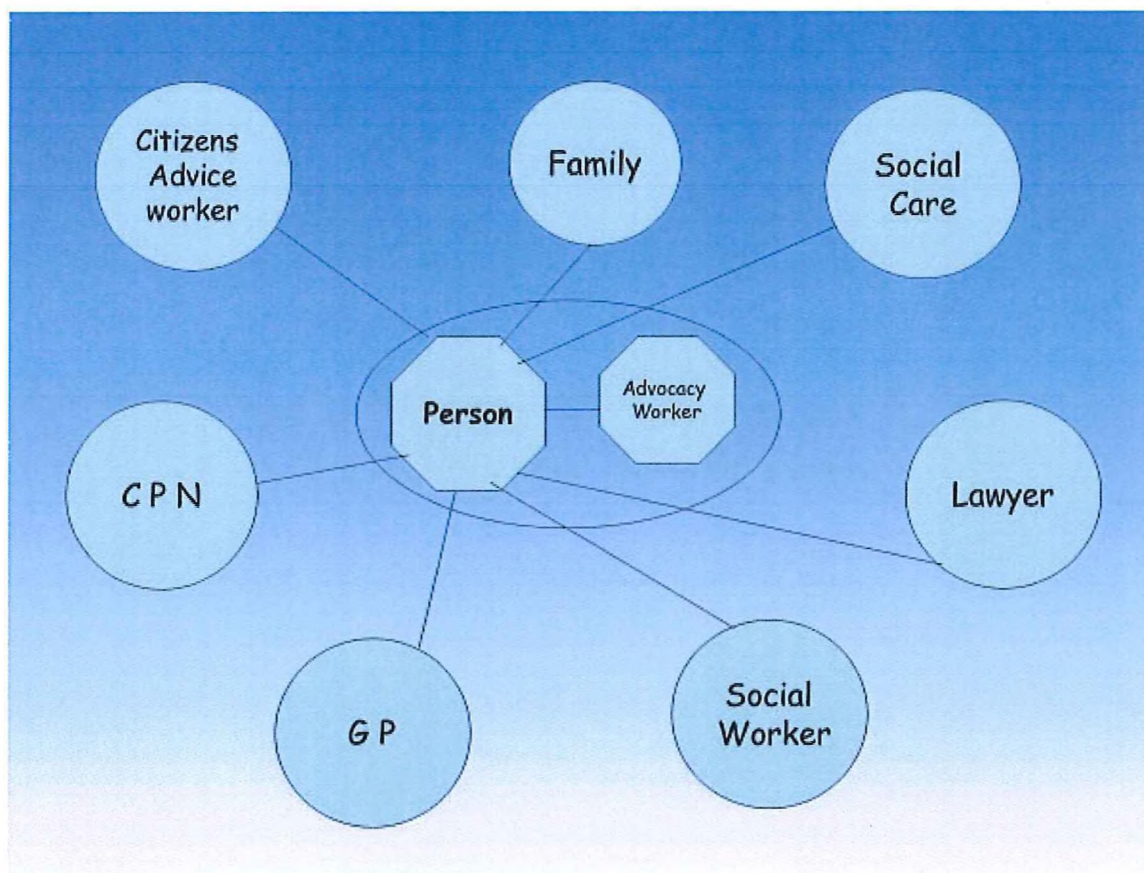
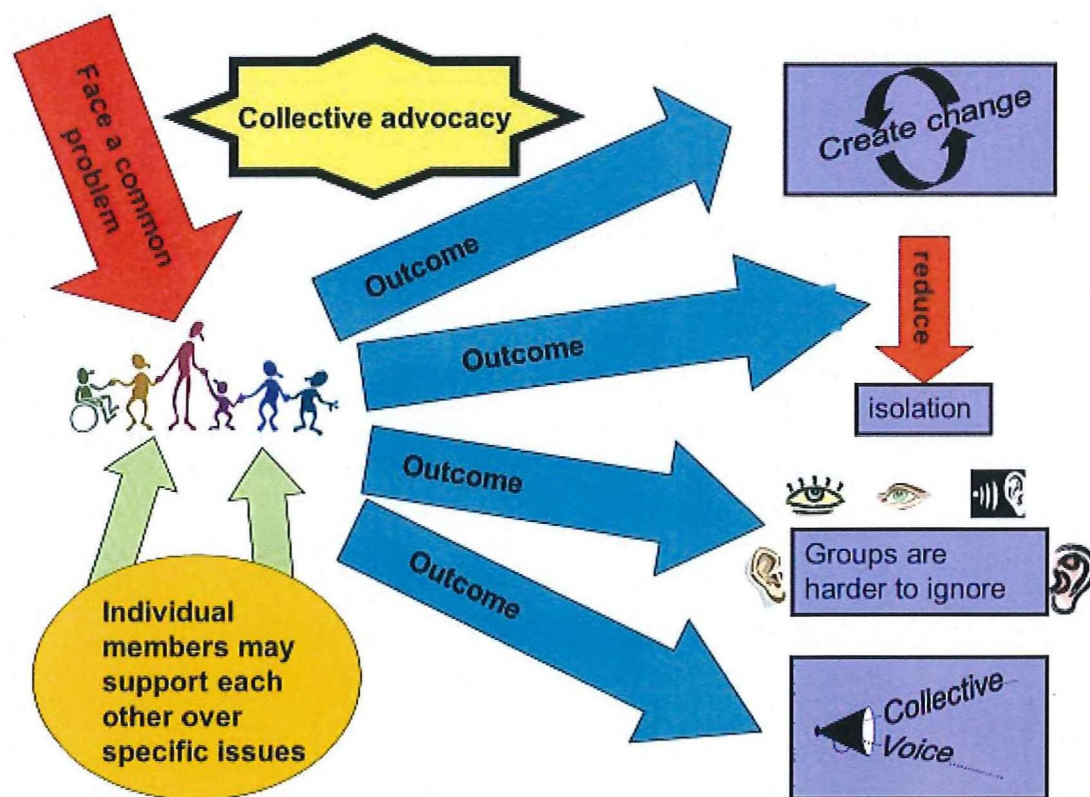


individual advocacy



collective advocacy



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welcome

Welcome to CAPS' Annual Report for 2019

Well it's been another year of challenges and achievements. Life working with CAPS is never dull.

At our AGM in November 2018, the Management Committee presented a change to the Purposes of the organisation which was challenged by some members. These strong views deserved much consideration and led to a period of written consultation and small group meetings. Revised Purposes were then agreed at a Special General Meeting in April 2019.



Now CAPS would be able to deliver Individual Advocacy to people experiencing disadvantage who need help to express their views and wishes.



In March we bid farewell to Fiona Macdonald who had worked with us for 23 years. A time of transition followed as we appointed Kyna Reeves to a position of Individual Advocacy Manager – a new role for the organisation. Her post was filled by Kirstie Aitken and Laurelle Edmunds, a member of the Management Committee and volunteer in Individual Advocacy, joined us as a member of staff in June to help us maintain staffing levels during a period of maternity leave. The whole team has pulled together and deserves enormous thanks for their hard work, flexibility and commitment.

You can read about the **organisational achievements** this year inside. Here are just a few **headlines**:

- The creation of a new Experiences of Psychosis course delivered via LEARN
- The first CAPS Eating Disorder Conference
- Participating in the "100 day challenge" in Midlothian around young people's mental health.

CAPS plays a key role in **influencing strategic planning** by:

- Attending the Mental Health Planning groups in East Lothian and Midlothian.
- Representing the third sector on the Strategic Planning Group in Midlothian.
- Promoting Independent Advocacy through the Lothian Independent Advocacy Providers Group and contributing to a review of Advocacy in East Lothian.

Like I said earlier, there's never a dull moment. Enjoy reading about our work!

Jane

individual advocacy

What we do

We provide Individual Advocacy to adults aged 18-65 from East Lothian and Midlothian who use mental health services, to help them resolve a wide range of issues affecting their lives. During this year, six part-time members of staff worked with individuals in the community and in the Royal Edinburgh Hospital, where Midlothian and East Lothian acute in-patient beds are based.

Our service this year

374 people were supported to make their own choices in

572 issues (319 in East Lothian, 253 in Midlothian)

"There is no doubt [advocacy worker]'s presence at meetings and appointments has ensured I receive better treatment than if I were on my own."

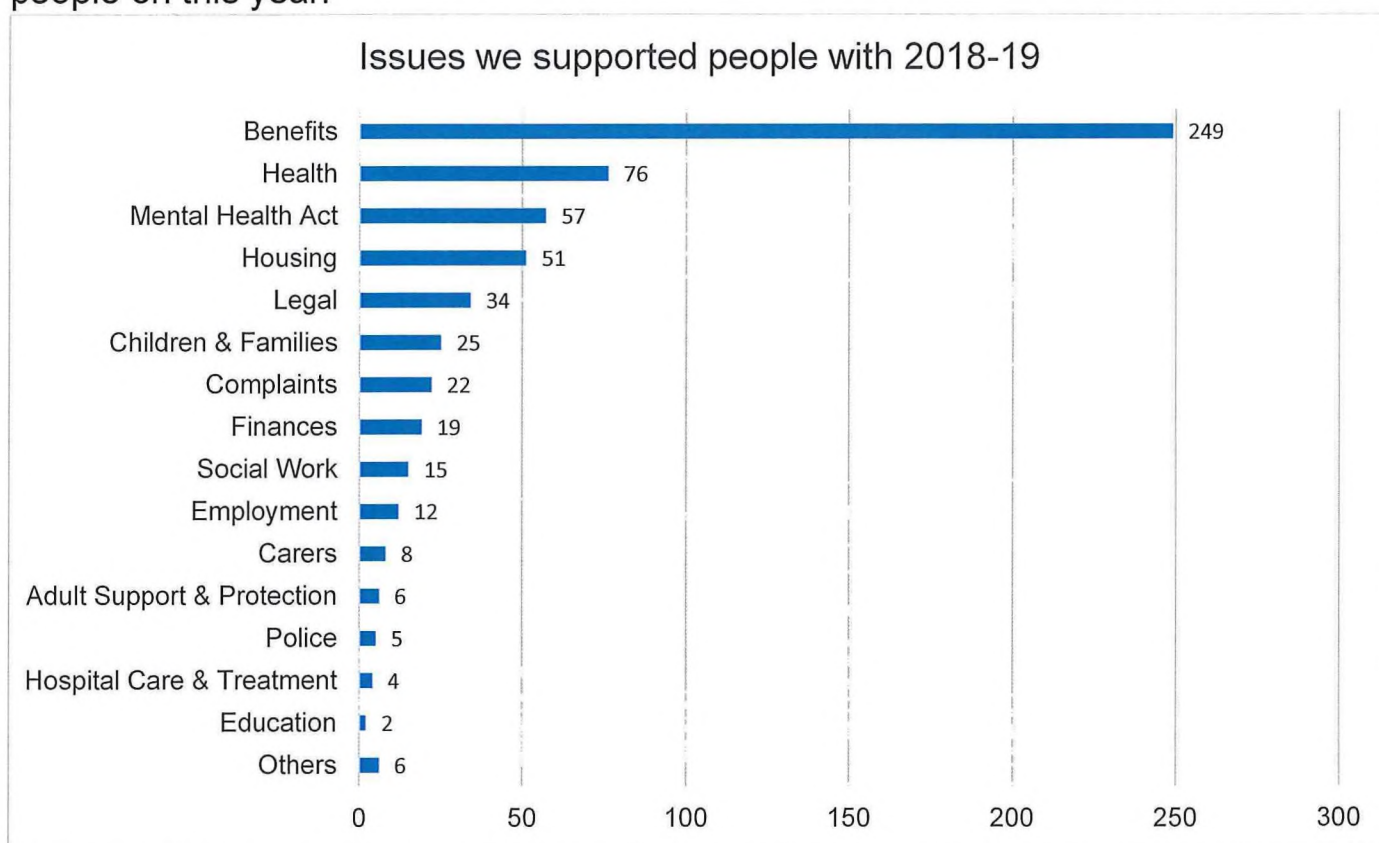
"They made me comfortable and at ease and made my case etc more bearable."

"CAPS were there for me when I really needed them."

individual advocacy *continued*

What we've been working on

We support people to navigate almost any situation in which they feel they would benefit from advocacy involvement. This means we work with people on a huge range of different issues, from support at Mental Health Tribunals to dealing with consumer issues. However, there are some clear trends in the things people approach us for help with. This chart shows the relative numbers of different issues we worked with people on this year:



Many people wanted advocacy around more than one issue, so the total number of issues is greater than the number of people that used our service.

42% of all our work this year was supporting people with benefits

People particularly ask for advocacy involvement around attending assessments for Personal Independence Payment, Employment & Support Allowance and Universal Credit, as well as setting up and managing a Universal Credit claim. **We attended 134 benefits assessments this year.**

An advocacy worker can help someone to think about the kind of things they might be asked in an assessment and what they might like to say. We can support people to remember everything they wanted to say on the day and to make sure everything gets across to the assessor. This can give people the best chance to participate fully in a process that many people find stressful.

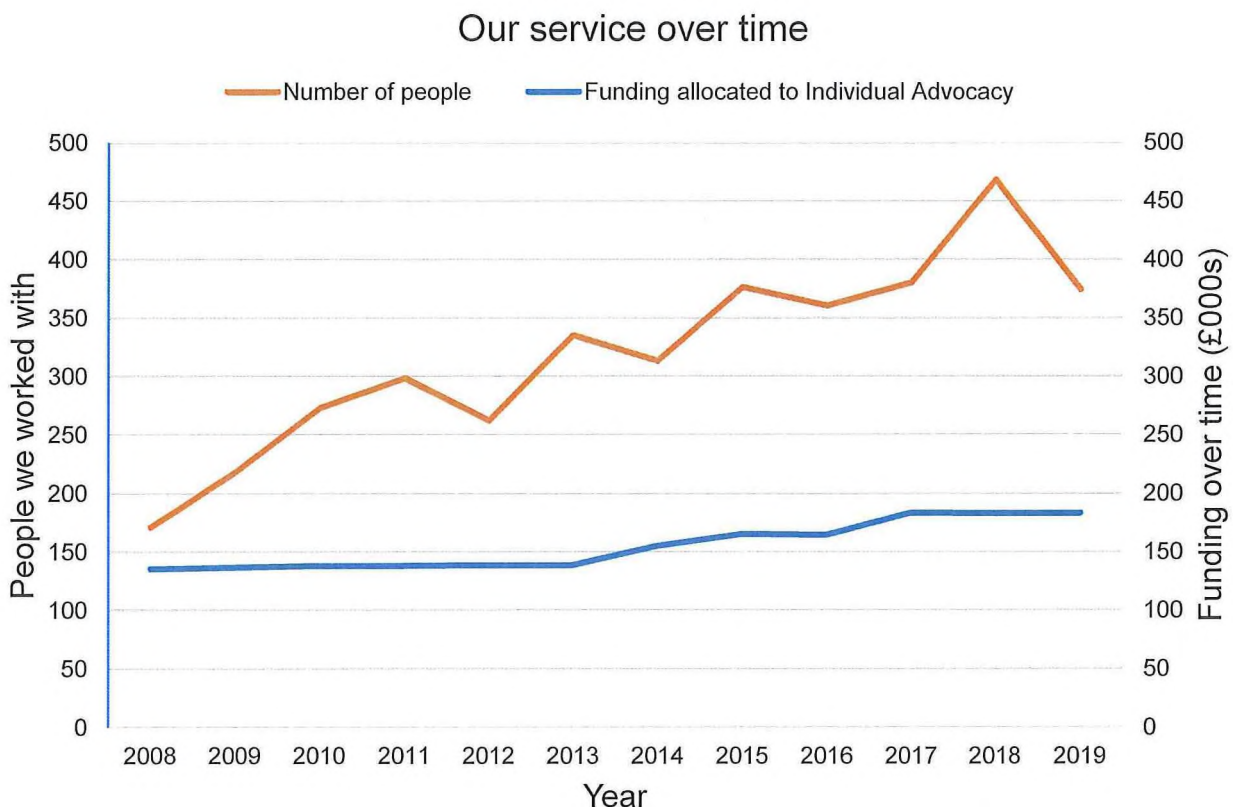
individual advocacy *continued*

Changes in the year

2018-19 was another busy year for the CAPS Individual Advocacy service. At the beginning of the year, we had to take the difficult decision to reduce staff hours across the team. This was because our level of funding had remained static for many years and was no longer sufficient to cover staff costs.

In order to get costs back in line with the level of funding we have, we had to reduce frontline Individual Advocacy staff capacity by 13%. This reduction was reflected in the reduced number of issues we were able to work on in the year which was, similarly, 13.6% lower than last year.

The graph below illustrates the change in our service since 2008:



We continue to do our best to support as many people as possible. We prioritise Mental Health Act work and as a result the total number of Mental Health Act issues we worked on remained unchanged from last year.

Where we can, we also prioritise other types of meetings which are set externally and the meeting times are not flexible, for example, benefits assessments or Children's Hearings. This can mean people with other types of issue have to wait a bit longer to see an advocacy worker.

With more changes to the benefits system to come, and other services people interact with also stretched, the external environment continues to affect the people we work with. It is more important than ever that people are able to access independent advocacy and have someone on their side to help them navigate complex systems and have their views and wishes heard.

What people said about working with Individual Advocacy this year:

"So glad that they are there to help as it makes you feel supported and a bit more confident."

"Every time I have needed to use CAPS the service and the person has been very understanding and professional. I cannot speak highly enough of them or your service."

"If it wasn't for CAPS I really don't think I would be here today."

"Helped support me through actions and processes I would not choose to undertake on my own."

"Very friendly and helpful staff. Would recommend people to use this service."

"CAPS has supported me through so much and I don't know what I would do without the support of CAPS."

individual advocacy feedback

We emailed a variety of different agencies that our Advocacy Partners had been working with this year and invited them to complete an online survey to tell us about their experience of Independent Advocacy involvement.

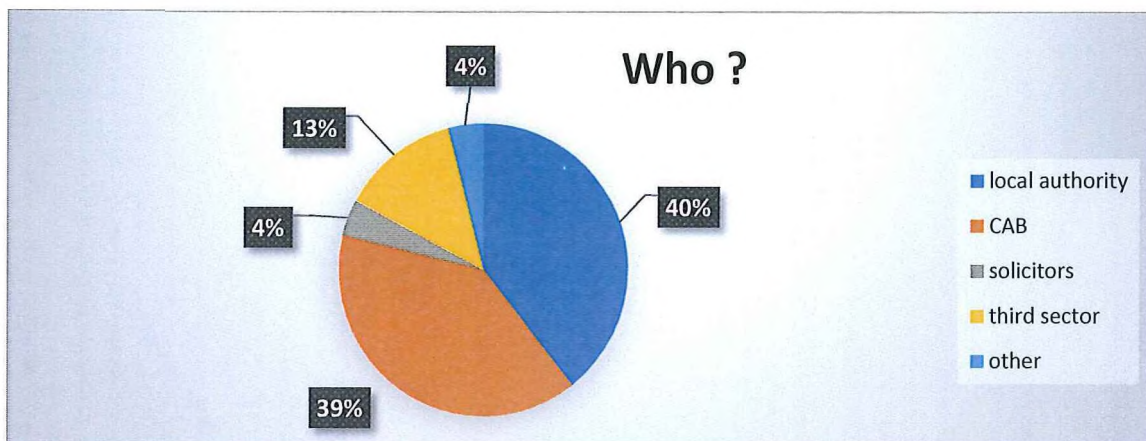
We received **23 online responses**.

Who replied?

- 16 responses were from agencies working in East Lothian;
- 8 from agencies working in Midlothian.

One response was from an agency that covered East Lothian and Midlothian, and Edinburgh and West Lothian too.

The highest responses were from Citizens Advice services and local authority staff including welfare rights, criminal justice and mental health teams.



We asked / they answered

Do you feel you/your organisation has enough understanding of what CAPS does as an independent provider of Individual Advocacy?

22 YES, 1 NO

Do you think CAPS' involvement has been helpful for people you work with who have experience of mental health issues?

23 YES (100%)

Do you think CAPS' involvement has been helpful to the work you do?

23 YES (100%)

74% of respondents rated the speed of our response Very Good, **26%** rated it Good.

78% rated the quality and helpfulness of our response Very Good, **22%** rated it Good.

individual advocacy feedback *continued*

CAPS Individual Advocacy has been **helpful to people** with mental health issues

"They provide the close personal contact and support which we are not able to do when dealing with benefits."

"The advocates from CAPS have consistently shown they are able to work alongside people with mental health issues in a supportive and compassionate way."

"Input from CAPS has always proved to have had a positive impact on the people I work with."

CAPS Individual Advocacy has been helpful to the work of other agencies

"I feel reassured that people I work with have been able to utilise their rights and ensure their views are heard."

"Knowing that there is someone supporting clients to help them understand sometimes very complex information is really helpful."

"The involvement of CAPS is an essential link which makes it possible for our clients to be seen by our advisers, without this we may lose contact."

"Extremely helpful in helping clients access our service."

"Absolutely vital."

"Extremely helpful – we need each other!"

CAPS Individual Advocacy provides a **QUALITY** service

"CAPS staff always clear about boundaries and manage client and organisation's expectations."

"CAPS is fantastic at being independent."

"I have worked with advocacy services in other parts of the country and CAPS advocates provide a very high quality of service."

"They always check with the person that they are happy to represent their views at the tribunal ensuring the person has the opportunity to speak where they feel able."

What would improve our service?

"More people to carry the load."

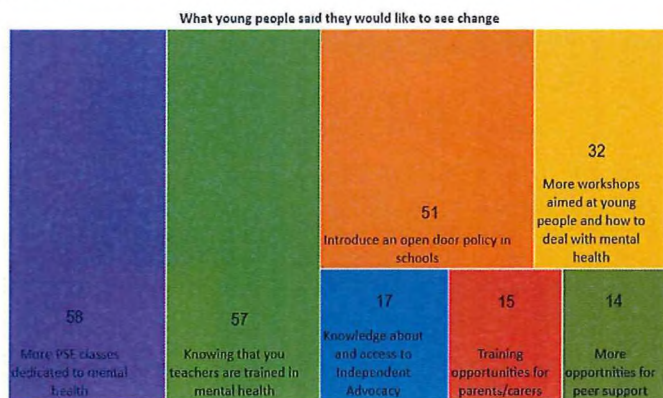
"This service would be improved if it operated on a larger scale i.e. if it was expanded."

"More resources!"

collective advocacy in east lothian & midlothian

Midlothian Early Action Partnership – Team CAKE!

CAPS joined the 100 day challenge in Midlothian this year as part of Midlothian's Early Action Partnership work to transform children and young people's mental health services. CAPS was part of team 'CAKE' who were one of three teams involved with the 100 day challenge, tasked with looking specifically at young people transitioning from high school to college. CAPS worked closely with Midlothian Youth Platform who are a group of young people in Midlothian that exist to, "represent young people's voices in Midlothian and give young people a chance to express their views along with helping to promote a positive image of young people and encourage young people to contribute and get involved in their community and local democracy".



During the 100 days we put out a consultation to all 4th, 5th and 6th year students at Beeslack High School and through Skills Development Scotland to find out what was important to young people about their mental health, how they felt about accessing services and what they would like to change.

There were 144 responses received! Continuing on from this 14 individuals came together as part of a mental health champions group in Beeslack High School and CAPS co-delivered a workshop to support the group to decide what they would like to do moving forward.

"I liked doing all the activities and I feel comfortable talking about my mental health."

Some of the ideas that came from the group

included creating video blogs, dramatic performance and themed assemblies.

"Feels good – feel like I can make an impact."

The work that CAPS undertook ensured that young people's voices were kept at the heart of decisions being made in the redesign of services moving forward.

East Lothian Voices

Throughout the year East Lothian Voices have been developing ideas for moving the group forward and thinking of where they can have a presence to influence policy and decision making.

collective advocacy in east lothian & midlothian *continued*

Moving forward they will be forming a reference group to feed into the Integrated Joint Board by going along to meetings and feeding in their opinions of the matters being discussed. The group are excited to have a space to talk about what is important to them on issues being decided about services in East Lothian!

CAPS collective advocacy work in East Lothian

CAPS has continued ensuring people's voices are heard within their community on issues that are important to them in several different ways including visiting existing groups supporting people with mental health issues to gather views and feedback to decision makers.

We have been involved with developments for the new community hospital in Haddington by attending community meetings and involving people about developments as they occur.

CAPS supported East Lothian people to attend strategy meetings for mental health and for the "People with complex needs" strategy also ensuring that people are kept up to date with the East Lothian Health and Social Care Partnership Adult Mental Health and Wellbeing Implementation Plan for 2018 – 2021.

CAPS have also been involved in supporting people in East Lothian to be involved in the ongoing work of NHS Lothian's self-evaluation process following the Tayside enquiry, which highlighted failings in service provision in Tayside.

CAPS collective advocacy work in Midlothian

This year, along with work on Midlothian's Early Action Plan CAPS have continued to participate in the developing work of Midlothian Wellbeing Access Point, by ensuring that the consultation work that was carried out in the early stages of the project is kept at the forefront of discussions during the development and expansion of the service. In the early part of 2019 a further CAPS consultation was distributed to people to look at how the social prescribing side of the service was viewed by people attending. We have also continued to visit existing groups to ensure that people's voices are heard by decision makers.

We have supported people in Midlothian to attend Midlothian Health & Social Care Partnership Mental Health Planning Group meetings and have developed a specific volunteering role to ensure that people are clear about their role when attending these meetings.

CAPS have also been involved in contributing people's views in Midlothian in the ongoing work of NHS Lothian's self-evaluation process following the Tayside enquiry.

Involving people from East Lothian and Midlothian in wider projects

People from both areas continue to be involved in several other CAPS Lothian-wide projects including Lothian Voices, Much More Than A Label, Seen But Not Heard and our Experiences of Trauma group will be contributing to the Midlothian pilot of NHS Education Scotland's Transforming Psychological Trauma Framework training programme.

much more than a label

Much More Than a Label is a collective advocacy project about the lived experience of personality disorder diagnosis. We work to ensure people who may attract these diagnoses have a stronger voice, promote their priorities and challenge oppression where they experience it.



Our main focus this year has been **developing a booklet** about borderline personality disorder diagnosis from a lived experience perspective. This will present voices that are not always heard and is geared towards people around the time of diagnosis, as well as for professionals or family.

We conducted a **survey** to hear the issues that are important to people and what they wanted to go into the booklet. This had an excellent response and the steering group are now in the process of digesting what

people have said and identifying key themes and quotes for the booklet.

We have been **delivering training** about the lived experience of personality disorder, both in CAPS through LEARN and shorter external sessions in trainee and community-based contexts. This year these have included:

- Clinical Psychology trainees, Edinburgh University
- Occupational Therapy, Music Therapy and Art Therapy students, Queen Margaret University
- Intensive Home Treatment Team Edinburgh
- Wellbeing Society and Psychiatry Society, Edinburgh University

I loved the openness of the speakers and the thought provoking and non-judgemental way it was delivered. Thank you!

We have also been playing a key role in the **Scottish Personality Disorder Network**, resulting in a more equal partnership between professionals and people with lived experience. Members of the steering group have been elected to the committee and we presented at the Network's conference in February.

We continue to represent the interests and views of people with lived experience in policy and service development, including the NHS Women with Multiple and Complex Needs work.

summary financial information 2019

The summary financial information was drawn from our statutory accounts for inclusion in this Annual Report. At time of printing, our statutory accounts were awaiting final approval by the Management Committee. Copies of our statutory accounts are available on request from Glen Faulkner, Finance & Administration Manager – please see the ‘contact us’ section on the back page for how to get in touch.

Statement of Financial Activities for year ended 31st March 2019

	Unrestricted 2019 £	Restricted 2019 £	Total 2019 £	Total 2018 £
<u>Income from:</u>				
Donations & legacies				
Donation	-	20	20	-
Donated facilities	-	14,000	14,000	14,000
Charitable activities				
Training & consultancy fees	-	100	100	200
Grant income	-	407,223	407,223	401,747
Total incoming resources	-	421,343	421,343	415,947
<u>Expenditure on:</u>				
Charitable activities				
Collective Advocacy	6,207	211,273	217,480	220,568
Individual Advocacy	-	199,926	199,926	209,153
Total expenditure	6,207	411,199	417,406	429,721
Net income / (expenditure)	(6,207)	10,144	3,937	(13,774)
Other recognised gains/(losses)				
Pension scheme remeasurements	21,987	29,013	51,000	2,000
Net movement in funds	15,780	39,157	54,937	(11,774)
Funds at 1 st April 2018 / 2017	72,624	123,632	196,256	208,030
Funds at 31st March 2019 / 2018	88,404	162,789	251,193	196,256

Key points:

- We received **grant income** of **£407,223** (2018: £401,747). The increase was due to **additional funding** to support Arts as Advocacy. It was also our first **full year** as a delivery partner in the Edinburgh Wellbeing Public Social Partnership.
- At the end of the year the charity had total **funds** of **£251,193** and remains in a healthy financial position.

summary financial information 2019 *continued*

Balance Sheet at 31st March 2019

	2019		2018	
	£	£	£	£
Fixed assets				
Intangible assets (net book value)	2,000		3,999	
Tangible assets (net book value)	3,477		6,545	
<i>Total fixed assets</i>	<i>5,477</i>		<i>10,544</i>	
Current assets				
Debtors	9,289		12,066	
Prepayments	2,923		3,296	
Cash at bank & in hand	345,179		337,181	
<i>Total current assets</i>	<i>357,391</i>		<i>352,543</i>	
Liabilities				
Creditors (falling due within one year)		5,708		7,830
Accruals		13,771		16,315
Deferred income		12,205		2,185
<i>Net current assets</i>	<i>325,707</i>		<i>326,213</i>	
<i>Total assets less current liabilities</i>	<i>331,184</i>		<i>336,757</i>	
Creditors (falling due after more than one year)		1,991		3,501
<i>Net assets ex. pension liability</i>	<i>329,193</i>		<i>333,256</i>	
Pension scheme liability provision ☀		78,000		137,000
Total net assets	251,193		196,256	
The funds of the charity				
Unrestricted – general	15,044		15,044	
Unrestricted – designated	73,360		57,580	
Restricted	162,789		123,632	
Total	251,193		196,256	

☀ **Note on pension scheme liability:**

The charity is a member of a defined benefit pension scheme which closed to future accrual on 31st March 2010. The scheme is in deficit and subject to a **recovery plan** extending to 30th September 2026. Under the recovery plan annual **deficit reduction contributions** based on our estimated share of the scheme liabilities are required from us to allow the scheme to meet its obligations. Financial reporting standards require the '**net present value**' of deficit reduction contributions payable under the recovery plan to be calculated and shown as a **provision** on the balance sheet (above). The calculation of this value is influenced by actuarial valuations of the scheme and amendments to the contribution schedule which are based on financial assumptions, projections and estimates **entirely outwith our control**. Year-to-year changes to the value of the provision are shown on the Statement of Financial Activities (page 11) as **remeasurements** and should not be mistaken for income or expenditure.

experiences of psychosis

The Experiences of Psychosis project works to raise awareness of the lived experience of psychosis and to work for change.

A big achievement this year has been the development and **launch of a new workshop**, 'Exploring Experiences of Psychosis'. This is delivered in CAPS through LEARN, with a shorter version we adapt for external contexts. These new sessions have been a great success. Using the group's creative expressions of their experiences as a starting point, this has provoked interactive open discussions that are part of raising a wider awareness of psychosis and how society responds.

It has completely changed my perspective.

We also wanted to make sure we were including a wide range of voices, so

we held an **event and survey** to gather views and broaden contacts. People had lots of important things to say and new people became involved as a result.



Alongside the new material, the project continues to show their film to communicate and discuss the lived experience of psychosis. These sessions have included:

- ongoing series of sessions with medical students, Edinburgh University
- Occupational Therapy, Art Therapy and Music Therapy students at Queen Margaret's University
- Clinical Psychology trainees, Edinburgh University
- Mental Health Nursing students, Napier University
- Edinburgh University Wellbeing Society and Psychiatry Societies
- panel discussion at Unite / Mental Health Nursing conference
- Art and psychosis audio tour event with Scottish Mental Health Arts Festival

Your sessions are fantastic and extremely important for trainee therapists. Thank you for your courageous work.

We are now keen to make contacts in the wider community to broaden the reach of these important discussions and gather wider views.

We have recently been involved with the new Early Intervention in Psychosis Network to ensure the voice of lived experience has a central place in this work.

seen but not heard eating disorders project

The Seen But Not Heard project has had another busy year!

The **film** made by young people about their experiences of eating disorders, “**Spilling The Beans**” continues to be shown widely to high schools and youth groups across Midlothian and Edinburgh, including two new schools in 2019.

The **Understanding Eating Disorders** training which is delivered through LEARN is in high demand and has been delivered four times in the past year.

The group were also involved in Equal Midlothian Week, a week of equalities events organised by Midlothian People’s Equality Group (MPEG). The group were invited to hold an awareness workshop which was well attended.

In May 2019 the newly revised book “**Overcoming Anorexia**” was launched and members of the collective advocacy group were invited along and asked to speak on the night. Some of the group had been involved in helping in the rewrite in 2018 which was being undertaken by Dr Patricia Graham in memory of Dr Chris Freeman. The book now includes input from people with lived experience. There was also an opportunity for the group to introduce ideas and topics for a conference planned later in the year.



The ‘**Seen But Not Heard**’ eating disorders conference was held in September 2019 and was a huge success, with 60 people in attendance. Members of the group spoke about topics including: Men and eating disorders; Eating disorders and other mental health conditions and Transitions between child and adult services. A guest speaker, Dr Petya Eckler, spoke about the impact of social media on eating disorders. Many key points came out during the discussion and will be compiled into a report which will be made available on the CAPS website.

The group continue to be involved in the **review and redesign** of the eating disorder services for Lothian. Following the survey and report undertaken by CAPS in 2018, several recommendations were made, including the need for peer support and lived experienced roles in the service. CAPS are involved in the development of this work.

There have been workshops delivered to clinical psychology students at Edinburgh University as well as Art and Music Psychotherapy students and the Occupational Therapy Students at Queen Margaret University. This has been a regular session for the past five years as the feedback received has been that the lived experience gives the students more of an insight and help with their future careers.

experiences of trauma

CAPS' Experiences of Trauma collective advocacy project continues to follow the work of **ACE Aware Scotland** and attended the conference in June 2019 with two members of the project. We listened to Gabor Mate talk about his thoughts around how a holistic approach and understanding of treatment and practices should be

implemented throughout systems to ensure a trauma informed nation.



In February 2019 the group submitted a response to the consultation on NHS Education Scotland's accompanying training plan to their **Transforming Psychological Trauma Framework** and will continue to be involved with this work in Midlothian as a pilot site for the roll-out of this plan. The group's input will ensure that people with their own lived experience have a voice in the design and implementation of training in Midlothian to create a

trauma informed workforce in the county.

Moving forward the group would like to work on producing their own material around experiences of trauma and how this affects them when interacting with services.

oor mad history

We've had various **workshops**, focusing on different aspects of Oor Mad History such as the book, the timeline and oral history. We visited the archive at Old Stables. We also went to Lothian Health Services Archive where we saw material related to Oor Mad History, but also learned about archiving, ethics and confidentiality. We also saw some artwork by patients in the Royal Edinburgh Hospital from over 100 years ago.

While **Kirsten** is away working on her PhD, **Jacob** has joined us. Jacob's main focus is working with the **project group** to record the recent history of collective advocacy through speaking to groups and gathering relative materials such as reports and photographs. We hope to publish a **new volume** of Oor Mad History in 2020.

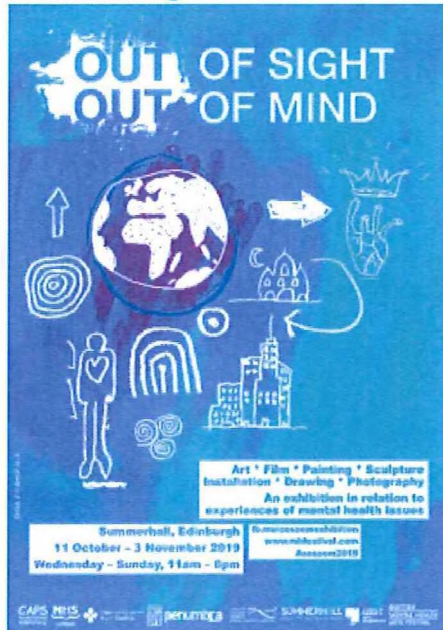
We continue to be involved with Queen Margaret University to deliver the **Mad People's History and Identity** course which continues to be very popular. This free course is open only to people with lived experience of mental health issues. Students appreciate the chance to study alongside others and consider their own experiences - understanding them in a different way.



arts as advocacy

Arts As Advocacy responds to individuals and groups who have experience of mental health issues who wish to have their voice heard using the arts.

Out of Sight Out of Mind (OOSOOM) Exhibition – October 2019



OOSOOM exhibition is the main work of Arts As Advocacy and is now an anticipated platform for people who have experience of mental health issues. It is hosted by CAPS, funded by NHS and Lothian Health Foundation and is part of SMHAF year-round programme. Partner organisations were MECOPP, Contact Point and Penumbra. It was OOSOOM's seventh year, again at Summerhall in Edinburgh. As always it was a unique experience for exhibitors, planners and visitors.

The Planning Group of volunteers and partner organisations met regularly from March. They directed the work and undertook tasks such as organising the May Afternoon Tea, publicity, curation, aspects of the installation, invigilation and more.

In August the Planning Group were confronted with a challenging situation when 520 artworks had been submitted. Exhibitors were requested to reduce their submissions to 2 artworks each which made the final artwork total a manageable 280 and meant that all 180 individuals could take part. Throughout the year this work involved around 32 volunteers who each helped make the exhibition a success and created a wonderful sense of community.

Also during October: OOSOOM Uncovered event enabled exhibitors to share insights to their artwork with each other and visitors; three exhibitors held free events; several journalists reported on the exhibition, which attracted hundreds of visitors. The exhibition launch event was held on World Mental Health Day.



Scottish Mental Health Arts Festival (SMHAF) - May 2019

Two individuals had exhibitions at St. Margaret's House during SMHAF 2019. 'Be-Longing' by Margaret Ramsay and Jamie King's 'Faces at Our Feet, Faces of the Street'. The artists shared an aim to speak about their own experiences and to reach out to others. Both received small materials grants from NHS Sense of Belonging programme.

Other Arts As Advocacy

From July to September a volunteer joined to research potential additional project funding, and they were also instrumental in selecting the candidate for the OOSOOM internship.

CAPS applied to Inclusion Scotland's Internship Programme and this resulted in the creation of a temporary three-month, funded, OOSOOM Exhibition Assistant post. Everyone has been delighted to work with successful candidate Steph Wilson.

Lothian voices

CAPS Lothian Voices People's Conference this year followed on from the excitement and enthusiasm of last year's conference 'People Make Change' with a theme of **'All Together Now'** looking at how we can continue to affect change and ensure people's voices, through collective advocacy, are heard loud and clear!

This year the conference concentrated on how we can develop some of the themes from last year through a mixture of creative activities and discussions.

The three workshops on the day looked at:

- Direct Activism – groups designed 'memes' to represent what they wanted to say about mental health today.
- Representation – participants discussed how CAPS could bring together voices from all its projects throughout Lothian to hear what is important to them and what arenas these messages could be taken to.
- Lived experience mental health LEARN course – groups took part in a '4 hats' activity to look at the idea of designing a workshop that looked at what it is like for people with mental health issues living in Lothian.



Since the conference the group have met up and have some great ideas for moving the ideas from the day on – including posters on buses, and pop-up sessions across Lothian!

LEARN

education as advocacy

What does LEARN do?

- we provide learning opportunities about mental health and wellbeing;
- all our volunteers have experience of mental health issues;
- courses are **free** to anyone living or working in the Lothians.



Advocacy is core to what we do – our courses provide spaces for people with lived experience of mental health issues to speak about their experiences in order to educate participants and for participants to be challenged and inspired to create change in their own lives and their own practice. We see **education** as a deeper way of engaging with ideas, values and people.

Understanding Eating Disorders: Seen But Not Heard

“Lived experience, open conversation, candour, safe discussion space.”

Niamh Allen, Collective Advocacy Worker, and members of the Seen But Not Heard eating disorders collective advocacy group deliver this course. Like all our courses, the content is based on the lived experience of the course facilitators and the films made by the group, “Seen But Not Heard” and “Spilling the Beans”.

Understanding Borderline Personality Disorder: Much More Than a Label

This two-day course has developed from the work of the personality disorder collective advocacy group. Key to the course is the Much More Than a Label Toolkit, a resource developed with input from people who live in the NHS Lothian area and have either been diagnosed with or feel they meet the criteria for a personality disorder diagnosis. Like Understanding Eating Disorders, the course is very popular. It is delivered by volunteers with support from LEARN and collective advocacy workers.

“...helps me empathise and think of the individual as a whole rather than a diagnosis.”

People Make Change – aka Changing Minds, Changing Times

“It has made me aware of the diversity and structure of the mental health of our nation and how it works and doesn’t work well. My experience and opinion matters in this forum.”

This new course is delivered by volunteer **Tom** Frank with **Anne** O’Donnell, LEARN Co-ordinator. We’ve run it twice and it is proving very popular. Over the two days, we look at the past, present and future of mental health issues, services and policies since the founding of the NHS. We draw on the rich history of collective advocacy in Lothian to learn from the past and look forward to the future. We hope that people leave with a richer understanding of the role that we all can play to make better mental health a reality for us all.

Exploring Experiences of Psychosis

Our newest offering is called Exploring Experiences of Psychosis. The Experiences of Psychosis collective advocacy group have developed a unique day-long workshop which uses creative expressions to provide an opportunity for shared learning and discussion on what it’s like to experience psychosis.

“Greater understanding allows for greater empathy/compassion, open mind for conversation/debate.”

Working With Our Experiences

“Being able to open up and be honest knowing I wouldn’t be judged.”

This is a six-week informal learning group for people with lived experience of mental health issues to explore ways of working with those experiences to make a difference. We’ve run this twice so far in 2019.



All our courses take place in central Edinburgh, at our offices in Argyle House.

“Thanks for the opportunity to explore all these things in a safe space!”

volunteering

What have CAPS volunteers been involved with?

Twenty-three people have been working with CAPS in formal volunteering roles this year and many more people have been involved with CAPS projects and have contributed in a more informal way. CAPS have also had 90 enquiries from new people looking to get involved with us.

Ten volunteers spoke about the impact that being involved in CAPS projects has had on their lives, at a celebration event in February at the Scottish Parliament. Many thanks to Colin Beattie MSP for hosting this event. Throughout the year volunteers have delivered workshops in various community locations including schools, youth groups and universities. They also attended promotional events talking about volunteering with CAPS and gathering information to evaluate CAPS projects. In addition, CAPS Management Committee are all volunteers who carry out a vital function in the governance of the organisation.

Many volunteers have been involved in organising, planning and delivering events as part of CAPS Collective Advocacy projects. This year the Seen but Not Heard project organised an Eating Disorders conference, Lothian Voices organised a People's Conference – 'All Together Now'. The OOSOOM planning group in addition to again organising the Out of Sight Out of Mind exhibition, also organised an afternoon tea for new and existing members and the Psychosis Project organised a Mental Health Art performance and discussion.



New roles

CAPS has advertised an opportunity for volunteers to promote advocacy at the mental health information station at Walpole Hall. There are currently a group of five people who have received training and support from CAPS to attend the stall at the information station and are able to talk to people about the work they do, promote opportunities for getting involved in collective advocacy/volunteering and signposting people to individual advocacy and other services.

2019 has also seen the introduction of new roles in East Lothian and Midlothian for 'strategy group members'. This has provided a formal structure for people to get involved and influence local mental health planning.

Spreading the word

A volunteer from the LEARN / Seen But Not heard project was featured in a national newspaper column 'why I volunteer', printed August 2019. Gills' story provided an excellent opportunity to publicise the benefits of working with CAPS and using lived experience in volunteering to help others, to raise awareness and to campaign for change.

Another opportunity for volunteers to have their voices heard arose when CAPS arranged for an opportunity to take part in story writing workshops as part of the ALLIANCE 'Humans of Scotland' project. Four of these stories have already been published on social media and more are to follow. Two of these stories were also included in a written publication. A CAPS volunteer presented her story at the launch of the publication and CAPS' Volunteers and staff went along to this event which gave us another opportunity to promote volunteering with CAPS and the importance of collective advocacy.

Celebrating Success!

The Seen But Not Heard Project received the Ian McInnes Award 2019 for inclusion in volunteering. Two representatives of the group went along to the awards ceremony and were able to talk about their work and opportunities for using lived experience in volunteering. This high profile award has given further opportunity to raise the profile of the work all CAPS volunteers undertake.



It's not all work, work, work!

In November 2018 CAPS held a 'Just desserts' event, to thank all the volunteers who give up their time and enthusiasm. We gathered at Argyle House for an evening of desserts, sugary treats and great company. Volunteers requested another opportunity to come together and in June 2019 CAPS organised Picnic in the Park. We weren't lucky with the weather but we enjoyed good food and chat with a view of the park from Holyrood education centre instead.



A development day is planned for December 2019, to look at achievements made by volunteers and work on developing skills.

volunteering *continued*

Reasons for getting involved

CAPS' Volunteer Co-ordinator asked volunteers for their 'top ten' reasons for getting involved with CAPS - here are some of their comments:



CAPS would like to thank all volunteers for giving their time and enthusiasm to contribute to CAPS projects. CAPS' Volunteer Co-ordinator is always happy to meet potential volunteers. If you would like to get involved, please contact Victoria Jackson - see the 'contact us' section on the back page for how to get in touch.

peer work is...

CAPS is a member of the Peer Collaborative Partnership within the **Thrive Edinburgh** model. We encourage **Peer Volunteering** where people with mental health experiences come forward to speak about issues that are important to them, based on their own knowledge. People volunteer to co-deliver LEARN courses about understanding different mental health conditions, helping to challenge discrimination and influence changes in attitudes. There are now volunteers at the Mental Health Information Station at Walpole Hall talking about the various CAPS Collective Advocacy projects that people might want to get involved with.

Working With Our Experiences continues to help people explore how they might use their experiences in a peer way.

who's who

Management Committee

Kirstin Leath - Chair

Magda Lenczowska - Vice Chair

Tom Jordan - Treasurer

Lindsay Robertson

Steph Snowden

Lauren Stonebanks

Laurelle Edmunds and Eileen Hay left the Management Committee during the year.

Staff

Jane Crawford - Chief Executive Officer

Kyna Reeves - Individual Advocacy Manager

Kirstie Aitken - Individual Advocacy Worker

Clive Baker - Individual Advocacy Worker

Laurelle Edmunds - Individual Advocacy Worker

Kousar Javaid - Individual Advocacy Worker

George Kappler - Individual Advocacy Worker

Victoria Jackson - Volunteer Co-ordinator

Pam van de Brug - Arts as Advocacy Worker

Steph Wilson - Exhibition Assistant

Niamh Allen - Collective Advocacy Development Worker

Ele Davidson - Collective Advocacy Development Worker

Fingal Dorman - Collective Advocacy Development Worker

Jacob Frankau - Collective Advocacy Development Worker

Kirsten Maclean - Community History Worker

Anne O'Donnell - LEARN & Oor Mad History Co-ordinator

Julie Ross - LEARN Assistant

Glen Faulkner - Finance & Administration Manager

Senior Advocacy Worker Fiona Macdonald, Individual Advocacy Workers Gabriella Catania & Joanna Cowan, and LEARN Educators Tom Frank, Andrew Kernohan & Fiona Kernohan left the staff team during the year.

The work of CAPS is also supported by our invaluable **Volunteers**. Please see the Volunteering section on pages 22 - 24 for more information.

contact us

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advocacy

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Scottish Charity Number: SC021772