and psychologically independent of the service system. Independent advocates – whether paid or unpaid – are clear that their primary loyalty and accountability is to the people who need advocates, not the agencies providing health and social services, and not to the government.

Independent-minded advocates do not ask funders for permission to disagree with them. Instead they challenge agency policy and practice where these are compromising the well-being of the people they represent. They do not expect to be popular with everyone, but they do seek to ensure they are respected for the quality and integrity of their work.

Good advocacy agencies do not seek confrontation but they maintain the principal of primary accountability to the people they serve. Good commissioners welcome this spirit of independence, even if it makes their life harder.

**(Independent Advocacy – A Guide for Commissioners 2013)**





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## **TYPES OF ADVOCACY PROVIDED**

Advocacy organisations throughout Scotland are set up in different ways, providing different types of advocacy to a range of different client groups. Within East Ayrshire Advocacy Services, we provide the following types of independent advocacy:-

### **1, INDIVIDUAL ADVOCACY**

Individual or issue – based advocacy is provided by advocates who support people to represent their own interests or represent the views of an individual, if the person is unable to do this themselves.

They provide support on specific issues and provide information but NOT advice. This support can be short or long term.

### **2. GROUP OR COLLECTIVE ADVOCACY**

Collective advocacy is where a group of people join together to promote the rights and interests of themselves and others. A collective voice can be stronger than that of an individual, as groups are more difficult to ignore. As people's confidence increases through involvement in the groups, they feel more able to refer themselves individually to advocacy if they have an issue with which they require support.

### **3. NON-INSTRUCTED ADVOCACY**

People who lack capacity or have such profound communication difficulties that they cannot tell an advocate what they want in life are often additionally marginalised, therefore have a greater need for independent advocacy. The role of the advocate in such a situation would involve gathering as much information about the person and their past and present wishes (if appropriate) as they can. This may be from family, friends, care staff and other people involved in that person's life. Obviously, a person's capacity can change from day to day but an advocate should try to ensure that their advocacy partner understands the situation as best as possible and support them accordingly. The advocate is required to have a knowledge of all relevant legislation (e.g. Adults with Incapacity (Scotland) Act 2000, The Mental Health (Care & Treatment) (Scotland) Act 2003). The Adult Support & Protection (Scotland) Act -2007 etc and any other appropriate policies.

This knowledge is essential if we are to continue in our efforts to effectively advocate for the residents of East Ayrshire.

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## **WHO IS OUR SERVICE FOR?**

Over the last twenty-one years, EAAS has continued to grow and develop in response to the needs of our local community. We remain committed to supporting people to be as independent as possible and to have choice and control over their lives.

Continued funding from East Ayrshire Council and NHS Ayrshire & Arran through a joint Service Level Agreement enables EAAS to provide an independent, localised, flexible and quality advocacy service for the residents of East Ayrshire who meet the following criteria:-

### **Adult Service**

This service is accessible to people aged 16/65 years who have:-

A learning disability  
and/or  
A mental health issue  
and/or  
An acquired brain injury

### **Children & Families Service**

This service is available to parents who have:

A learning disability  
and/or  
A mental health issue  
and/or  
An addiction

where their children are subject to Child Protection procedures/Children's Panel etc

### **Older People's Service**

This service is available to ANY East Ayrshire resident over the age of 65 years.

### **Specialist Services**

- East Ayrshire residents aged 14 years+ who are subject to the Mental Health (Care & Treatment) (Scotland) Act have a legal right to independent advocacy. Some of our staff are specifically trained to support those subject to this particular legislation
- HMP Kilmarnock service was piloted until July 2015 and following a successful evaluation, funding was continued. This service is for those prisoners who have mental health issues (see Page 22 for further information)

### **HOW TO REFER**

EAAS has an open referral system, enabling individuals to access the service in several different ways. We will accept referrals from:-

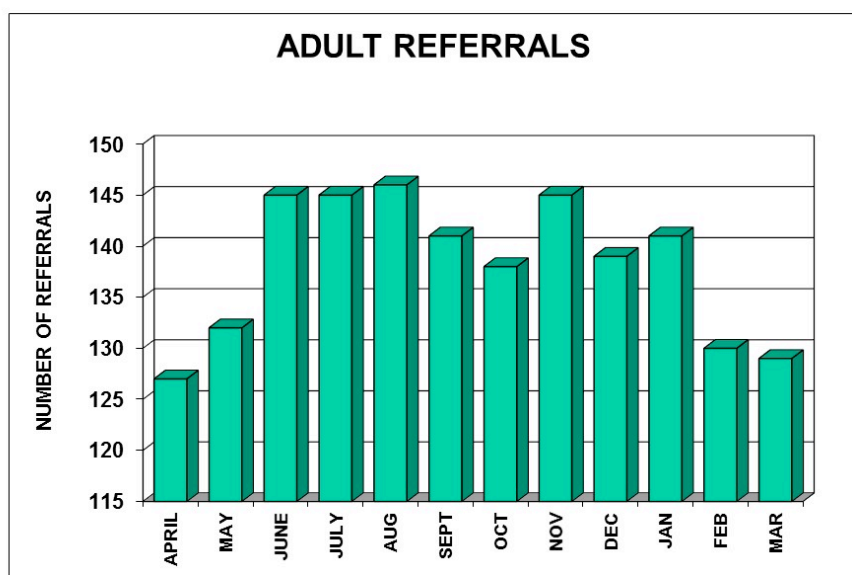
- individuals
- carers and friends of individuals
- professionals who are involved in the person's life e.g. social workers, health visitors etc.

We always try to clarify that the referral is appropriate to our service and make every effort to contact the individual within two working days. We always seek permission from the individual (where possible) to work alongside them. If permission is not granted or is withdrawn at any time, the advocate will make every effort to discuss this with the person and if he/she clearly no longer wishes advocacy involvement, we will respect the person's wishes and withdraw.

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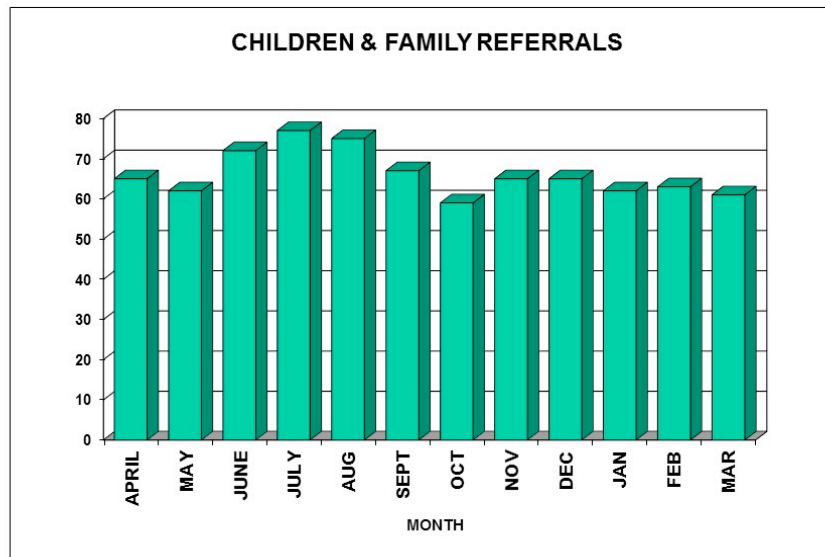
## **REFERRALS – ADULT SERVICE**

APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2017	2017	2017	2017	2017	2017	2017	2017	2017	2018	2018	2018
127	132	145	145	146	141	138	147	141	143	134	129

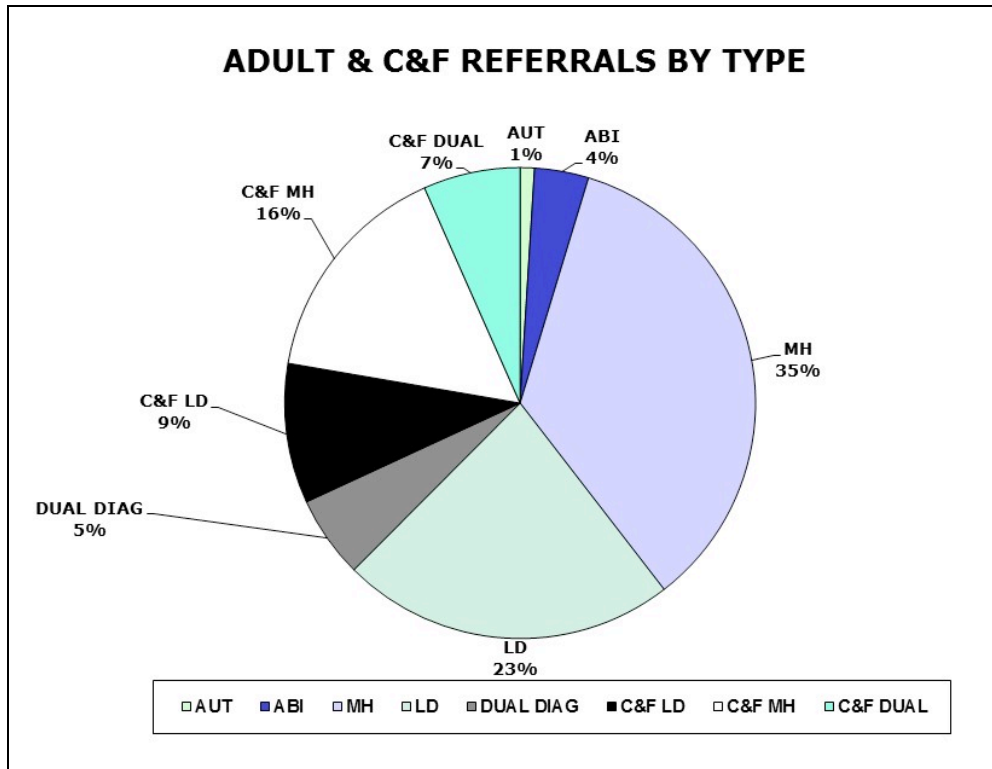


## **CHILDREN & FAMILIES REFERRALS**

APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2017	2017	2017	2017	2017	2017	2017	2017	2017	2018	2018	2018
65	62	72	77	75	67	59	65	65	62	63	61



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MH = Mental Health  
LD = Learning Disability  
ABI = Acquired Brain Injury  
API = Adult Protection Investigation  
AUT = Autism Spectrum  
DUAL DIAG = Dual Diagnosis (MH/LD + Addiction)



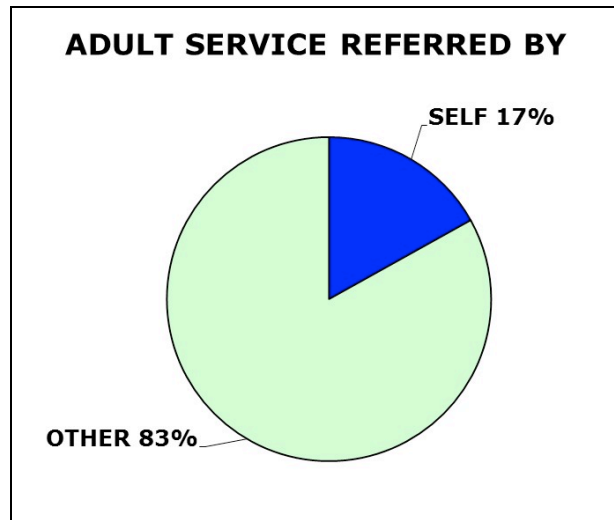
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**REFERRED BY – ADULT SERVICE**

Our main sources of referrals from other organisations include East Ayrshire Health & Social Care Partnership, Morven Day Services, Enable etc, etc. The list is too long to detail.

Self	Other
17%	83%

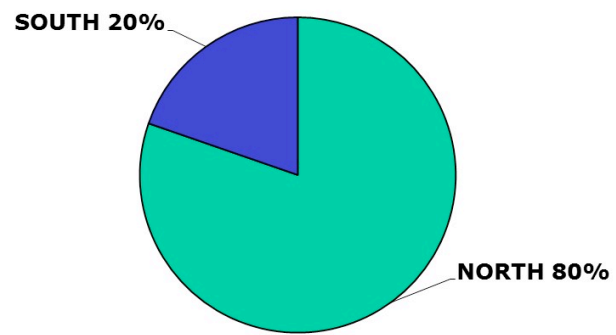
**\*\*All figures are percentages\*\***



**Geographic Spread of Referrals**

North	South
80%	20%

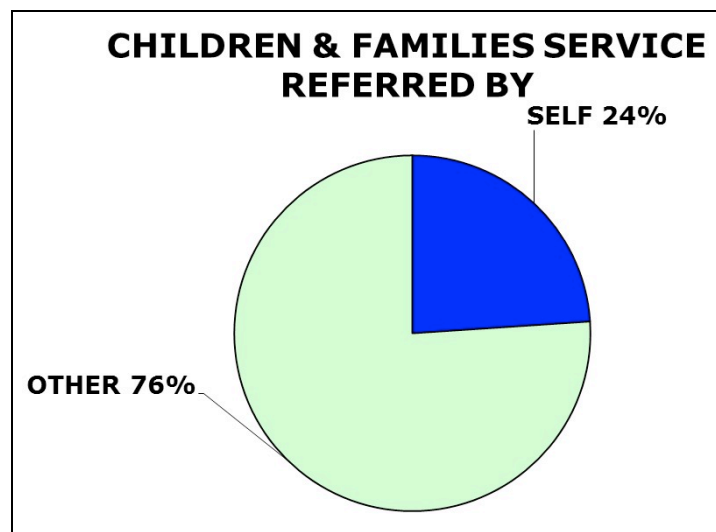
### ADULT - GEOGRAPHICAL SPREAD OF REFERRALS



## **REFERRED BY – CHILDREN & FAMILIES**

Our main sources of referrals from other organisations include East Ayrshire Children & Families Social Work Teams, Community Learning Disability Teams (North and South), Mental Health & Learning Disability Partnership.

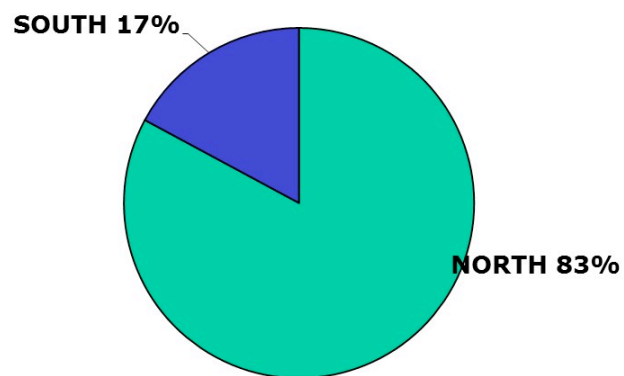
Self	Other
24%	76%



### **Geographic Spread of Referrals – Children & Families**

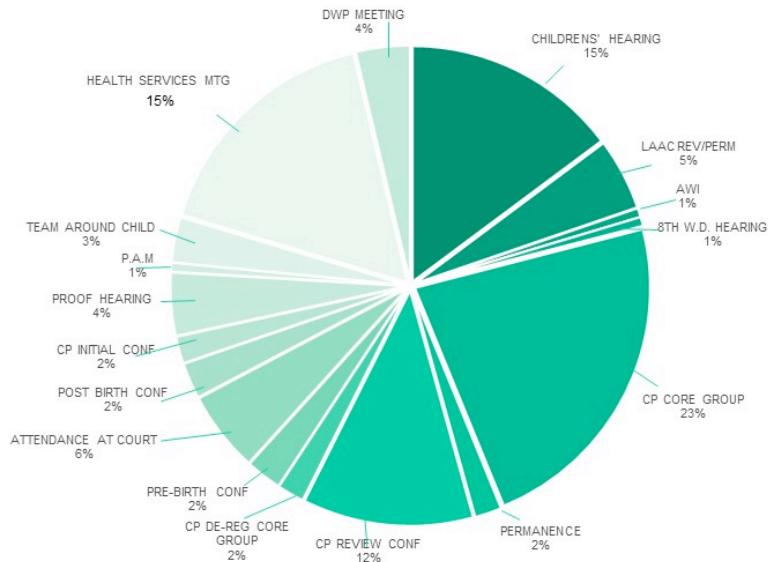
North	South
83%	17%

**CHILDREN & FAMILIES SERVICE  
GEOGRAPHICAL SPREAD OF REFERRALS**



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### C&F BY TYPES OF CONTACT



**NOTES:** DOES NOT INCLUDE ADDITIONAL ADVOCACY HOURS EG SOCIAL WORK MEETINGS (72), HELP TO ACCESS SERVICES (85), ONE-TO-ONE SESSIONS (339), ADMIN (465) AND TELEPHONE CALLS (2263)

MH = Mental Health  
LD = Learning Disability  
ABI = Acquired Brain Injury  
DUAL DIAG = Dual Diagnosis (MH/LD + Addiction)

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**SIGNPOSTED ISSUES/MINIMAL INTERVENTION ADULT SERVICE**

Referrals are sometimes inappropriate for our organisation: it may be that the person's needs do not fit in with our remit (see criteria on page 8).

People (professionals, service users, carers) may telephone for support and ideas to help them self-advocate or advocate for someone they know. We often have to play a sign-posting role (numbers below) as this does not result in ongoing work for the Advocacy Service.

Apr – 2017	25
May – 2017	28
Jun – 2017	14
Jul – 2017	33
Aug – 2017	14
Sep – 2017	19
Oct – 2017	30
Nov – 2017	22
Dec – 2017	12
Jan – 2018	32
Feb – 2018	21
Mar – 2018	44
<hr/>	
Total	294

Total Time    228 Hours 10 Mins

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## **GROUP ADVOCACY/ SURGERIES – ADULT SERVICE**

East Ayrshire Advocacy Services Ltd also provides group advocacy meetings within 14 venues and individual advocacy surgeries within 9 venues in the locality.

These venues are detailed below:-

- Balmoral Centre, Kilmarlock – Group Advocacy & Client Council meetings
- Gateway Group, Advocacy Office – Group Advocacy
- HIVE Group, Galston & Newmilns – Individual Advocacy Surgery
- Morven Day Services – Individual Advocacy Kilmarlock & Cumlock and Group Advocacy
- Quarriers, Kilmarlock – Group Advocacy (Montgomery Place)
- Riverside Centre, Cumlock– Individual Advocacy Surgery & Client Council meetings
- Sir Alexander Fleming Centre – Individual and Group Advocacy
- Thomson Court, Kilmarlock – Individual Advocacy Surgery & Group Advocacy
- Woodland View – Group Advocacy & Individual Advocacy Surgery, Patients Forum

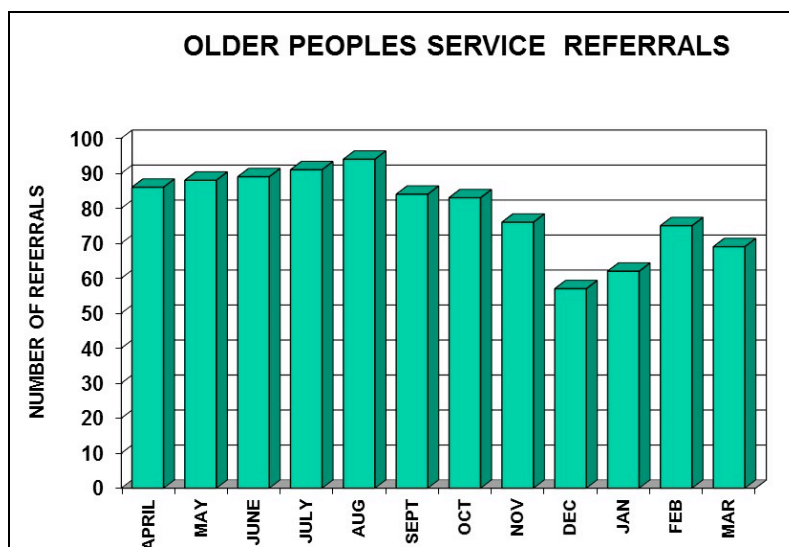
In the course of the last year (April 17 – March 18), 582 individuals utilised the above surgeries, groups and client council meetings, taking 109 hours 05 mins of advocacy time, 32 hours 10 mins of travel time. Numerous issues were discussed including:-

- |                                    |                                  |
|------------------------------------|----------------------------------|
| ▪ Holidays/Trips/Weather           | ▪ Respite/College/Activities     |
| ▪ Support Hours/Independent Travel | ▪ World Events                   |
| ▪ Weekend activities               | ▪ Living Independently           |
| ▪ Retaining Friendships            | ▪ Guest Speakers                 |
| ▪ M/H Act                          | ▪ Transport                      |
| ▪ Making of Wills                  | ▪ Annual General Meetings        |
| ▪ Voting                           | ▪ Financial Assessment & Charges |
| ▪ Self Directed Support            | ▪ Keeping Safe                   |

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**REFERRALS (OLDER PEOPLES SERVICE)**

APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2017	2017	2017	2017	2017	2017	2017	2017	2017	2018	2018	2018
86	88	89	91	94	84	83	76	57	62	75	69

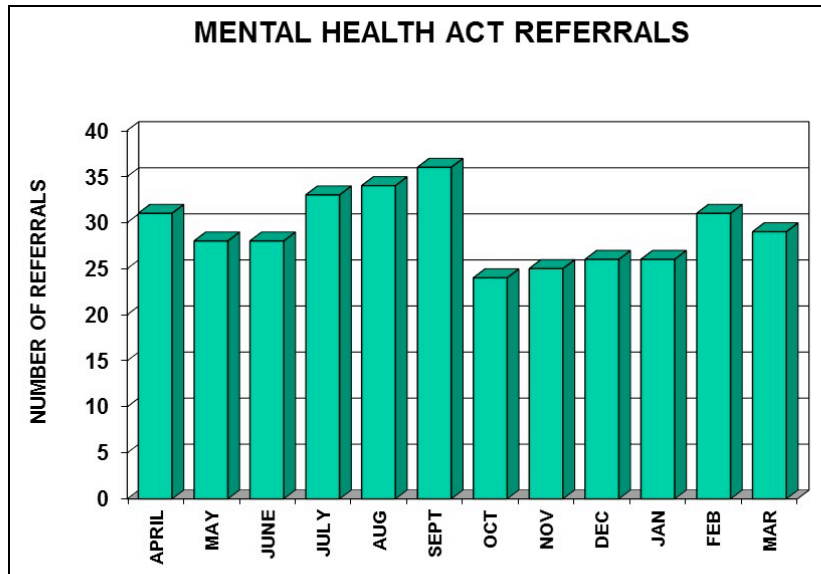


**SPECIALIST SERVICE**

**REFERRALS (MENTAL HEALTH ACT REFERRALS)**

APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2017	2017	2017	2017	2017	2017	2017	2017	2017	2018	2018	2018
31	28	28	33	34	36	24	25	26	26	31	29

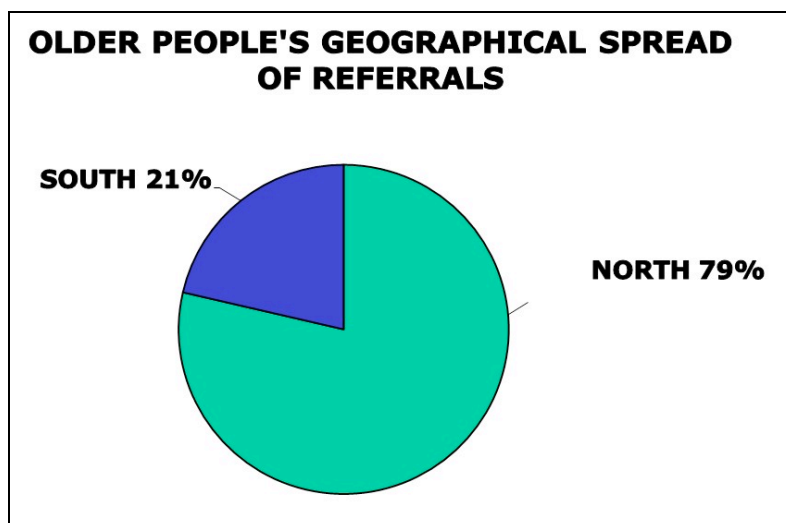




## Older People's Geographic Spread of Referrals

North 79%

South 21%

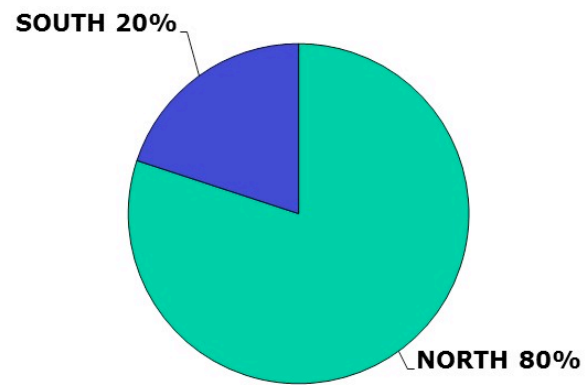


## Mental Health Geographic Spread of Referrals

North 80%

South 20%

## MENTAL HEALTH GEOGRAPHICAL SPREAD OF REFERRALS



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## **OLDER PEOPLE'S SERVICE**

### **GROUP ADVOCACY/SURGERIES**

The Older People's service provides group advocacy within a number of venues in the locality including Morven Day Services both at Kilmarnock and Cumnock. In addition, there is a dedicated member of staff, who facilitates advocacy sessions, on a quarterly basis, in the day centres throughout the Cumnock and Doon Valley area, as well as within the day centre at Rosebank, Kilmarnock.

The majority of the provision takes place in the day time, however, as a result of Integration monies a member of staff can and does facilitate group advocacy outwith office hours as required.

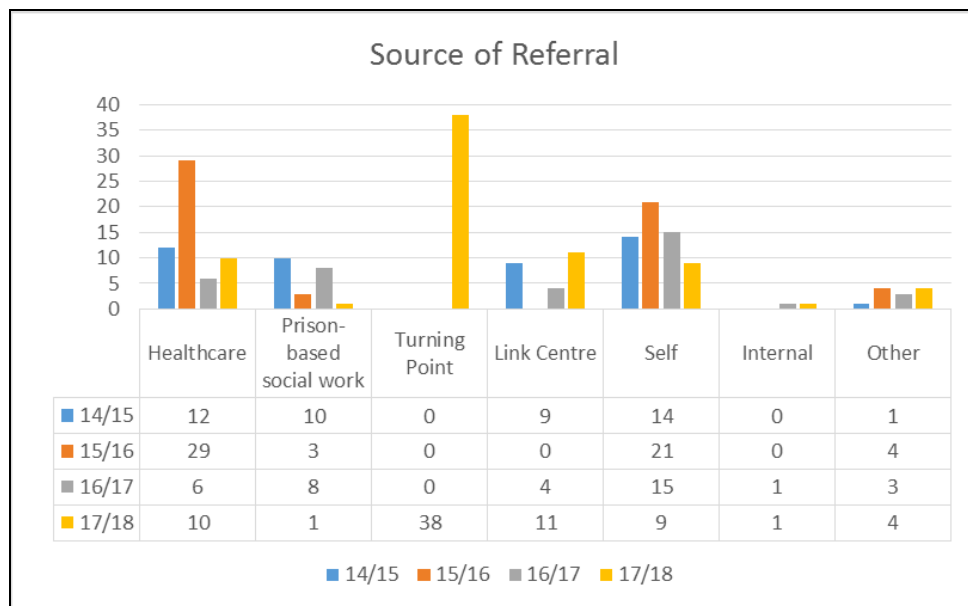
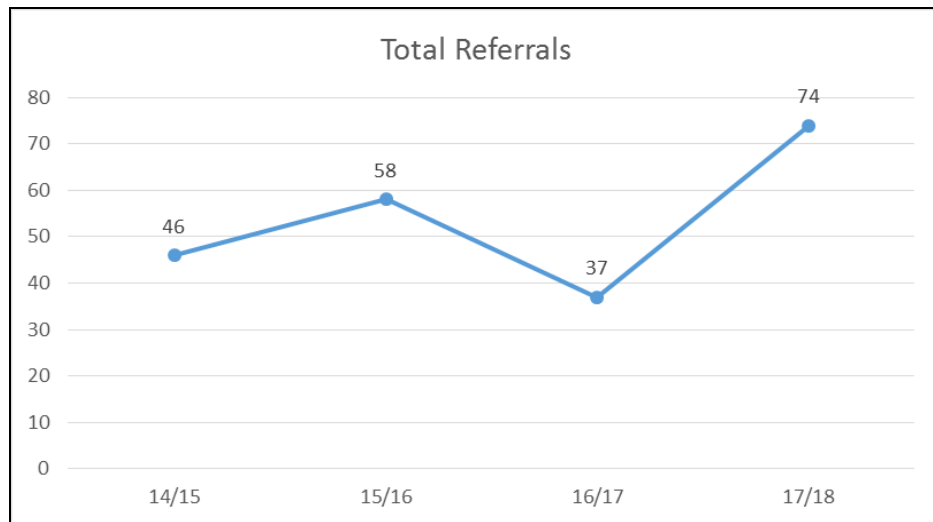
This funding has also allowed the organization to provide an advocacy service within all East Ayrshire care homes. This service assists with Residents' Meetings, ensuring that people's voices are heard and their views and wishes are thereafter communicated to the management and staff. It allows for early intervention at times of difficulty, minimising distress to those people living within the care home environment.

It has firmly established East Ayrshire Advocacy Services Ltd as an integral part of a multi-agency partnership.

Again, as a result of Integration funds, avenues of communication have been firmly established within East Ayrshire Community Hospital, Ayrshire Central Hospital and the new Woodland View facility.

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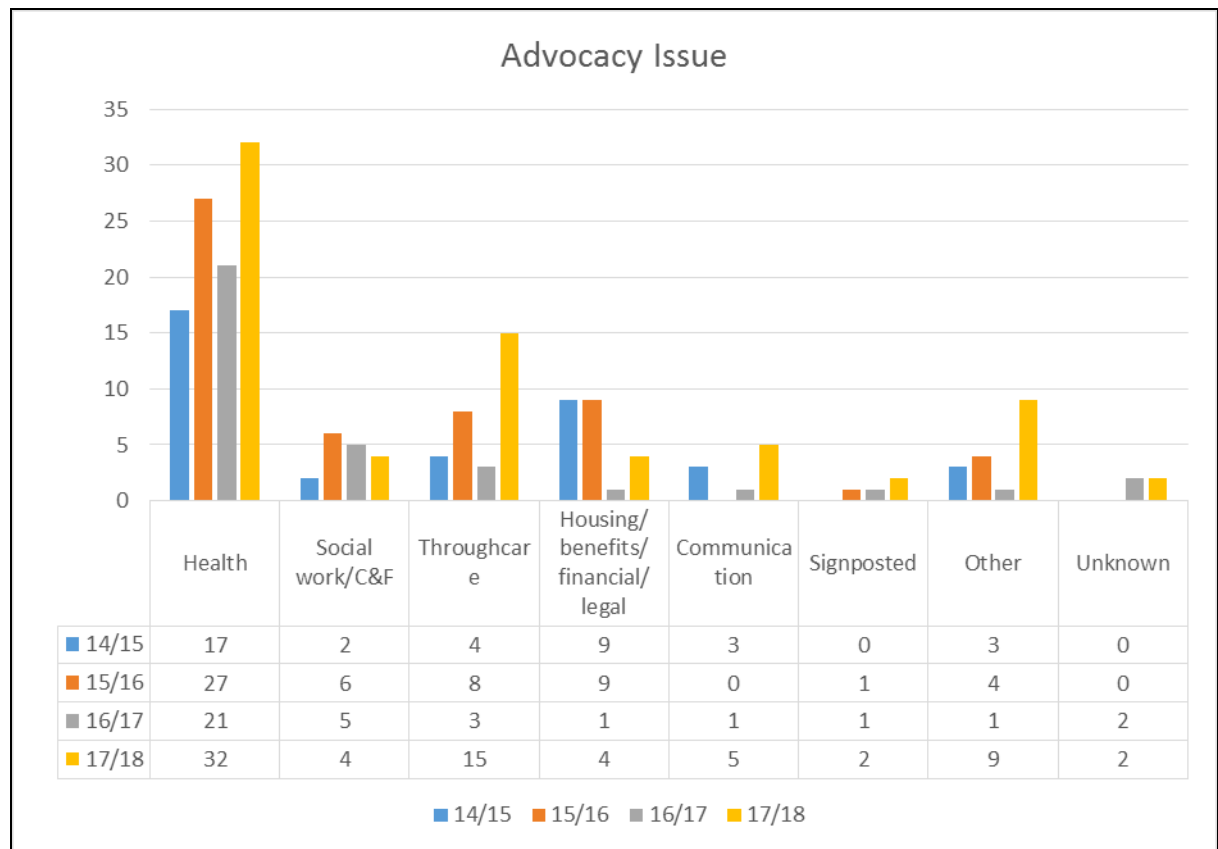
**INDEPENDENT ADVOCACY HMP KILMARNOCK (BOWHOUSE)**  
**HMP KILMARNOCK ADVOCACY SERVICE – OVERVIEW**



Total referrals are up significantly on previous years, thanks to the introduction of the Turning Point Scotland Prisoner Support Pathways project which coordinates throughcare (pre-release) support for prisoners serving short-term (less than 4 years) sentences.

Self-referrals have fallen due to changes in the induction process within the prison, and prison-based social work referrals have decreased significantly.

Referrals from both the Mental Health Team and Link Centre staff have shown encouraging increases recently owing to regular meetings and an increase in awareness of the service amongst operational staff.



Health-related issues remain the most frequent reason for referral/advocacy issue encountered, followed more recently by throughcare support (given the nature of the Turning Point project). Social work/Children & Families issues are low this year due to the decrease in referrals from prison-based social work, while other issues such as Housing/benefits/financial/legal remain low, perhaps as a result of overall awareness of the service and referral criteria increasing as the service has established itself within the Link Centre.

Moving forward, discussions with prison management are ongoing regarding reaching those serving long-term sentences, as well as developing referral pathways to/from the recently re-established Multi-disciplinary mental health team (MDMHT) meetings involving prison management and healthcare staff. Further work is planned to ensure the new peer-led induction process includes provision of information on the service to new prisoners, as well as attendance at regular Health Promotion Days and similar events within the prison.

We were recently invited to give evidence to the Justice Committee of the Scottish Parliament, resulting in a written submission and appearance in person to discuss the experiences of prisoners on remand in Scotland.

We have also been instrumental in re-establishing the Scotland-wide Prison Advocacy Forum involving advocacy organisations providing/planning to provide prison advocacy services, and look forward to sharing good practice with colleagues from across the country.

Neill Clark  
May 2018



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## **ADVOCACY MATTERS**

### UNIVERSAL CREDIT ROLL OUT

This benefit has now been “rolled out” in East Ayrshire and the impact of the changes and how they affect our service users is just beginning to become evident. The number of advocacy hours spent in supporting vulnerable people to claim UC is ever increasing and the difficulties people are facing are causing genuine despair and anxiety. The system is supposed to be easier and fairer but we have seen no evidence of this as yet as the people we support are extremely disadvantaged and vulnerable. We are working closely with our partners in Citizens Advice Bureaux and the Financial Inclusion Team in an effort to assist people to find their way through this benefits maze.

### SCOTTISH INDEPENDENT ADVOCACY ALLIANCE

The SIAA is a membership organisation, representing and supporting a wide range of advocacy organisations in Scotland. We continue to be active members in this organisation and still have representation on the Board of Directors which ensures that our local voice is heard nationally and that we are kept up to date with current issues.

Over the past year the S.I.A.A has been campaigning for the Social Security (Scotland) Bill to include a universal right to access independent advocacy. At the beginning of the campaign, the Scottish Government stated there was no need for independent advocacy. However, after taking evidence from several of our supporters, the Social Security Committee recommended the inclusion of advocacy in the Bill at the Stage I debate. The debate still goes on with various amendments being considered. We have contacted our local MSPs, in an effort to gain support for the right to independent advocacy to be included in this very important piece of legislation. Watch this space!

### AWARENESS RAISING/EAST AYRSHIRE ADVOCACY PLAN CONSULTATION

During September/October last year, we held sessions for new councillors and organisations in Kilmarnock and Cumnock to raise awareness of our services and how to make referrals. We also included people who use our

service in these sessions and at the same time consulted with everyone who attended to give their views on the future development of an East Ayrshire Plan for Advocacy. These sessions were held in partnership with our monitoring officer from East Ayrshire Council as The Mental Welfare Commission now oversee advocacy in Scotland and have asked each Local Authority/Health Board to produce an advocacy plan.

## **AWARENESS RAISING/NETWORKING**

We place great importance on networking with other organisations and agencies as this creates a better understanding of advocacy and the role of our advocates. It also enables other professionals to refer appropriately to our organisation.

Although we receive many self-referrals, we do depend heavily on other agencies to understand our role, distribute our leaflets and to highlight our service to individuals who may require an advocate.

Advocates sometimes find themselves in the position of challenging other agencies on behalf of their clients. However when people understand our role, this makes it clearer and more constructive for everyone involved.

Our annual awareness raising sessions are scheduled for Sept/October 2018. Over the past year, however we have delivered sessions to organisations or groups who have contacted us. These include:

- 3<sup>rd</sup> Sector, Health & Social Care Providers, new EA Councillors
- Adult Protection Committee
- Adult Support & Protection Development Day
- Ayrshire College (Health & Social Care Classes)
- Break the Silence Open Day
- Care About Physical Activity Event
- Carers Groups
- Chamber of Commerce Networking Events
- Children & Family Social Work Teams
- Day Centres
- Dementia Awareness Week
- East Ayrshire Carers/Carers Cottage
- Hansel Alliance Open Day
- HMP Kilmarnock
- James Hamilton Academy & Auchinleck Academy – Young Philanthropy Initiative
- Learning Disability Awareness Week
- Morven Day Services Information Day (MH Week)
- Moving On Project, Kilmarnock Railway Station
- Nursing Home Staff

- Older People's Groups
- Open Day at Newhouse
- Pan Ayrshire ASP Council Officer Training

- Protecting People Events (Adult Support & Protection Team)
- Scottish Health Council
- Senior Charge Nurses, Crosshouse Hospital
- Senior Nurse Practitioners at Flowerbank Early Years Centre
- Social Work Training Calendar
- Student Nurses
- Student Social Workers
- Supported Employment Job Coaches
- Veterans First Point
- Violence Against Women Partnership
- Woodland View (Ward 6 and Ward 11 Staff)

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**INPUTS TO CONSULTATION EXERCISES/ADVISORY GROUPS ETC**

- 24 Hour Care Steering Group
- Addiction Practitioner's Meeting
- Adult Protection Committee
- Adult Protection Improvement Sub Group
- Alcohol, Drugs Partnership
- Ayrshire Advocacy Meetings
- Care Inspectorate (Nursing homes and Day Centres)
- Children's Services Consultation
- Dementia Forum
- Dementia Mapping Group
- East Ayrshire – Partnership in Practice Group L/D
- East Ayrshire Advocacy Planning Group
- East Ayrshire Homeless Strategy
- East Ayrshire Integrated Joint Board Stakeholders Forum
- East Ayrshire Mental Health/ Learning Disability Partnership Subgroup
- Financial Inclusion Operational Partnership
- Hate Crime Events
- Health & Social Care Strategy – Third Sector Consultation
- Health Improvement Strategy (L/D)
- Joint Local Community Planning Forum
- Kirklandside Hospital Reconfiguration Group/Stakeholder Reference Group/Review of Intermediate Care
- Learning Disability Forum
- Learning Disability Week Planning Group/SCLD Event Planning
- Mental Health Strategy Consultation
- Mental Welfare Commission Visits
- New Models of Care Group
- Providers Forum
- Review of Adult Protection Procedures
- Scottish Government Justice Committee @ Holyrood – Presented evidence of Remand Prisoners in HMP Kilmarnock
- Scottish Independent Advocacy Alliance – Board of Directors
- Scottish Independent Advocacy Alliance/input to various working groups e.g. Mental Welfare Commission and Office of Public Guardian consultation/Supported Decision Making Working Group
- SDS Management Development Session

- Thinking Differently Programme Board
- Third Sector Planning Meetings/Forum
- Woodland View Unit meetings
- Working Together in Localities

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## **TRAINING STAFF & BOARD OF DIRECTORS**

Staff are encouraged to participate in ongoing training provided in-house. They are also encouraged to highlight their own training and development needs. Often, issues raised when working with our advocacy partners highlight a training need and hopefully by seeking out this training, our knowledge is extended to the benefit of the people with whom we work.

- Adult Protection Awareness Session
- Advocacy Induction Training
- Basic Child Protection Training
- Child Protection – significant case reviews
- Child Protection Awareness Sessions
- Child Protection Multi-agency training day
- Children & Young People’s Experience of Domestic Abuse
- Data Protection
- Dealing with Destitution
- DWP – Benefits Update
- DWP Annual Forum
- First Aid at Work Training
- Harmful Parent & Child Interaction
- Inclusive Communication
- Mental Health & Substance Misuse
- Safetalk
- Team Around the Child
- Understanding the Dynamics of Domestic Abuse
- Universal Credit
- Welfare Rights Conference
- Working with Parents with Learning Disabilities



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## RESOURCE INFORMATION

Over the years, we have built up a wide selection of information materials. We have a library, which includes information on advocacy, empowerment, user involvement and many other related topics.

We also have a selection of leaflets on other groups and organisations as well as specific information on for example benefits or community care legislation. In addition to this we have a good selection of training materials and also contacts with many agencies who have useful information to share.

If you wish to find out more, please contact us.

If you have any comments on this report, or would like to find out more about East Ayrshire Advocacy Services Ltd, then contact us at: -

East Ayrshire Advocacy Services Ltd  
20 Lindsay Street  
Kilmarnock  
KA1 2BB

Tel: 01563 574442  
Fax: 01563 572796  
Email: [Irene@eaas.org.uk](mailto:Irene@eaas.org.uk)  
Website: [www.eaas.org.uk](http://www.eaas.org.uk)



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## THANKS

It is vital to Advocacy and its effectiveness that it receives support and understanding – on many different levels.

We would like to take this opportunity to thank all of those who have supported us over the year and to highlight a few:

Funders: East Ayrshire Council  
NHS Ayrshire & Arran

Contact Person (EAC): Wendy McGeachie

Landlords: Mr Alex Watson

Graphic Design Warriors Studio  
Support/Guidance All “surgery/group” advocacy venues  
(too many to list)

IT back-up: Active Office

Independent Examiners: Clement & Son, Kilmarnock  
(Accounts)

To all our supportive colleagues in Health and Local Authority.

To all our supportive colleagues in the many voluntary organisations throughout East Ayrshire and other Advocacy organisations throughout Scotland.

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## **BOARD OF DIRECTORS REPORT FOR YEAR ENDED 31<sup>st</sup> MARCH 2018**

East Ayrshire Advocacy Services Ltd is managed by a voluntary Board of Directors in accordance with the Constitution which was approved at a general meeting on 4<sup>th</sup> November 1998 following upon resolutions to Annual General Meeting held on 7<sup>th</sup> May 1998. East Ayrshire Advocacy Services Ltd is recognised by the Inland Revenue as a charity under Scottish Charity No. SC023540 and as a Registered Company No. 218532

### **OBJECTS**

To promote any charitable purposes for the benefit of the inhabitants of East Ayrshire Council Area, for the following objects:-

To relieve the suffering and distress and generally promote the welfare of those with learning disabilities, those affected by mental health problems and those with acquired brain injury by:-

- Encouraging such persons to involve themselves in all aspects of society and, in particular, in those decisions affecting themselves, their families and their carers, through cooperation with the statutory authorities and other agencies.
- Providing an advocacy service for such persons;
- Promoting and encouraging training and education of people in the field of advocacy so that they may develop skills to help the aforementioned individuals and groups; and
- Promoting the understanding and awareness of the rights of the aforementioned individuals and their families.

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## BOARD OF DIRECTORS

Board of Director members are elected in May of each year at an Annual General Meeting.

Membership of the Board during the year ended 31<sup>st</sup> March 2018 was as follows:-

ALLISON BLACK	- Chairperson
ALISTAIR HOWAT	- Vice Chair
IRENE CLARK	- General Committee
JEAN WILSON	- Treasurer
MARGARET WILLIAMSON	- General Committee
MARY JARDINE	- General Committee
LESLEY WILSON	- General Committee
ROBERT WILLIAMS	- Honorary Member

\* We were very sorry to lose Board Member Douglas Murphy who sadly died in August following a long illness. He is sadly missed.

**BANKERS:** Santander  
King Street  
Kilmarnock

**INDEPENDENT  
EXAMINERS:** Clement & Son C.A.  
11 Grange Place  
Kilmarnock

**FUNDING:** East Ayrshire Advocacy Services Ltd receives annual funding from Ayrshire & Arran NHS Board £134,546 and East Ayrshire Council £214,130. This is paid via an agreed service level agreement. We also receive Integration monies of £20,000 and £22,000 (£11,000 NHS, £11,000 EAC) for provision of advocacy service in HMP Kilmarnock.

**INVESTMENTS** No investment decisions were made.

The offices of East Ayrshire Advocacy Services Ltd are at 20 Lindsay Street, Kilmarnock.

The Board of Directors record their thanks to current funders NHS Ayrshire & Arran and East Ayrshire Council.

**EAAS Ltd is a Registered Scottish Charity SCO23540  
Registered Co. No 218532  
Registered Office 20 Lindsay Street, Kilmarnock, KA 1 2BB  
Funded by East Ayrshire Council and NHS Ayrshire & Arran**