



C a p s

Annual Report 2021



CAPS Independent Advocacy is a Scottish Charitable Incorporated Organisation
Scottish Charity Number: SC021772

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welcome

Welcome to CAPS' Annual Report for 2021

Well, 2021 has mostly happened on Zoom, as the grip of Covid-19 continues to restrict our movements, but not our enthusiasm!

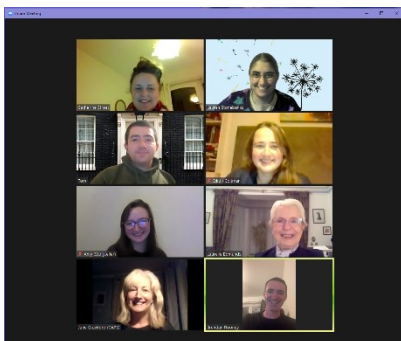
This is a memorable year for CAPS as we celebrate our **30th Birthday**. Much has happened over the years since 1991.



You'll see the **new CAPS logo** on the front cover, and on our new caps!!

We've also refreshed the **CAPS website** and introduced new pages and a new look and feel. Work on a second book, "**Oor Mad History – Ten Years On**" has been completed and will be available in hard copy by the end of this year. Lots to celebrate!

Staff and Management Committee activities



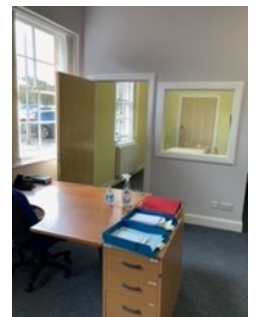
The Management Committee have been meeting regularly online as there have been many important decisions required in these changing times. Our staff team has grown this year with **Mohasin** working on two new Thrive Collective Advocacy projects and **Sarah** and **Lindsay** taking on the Oor Mad History work from the beginning of March. **Catherine** joined us in a new role of Communications Manager in April with **Dave** in post with the Much More Than A Label and Experiences of

Psychosis projects by July. The two most recent additions are **Iona** with the Seen But Not Heard project and **Madhu** in a new role of Peer Volunteer Development worker.

A successful application to the Corra Foundation enabled **Niamh** to move from the collective advocacy team to individual advocacy to work alongside **John** with people who use drugs or alcohol in Midlothian and East Lothian.

A quieter office meant we could brighten it up with a fresh coat of paint in some new colours, as well as having a bit of a spring clean.

The growing staff team have been working away making sure people have a voice in many different ways. Enjoy reading about the independent advocacy work we do and the difference it makes.



Thank you to everyone who made it happen, Jane



individual advocacy for adults

Mental Health Advocacy

We provide Individual Advocacy to adults from East Lothian and Midlothian who use mental health services, to help resolve a wide range of issues affecting their lives. During this year, five 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 (April 2020 – March 2021)

268 people were supported to make their own choices in

408 issues (247 in East Lothian, 161 in Midlothian)

"I hope the service goes on forever - it has saved lives. It's very important to have this organisation."

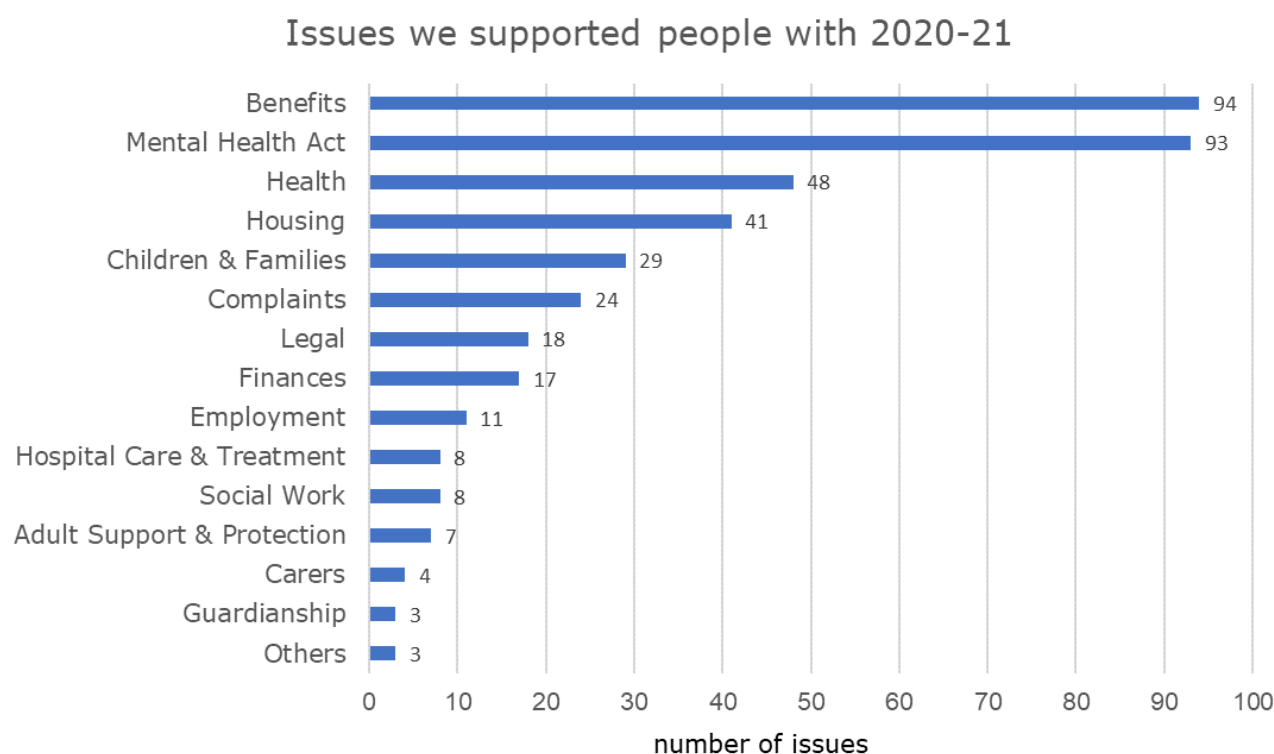
"CAPS empowered me to voice things that weren't right, and to ask for change."

"Because [my advocacy worker] had my back, I was treated differently. They knew she would speak up. I didn't get fobbed off."

individual advocacy for adults *continued*

What we've been working on

We can 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. There are some clear trends in the things people approach us for help with:



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.

COVID-19

This financial year included two national lockdowns, during which referrals into the Individual Advocacy service were greatly reduced. As other services shut down or stopped working face to face with people, many meetings that people would have ordinarily asked us to attend with them weren't happening, and the opportunity for advocacy involvement was lower. Each time lockdown restrictions eased, referrals increased again so the need for advocacy has not gone away.

We have continued to challenge services to find ways to involve us and ensure people's right to advocacy is upheld. Technology has allowed us to adapt the ways we work with people more than we could ever have imagined. We were able to do most of our work with our advocacy partners successfully by phone or video call, and we provided advocacy at many important meetings with people on Teams, Zoom or teleconference.

individual advocacy for adults *continued*

People we've worked with this year said:

"The advocate helped me when I was overwhelmed by the whole situation - she did a lot of work to co-ordinate everything. Because she spoke up for me I was able to carry on."

"It made a massive difference and it put a buffer zone up so that I felt protected."

"I would have gone along with everything without the advocate's help. I won my complaint because my advocate helped me all the way with writing the letter."

"The advocate helped me understand what I needed to know, and she made the process more manageable."

"I think it was nice having [my advocacy worker] there because he could speak for me when I couldn't find the words. I felt more secure."

"CAPS helped me get it sorted."

"They listened intently and showed understanding of my anxiety and depression as well as my limited mobility. Straight away this helped with me becoming more at ease."

individual advocacy for adults *continued*

Drug and Alcohol Advocacy

We now also work with adults in East Lothian and Midlothian who want our support to have their voices heard due to being affected by drug or alcohol use. Someone coming to CAPS Drug and Alcohol Advocacy service does not also need to identify as having a mental health issue.

The reporting year for our Drug and Alcohol Advocacy project is different to our Mental Health Advocacy work, so the below figures cover the full first year of the new service from July 2020 to June 2021:

Our service this year

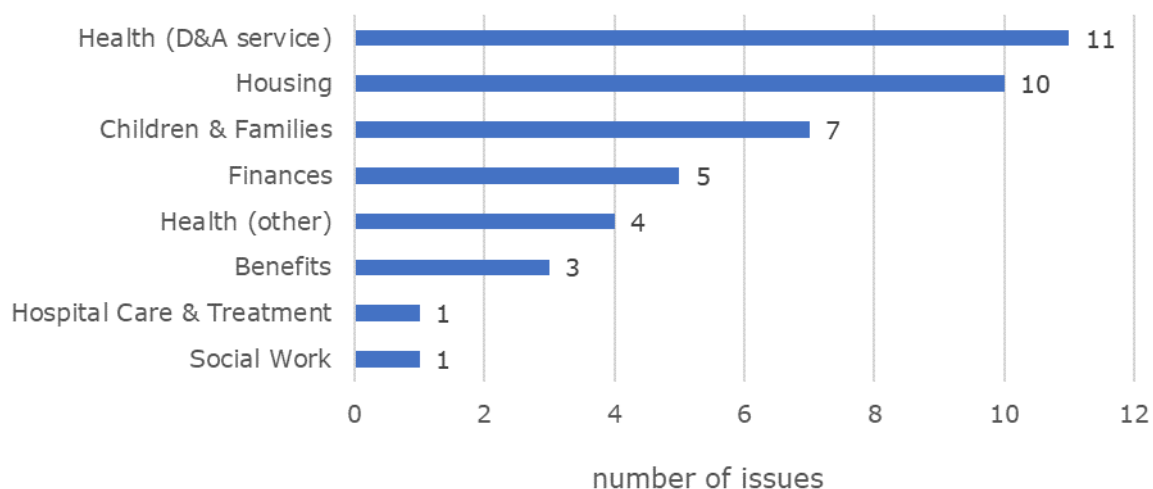
25

people were supported to make their own choices in

42

issues (31 in East Lothian, 11 in Midlothian)

Issues we supported people with 2020-21



It was definitely a challenge to grow awareness of a new service during a pandemic! However, we are pleased to see that since the end of our first year in July 2021, the service continues to grow. The following quarter saw **20** new referrals meaning a total so far of **62**. For the first time we also worked with more people in Midlothian (13) than East Lothian (4) thanks to extra promotion there.

Thanks to additional funding from the Corra Foundation, we now have a second Drug and Alcohol Individual Advocacy Worker working with us from July 2021. Our two part time workers, John & Niamh, now work across the week meaning there is a dedicated Drug and Alcohol Advocacy worker available every weekday.

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 **14 online responses**.

What did people say?

100% felt they had enough understanding of what CAPS does as an independent provider of Individual Advocacy.

100% thought CAPS' involvement had been helpful for the people they had worked with.

100% said CAPS' involvement had been helpful to the work they did.

79% of respondents rated the speed of our response Very Good, **21%** rated it Good

71% rated the quality and helpfulness of our response Very Good, **29%** rated it Good

"I hold CAPS up as the best advocacy agency I work with, with [advocacy worker] being a particularly good example of an advocate who really represents the individual rather than offering up the advocate's own views or suggestions."

"CAPS provides an excellent independent advocacy support to the people that I work with. They ensure that people can be as involved as possible in the processes in their lives which can be difficult. CAPS is always independent in my view which is essential."

"It is wonderful to have a service that allows individuals to be heard as well as giving them the confidence to attend meetings"

"We help clients with starting PIP claims but can't attend PIP assessments so sometimes refer vulnerable clients to CAPS for this. This is really valuable for us and the clients we refer."

"It is helpful to know that there is a service out there which can support someone's voice when they are having difficulties expressing themselves or getting their voice heard."

children's hearings advocacy

CAPS Independent Advocacy is funded by the Scottish Government to provide advocacy to children and young people aged 5-18 at Children's Hearings in East Lothian and Midlothian.

We started working with children and young people in September 2020. Here's what we did between then and the end of March 2021:



How many people did we work with? We had 29 referrals and worked with 15 children and young people to help them have their voices heard.



Who made the referrals? 23 out of the 29 referrals came from social workers. The others came from parents and carers, Safeguarders and other advocacy providers.



Who used the service? We worked with children and young people from 7 to 16 years old. Most young people we worked with were 11 and 12 years old. Seven identified as male and eight identified as female. Seven were from East Lothian and eight were from Midlothian.

Since then, our work has continued to grow. By the end of September 2021 we had **67** referrals and worked with over **40** children and young people.



Sometimes children have asked us for help in other areas of their lives, like meetings at school, with social workers or at family court. Unfortunately, we are not able to help when this happens because we are currently only funded to work within the Children's Hearings System.

children's hearings advocacy *continued*

New rights for siblings

In July 2021 an important change came into force which affects the siblings of children and young people who are having a Children's Hearing. Siblings can now get status as a '*person afforded the opportunity to participate*' so that they can attend their brother or sister's Hearing and give their views about sibling contact. We are now funded to provide advocacy to siblings who wish to attend their brother or sister's Hearing – as well as of course continuing to take referrals for children and young people who are having a Hearing themselves.

Feedback so far

"I've never been so clear on what a child wanted from their Hearing! ... The views of the child were absolutely at the centre of our discussion."

Feedback from a Panel Member

"[My advocacy worker] was always nice" "I was happy to have her there [at my Hearing]"

Feedback from a child

"She was always listening to me and she wouldn't do anything without telling me."

Feedback from a young person

In other news, we've enjoyed working in the office more regularly and decorating our room with some of the lovely drawings by children and young people we are working with:



collective advocacy in east lothian and midlothian



Do you know what Mental Health services are in your local area?
What is important about a website that gives you this information?

Monday April 5th 2021 at 2pm

CAPS is hosting a Zoom conversation with Julie Huggan, the Online Information Development Worker with Health in Mind, to discuss with people who use services what the East Space and Mid Space websites should look like and what needs to be included.

If you are interested in taking part or would like to find out more about this please get in contact with Ele on

07948 740 158 or ele@capsadvocacy.org.

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This year in East Lothian we have continued to offer opportunities for people to get involved online in our collective advocacy work.

We still have several East Lothian residents actively involved in many of our lothian wide projects and they have been involved in the organisation and facilitation of this year's People's Conference.

CAPS input into the redesign of the East Space website and have regularly fed into the ongoing Mental Health 3rd sector and partners meeting throughout the year.

CAPS collective and individual advocacy workers have been working together this year to find ways to identify common issues that arise for people in individual advocacy and ensure that these can be raised collectively with decision makers.

We will be continuing to grow this initiative and will be producing our first joint report in April 2022!

Following on from the work of one of our lived experience volunteers in the Midlothian Mental Health collaborative, this volunteer was part of the re-tendering of Midlothian Community Mental Health services, bringing the voice of lived experience to a critical process for people's access to services.

CAPS has continued to be involved in the Midlothian pilot of NES trauma informed workforce training, has provided feedback on the process and attended meetings. We look forward to being actively involved in the training as Midlothian explores how to roll this training out following the end of the pilot project.

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What are your experiences
with Mental Health services
in East Lothian?

information
accountability
transparency
delays
responsibility

CAPS have been hearing from individual people in East Lothian about their experiences and challenges when **accessing mental health services**.

We would like to gather a wide range of views so we can help people express any **changes or improvements** that they think would be helpful.

If you **live in East Lothian**, have your own lived experience of mental health issues and would like to share your experience of accessing mental health services in your area please contact

Ele on 07948 740 158 or ele@capsadvocacy.org.

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much more than a label

Highlights from 2021

The members of the Much More Than a Label group have continued their work on their booklet and their online training over the last year. The group took a new approach to the booklet, reworking it to include the voices of new members of the group and ensure that it will give people who may be diagnosed with Personality Disorder information they can't google and find on the internet that might be helpful to them.

The group have delivered their training to several groups online, including psychology students at the University of Edinburgh and nursing students. They plan to continue developing and delivering this training over the coming months, for example to occupational therapy students.

Feedback from our training:

"I have a better understanding of what Borderline Personality Disorder 'looks like' outside of a textbook definition."

"I feel very grateful that you were so open and honest in sharing your stories and experiences with us, which was invaluable!"

Some members of the group have been involved in the executive group of the Scottish Personality Disorder Network. Through this work, group members shaped the network's annual conference including delivering a presentation to the conference.

The group is always open to hearing from people who may want to join. If you're interested in getting involved or in hearing more about the group, please feel free to get in touch with the group's new worker Dave: dave@capsadvocacy.org

experiences of psychosis

Highlights from 2021

It has been a busy year for the Experiences of Psychosis group as they have met regularly online.

The group has continued delivering their lived experience workshop which aims to create space for participants to explore what psychosis means to them, rather than “how they can help.” Culture, creativity and the arts are important to the group and they often use these to help illustrate their ideas. The photograph below was taken by one of the group members.



In the past year the workshop has been delivered to a few different groups including art therapy students and medical students specialising in psychiatry. The group has also reached out to other groups such as the police and transport workers and hopes to deliver the workshop to these groups in the near future. The group has been really happy to welcome a few new members this year, and more new members are always welcome to join and contribute their own experience of psychosis. The group was sad to see their worker, Carla, move on to a new role but has welcomed a new worker, Dave, who you can contact for more information: dave@capsadvocacy.org

experiences of trauma

This year the Experiences of Trauma group have been continuing to work on designing their own **workshop drawing on the voices of people** with their own experience. We plan to be delivering this early in the new year!

The group took part in a collective interview for the new Oor Mad History book. They were really keen to represent the views of people with experience of trauma to explore how **attitudes**, along with service provision and design, have changed in the last 10 years.

We have continued to be involved in the **Midlothian pilot for NES Trauma Informed Workforce** which has now reached its conclusion. The group met with the co-ordinator twice in the past year to feedback their thoughts on the training and we continue to attend the steering group for the pilot. It's great to see the group's involvement highlighted and valued in the final report and we are looking forward to our continuing involvement as Midlothian explores how to continue and expand its training programme.

Future Pathways consultation



At the end of 2020 CAPS began a consultation for Future Pathways, the Scottish Government's initiative to support **adult survivors of abuse and neglect in care** before they were 18. We asked "What's good about Future Pathways?", "What could be improved?" and "What is important to include in services for in-care survivors?"

CAPS engaged with 60 people across the course of the consultation and met with 22 individuals for one-to-one conversations. There was an online survey accompanying this consultation.

This was a unique piece of work for CAPS with a national scope. The work was sensitive and challenging as well as a rewarding opportunity to provide an independent voice to survivors of in-care abuse.

- **"A very good service for people who have been through the same life as we have."**
- **"It needs to be designed with empathy and patience as survivors struggle to adapt to changes and above all trust."**
- **"People with experience of in-care abuse need to be involved in services – you have to have trust for other people who have experienced the same thing. A peer support element."**

oor mad history

Oor Mad History

It has been a busy year for Oor Mad History! Two new workers joined the project in February – Lindsay is the Community History Worker and Sarah is the Mad Studies Worker.

New Book

Lindsay has been working with the **Oor Mad History collective advocacy group** to produce the new book, which focuses on what has happened in collective advocacy and ‘mad activism’ in the last decade. The group has met regularly on Zoom to drive forward work on the new book publication. A total of **seven people were involved** with the project and **three volunteers conducted oral history interviews** for the new book. Group members were involved in making decisions about the book structure, content, and design, and selected material for inclusion in the book at an in-person workshop in August 2021. The adjacent artwork titled **‘lockdown top’** is included in the book. It was created by someone in the group and highlights all the events we missed during lockdown. *“I thought to myself if Tracey Emin can exhibit her dirty garments, why can’t I...”*



We now plan to publicise the new book, beginning with a ‘sneak preview’ at the CAPS AGM. The **book launch** will be in early 2022 and we will promote and share the book throughout 2022. We also plan to focus on sorting, cataloguing and updating the **Oor Mad History archive**, and making archive materials digitally accessible. New people are very welcome to join Oor Mad History to help us take this work forward!

Mad Studies Courses

Sarah has ongoing input into the design and delivery of the new **Mad Studies MSc**. The course is the first of its kind around the world and is having a global impact on the field of Mad Studies. The course was able to adapt to the circumstances of the pandemic and teach its first semester entirely online. The current semester was a blend of online and in person teaching. The course has received positive feedback so far and is planning to continue and expand to include more students for next year. The **Mad People’s History and Identity (MPHI)** course was paused last year due to the pandemic. The course is planned to go ahead in person in November-December 2021. The course will include former MPHI students as visiting lecturers. Both courses have optional informal opportunities for students to meet each other and support each other in the course.

arts as advocacy

Arts As Advocacy

Thrive Arts & Creativity:

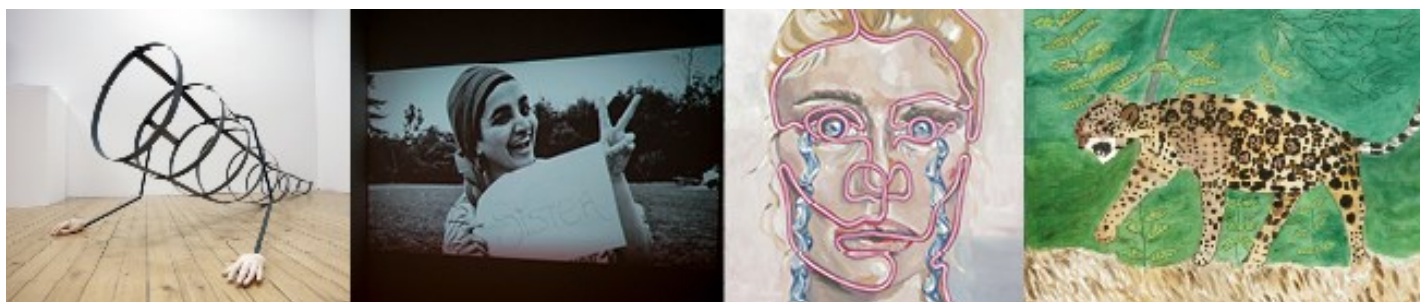
2021 has been the first year of the successful Thrive Arts & Creativity tender bid, which for the next eight years will support the Arts As Advocacy post, Out of Sight Out of Mind exhibition, including enabling materials grants for exhibitors. It also involves administering the Edinburgh Thrive Arts Small Grants programme. In May 2021, 39 grants were awarded for arts-based projects which would benefit people throughout the Lothians.

Scottish Mental Health Arts Festival in May 2021:

Arts As Advocacy worked with people in relation to their online exhibitions and events during the festival. Including, Jamie King's exhibition 'Normality', Erin Colquhoun's video series 'Let's Create', Lynn Fraser's 'Sketch and Wander' event, OOSOOM Afternoon Tea, Fiona Tongs 'Why so Serious?' event and 'Conversations For Change' exhibition and event.

Out of Sight Out of Mind (OOSOOM) October Exhibition 2021:

The 9th OOSOOM exhibition took place at Summerhall and online this year. We proudly presented 100 artworks made by people who have lived experience of mental health issues. The Planning Group met online throughout the year to plan and direct the work. There are around 12 members, who also undertake the PR, curation, and many other tasks, such as the launch, installation, invigilation and allocating the exhibitors materials grants. This year Exhibition Assistant Steph joined the team again and a main role of theirs was to fully utilise the OOSOOM website, with an online version of the exhibition and to promote the Summerhall exhibition and events: www.outofsightoutofmind.scot The group are already planning for 2022 which will be the exhibition's 10th year.




From left: Heather Bell 'Hollowed Out', ZUI 'Sonnet 4 Sister', Reb T 'Petty Party', Joan Templeton 'Jaguar'

“seen but not heard” eating disorders project


2021 Highlights

Seen But Not Heard has had an active and enthusiastic 2021 as the group has continued to meet regularly online over Zoom. The group carried out the **Understanding Eating Disorders (UED) workshop** for students at QMU via Zoom following a successful pilot workshop at the end of 2020. This was **very well received** by students and there are plans to continue to deliver this workshop online in the future as well as hopefully delivering workshops face-to-face again.


Numbers remain steady in the group despite the stressors of Covid life and the group has welcomed three new members. Several members of the group have also been taking part in **storytelling sessions** sharing their experiences which was very fulfilling for both the storytellers and attendees.




CAPS collective advocacy project for people with experience of Eating Disorders – **Seen But Not Heard** has been around for a few years and we are really excited to be starting new work focussing on specific topics where greater change is required.



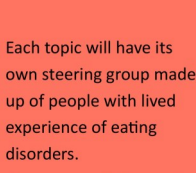
RESEARCH TOPICS



“Men and Eating Disorders”





“Continuity of care and treatment for students moving to a different Health Board area.”



Each topic will have its own steering group made up of people with lived experience of eating disorders.

The group will design the methods of gathering information and will analyse findings and present them along with recommendations





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You can find more information about the Eating Disorder project work on our website www.capsadvocacy.org.

If you have experience of an Eating Disorder and would like to be involved in either of the research topics, and/or in the other activities of the group, contact Victoria on : Victoria@capsadvocacy.org

CAPS meetings are currently all taking place on ZOOM

CAPS Independent Advocacy
Experience Led research relating to Eating Disorders

The current main focus of the group is their **experience led research project into men and eating disorders**. This topic was chosen by the group themselves after thoughtful and extensive discussion as to what issues they would like to research.

This task is a little bit different to the things the group have done before and they are very enthusiastic about this new challenge. Following this research project, the group hopes to carry out **further research into the continuity of care for students moving to a different Health Board area**.

If you'd like to get involved in this project, contact lona@capsadvocacy.org

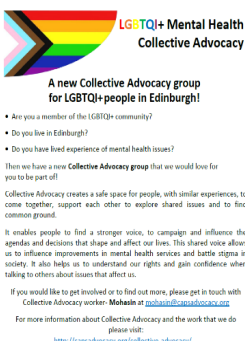
thrive collective advocacy

Last year CAPS was successful in our bid to Thrive Edinburgh, to create two new Collective Advocacy groups. Thrive Edinburgh aims to create access to high quality mental health support for all and aims to highlight the views and needs of the community to be able to inform service provision and design. Community suggestions identified a need for groups targeted towards BAME and LGBT communities which led to the **creation of two Collective Advocacy groups** for those who identify as part of these communities.

Former volunteer, Mohasin, became the worker for both Collective Advocacy groups for people from ethnic minority backgrounds and for people who identify as part of the LGBTQI+ community. Both groups successfully had their first Collective Advocacy meetings in May this year.

Minority Ethnic Collective Advocacy

Successful links with various organisations working with BAME communities in Edinburgh have been made to advertise the details of this group and get people involved. Online meetings with the group highlighted various issues faced in their communities relating to mental health, such as **the misunderstanding of mental health and related stigma, and the lack of cultural competency from mental health service providers**. From these discussions the group have come up with many exciting ideas to put forward for future projects to improve mental health service provision in Edinburgh for ethnic minority groups, and to improve attitudes around mental health in their communities - watch this space! If you are from an ethnic minority background and are interested in getting involved, please get in touch with Mohasin at mohasin@capsadvocacy.org.



LGBTQI+ Collective Advocacy

Initial online group discussions about issues faced by the LGBTQI+ community when accessing mental health services highlighted that often **people feel unsure if the service will be a safe space for LGBTQI+ people** and people can have negative experiences in services because of this. So, we spoke of ways to improve and inform services about **how to be more LGBTQI+ inclusive**.

We found an **audit tool** which can be used to guide more LGBTQI+ inclusive practice in mental health services, created by LGBT Health and Wellbeing in 2012. We didn't want to replicate work so we decided to work with LGBT Health and Wellbeing to offer a refresh. The group has made excellent progress on this, and we hope to launch the new tool at the beginning of next year! If you would like to learn more about this project, or would like to be involved, please contact Mohasin at mohasin@capsadvocacy.org.

lothian voices

This year Lothian Voices have been working hard to raise the profile of people's voices throughout Lothian.

At the start of 2021 the group held a **follow-up webinar** to our 2020 People's Conference. This was an opportunity for professionals to join with people with lived experience to discuss the findings from the conference, look at what the 'new norm' might look like and engage in conversations about solutions moving forward. The group were keen to create a shared space where open dialogue could be fostered and look forward to creating more of these in future!

We continued to find ways to feed into the **Mental Health Law Review** and organised a workshop with Graham Morgan from the Mental Welfare Commission to feed into the Social, Economic and Cultural strand of the Review.



The group continued to attend the **Mental Health Cross Party Parliamentary Group** and have contributed to sessions on Rights, Information and Planning and Data and Measurement. With the start of the new parliamentary session the group look forward to continuing their successful membership of this important platform.

This year the CAPS People's Conference looked at the topic of **Meaningful Involvement** for people with lived experience of mental health issues. The conference once again took place on Zoom and was joined by

members of the Scottish Recovery network. Members of Lothian Voices shared their experiences of involvement and workshops were held on how to achieve meaningful involvement and what Trauma Informed involvement should be like. Look out for the report to read what people have to say.



LEARN

A Human Experience: Living with Mental Health Issues

This workshop offers space to explore what it is like to live with mental health issues of all kinds. The group has delivered four online workshops to the public.



*The key message of the workshop - we are **all** worth our room on this Earth.*

Members of the group have said:

- It's about virtual friendships, supporting one another, doing the workshops, teaching a few people the myths about mentally ill people
- I value the meandering conversations over the year, they interweave, are deep and cover things we might not have got to without this time. They sparked me to think about my experiences in different ways.
- The workshop is inclusive, participants share stuff. It raises awareness. We take people out of their comfort zone.
- Most people have had some level of mental health issues and we bring people into the conversations. And participants share their creativity.

LEARN *continued*

People attending the workshops have told us:

- Thanks to everyone for sharing their stories. The more that people do this, the more that this can become easier for everyone. It's an important conversation.
- I found the mix of information/resource sharing and talking about people's lived experience really useful and refreshing. Often when I go to these workshops, everyone has their professional hat on and it sometimes prevents deeper/more vulnerable conversations. So thank you!
- I found the workshop brilliant. The space that's been created there for everyone to speak is so safe and welcoming.

If you are interested in attending a future Human Experience course, visit our website and sign up to hear about our courses www.capsadvocacy.org

Human Rights work with the Patients Council and Edinburgh Carers Council

LEARN has been working with the Patients Council and Edinburgh Carers Council to develop an experience-based Human Rights training for health and social care workers. LEARN has been part of developing the content, making sure it is rooted in lived experience, like all our courses and workshops.

For more information, please get in touch with Joyce at joyce@rehpatientscouncil.org.uk



volunteering



CAPS has answered 106 volunteer enquiries this year (88 Edinburgh, 3 East Lothian, 5 Midlothian, 2 West Lothian, 8 other areas/unknown) and 42 new people have chosen to get involved with CAPS. Over half of enquiries were around the **new collective advocacy projects** (LGBTQI+ and Minority Ethnic collective advocacy). Some projects asked for recruitment of volunteers to be suspended to enable groups/existing volunteers to concentrate on developing new ways of working and getting to know new development workers.

23 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.

Through CAPS, volunteers have been involved in creating and delivering **online workshops**, in planning the **OOSOOM exhibition**, taking part on **interview panels** and organising the People's Conference.

Volunteers worked hard on developing their stories over a series of **mental health storytelling workshops** with the aim of performing their stories in front of a public audience - 'Speaking Aloud Allowed' took place in March and June 2021. These events proved very popular with over 60 people attending each event. Feedback from the audience was overwhelmingly positive and encouraging. CAPS also worked with **The Scottish Storytelling Centre** to provide more opportunities for volunteers to learn storytelling skills and tell their stories through the '**Mind You**' event, held in October 2021 on World Mental Health Day as part of ThriveFest2

In June CAPS celebrated **Volunteers' Week** by organising an online '**Afterzoom Tea** and people's quiz'. In true advocacy style everyone suggested a question and we all donned bright clothing, had a blether, and tested our general knowledge (with a quiz) over a cup of tea.

CAPS have had a lot to celebrate this year. During Volunteer's Week CAPS attended the **Midlothian Volunteer award ceremony**, for an individual award nomination for Andrew's work in Midlothian. Volunteers' achievements have also been recognised in Edinburgh where the Lothian Voices team were awarded a **Volunteer Edinburgh Inspiring Volunteer Team award**. Two volunteers were invited to represent the team and were presented with their award by the Lord Provost, at an 'in person' ceremony at the City Chambers in September.

volunteering *continued*

CAPS would like to take this opportunity to say a huge THANK YOU to everyone, who has given their time, energy, and enthusiasm to help CAPS projects.

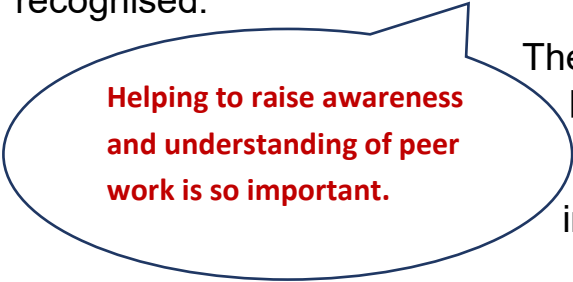
CAPS has created a new role of **Peer Volunteer Development Worker**. This role involves encouraging volunteers to join CAPS and providing day to day support for volunteers in addition to facilitating the Peer Forum. Madhu Venugopal has joined the team in this role - Madhu@capsadvocacy.org

Peer Forum

The Peer Forum is a collective advocacy space for people who use their **mental health lived experience as peer workers or volunteers** in Edinburgh.

This work is part of the priorities of the Thrive Peer Work Community of Practice, shortened to the “Peer Community” for simplicity.

CAPS and Health in Mind are both involved in this work which is about embedding peer work across the city of Edinburgh and ensuring its true value is recognised.

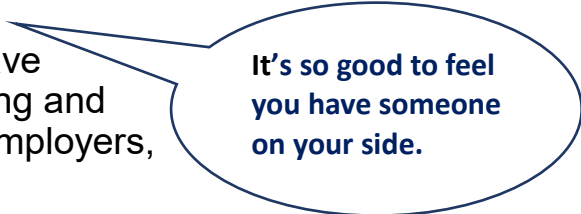


Helping to raise awareness and understanding of peer work is so important.


The Peer Community aims to support the professional development of paid peer workers (Health in Mind's role) and to **enhance opportunities for peer volunteering** (Health in Mind and CAPS).

The Peer Forum meets monthly to discuss issues affecting people working in a peer way across Edinburgh.

Priorities identified by the Peer Forum so far have been around the need to: promote understanding and awareness of peer work particularly amongst employers, and address pay inequalities within peer work.



It's so good to feel you have someone on your side.



It's been so helpful to be able to listen to people's experiences and share thoughts on how to challenge things.

Issues raised at the Peer Forum can be raised directly at the peer steering group and at other Thrive strategic meetings. People have said how helpful meetings have been and how important it is to have **a protected space** to come together to talk about shared issues.

CAPS delivered a workshop at the Peer Community '**Peer Gathering**' event in October to promote the Peer Forum and collective advocacy and will continue to encourage more people working in a peer way to join the group.

collective advocacy evaluation

People involved with CAPS collective advocacy projects were invited to complete an online evaluation survey which was also available to be sent out as a hard copy.

- 100% found getting involved with collective advocacy an **easy process**
- 93% said that they had had the opportunity to learn about the **aims and purposes** of the collective advocacy group
- 100% agreed that there are **different ways to make your views known** within groups and that there were **different options** discussed.
- 85% felt they were **better informed** and had **learned new information**
- 78% felt that being involved in collective advocacy had given them ways to **challenge power imbalances**, although some people were unsure. Opinion was divided also over whether it was easier to challenge power imbalances as a group, 71% of people said yes but 29% were uncertain.

Everyone who completed the survey found there to be **additional benefits** to being involved in collective advocacy, these included: **developing friendships, learning new skills and feeling less isolated.**

Here are some examples of what people said. The full report will be published on CAPS website.

I've learnt so much from my peers and from facilitators it's unbelievable. I have found out a lot about my rights but also a lot about gaps and cracks in the system which means I could face being in hospital much better in the future.

I have found attending meetings improves my own mental health. I have also learned from my fellow volunteers and from the skills of the facilitators...

Everybody was so welcoming.

Meetings took place using zoom, and were well organised and facilitated.

During the past 18 months CAPS has been a god send in that it has banished isolation for me

Yes, with shared experience you feel more justified to raise an issue - you don't feel like you are the only one. You also feel more passionate about any issues because you see how they affect many more people than just yourself.

website and logo

We celebrate this special birthday year with a new website and new logo. Designer Ben Usher-Smith created both logo and website. Ben took the staff through a **process of exploring how CAPS presents itself to the world**. Management Committee members and advocacy participants also got involved. We looked at questions such as what CAPS should look and feel like and what tone of voice it should have. To give a flavour of what we came up with, we felt that some of the most important qualities of CAPS are that we are:

- trustworthy;
- independent;
- approachable;
- imaginative;
- inclusive.



Search Q Menu ☰

CAPS is an independent advocacy organisation.

We provide individual and collective advocacy in East Lothian and Midlothian. We also host several experience-led projects across Lothian.

[Learn More About Advocacy →](#)

Are you attending a Children's Hearing?

[Learn More](#)

What is Independent Advocacy

[Learn More](#)

Following this consultation, Ben went away and worked on designs for both the website and logo. We had plenty of opportunity to give feedback throughout the whole process. For the logo he kept a lot of the feel of the old logo but gave it a much more streamlined look. He also created many different coloured versions and has created variations of the main logo for each of the projects.

The website has a **very bold and organic feel**, Ben developed a bright and distinctive colour palette. There are a number of new features such as sign up forms where participants can sign up directly to Collective Advocacy projects

Collective advocacy

Find out more about CAPS' Collective Advocacy in Edinburgh and the Lothians

[Learn More →](#)

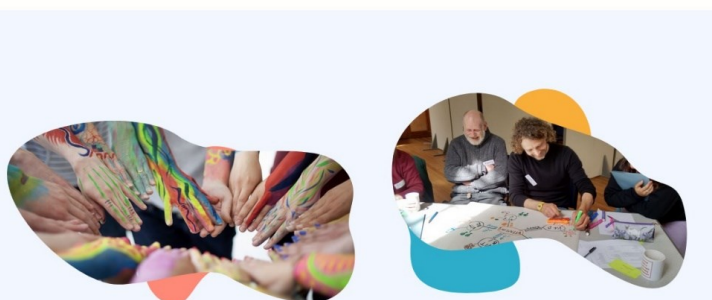
Individual advocacy

Find out more about CAPS' Individual Advocacy in East Lothian and Midlothian.

[Learn More →](#)

through the site. People can also refer themselves for Individual Advocacy on the site. We have introduced an area called **“celebrating our work”** that features articles about CAPS' successes. We also have a **history page** celebrating 30 years of CAPS' work, and **stories from volunteers**. Please visit and let us know what you think!

www.capsadvocacy.org



summary financial information

The summary financial information was drawn from our statutory accounts for inclusion in this Annual Report. At time of writing, 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 2021

	Unrestricted	Restricted	Total	Total
	2021	2021	2021	2020
	£	£	£	£
<u>Income from:</u>				
Donations & legacies	5,300	17,500	22,800	14,837
Charitable activities	0	489,794	489,794	416,174
Investment income	379	0	379	864
Other income	812	0	812	100
Total incoming resources	6,491	507,294	513,785	431,975
<u>Expenditure on:</u>				
Charitable activities				
Collective Advocacy	2,727	211,506	214,233	215,638
Individual Advocacy	0	222,845	222,845	171,759
Total expenditure	2,727	434,351	437,078	387,397
Net income/(expenditure)	3,764	72,943	76,707	44,578
<u>Other recognised gains /</u>				
Pension scheme	(1,303)	(1,697)	(3,000)	2,000
Net movement in funds	2,461	71,246	73,707	46,578
Funds at 1 st April 2020 / 2019	89,169	208,602	297,771	251,193
Funds at 31st March 2021 / 2020	91,630	279,848	371,478	297,771

summary financial information *continued*

Balance Sheet at 31st March 2021

	2021		2020	
	£	£	£	£
Fixed assets				
Intangible assets (net book value)	2,000		-	
Tangible assets (net book value)	7,745		1,739	
<i>Total fixed assets</i>	<i>9,745</i>		<i>1,739</i>	
Current assets				
Debtors	7,260		6,392	
Prepayments	12,401		4,250	
Cash at bank & in hand	494,403		378,099	
<i>Total current assets</i>	<i>514,064</i>		<i>388,741</i>	
Liabilities				
Creditors (falling due within one year)		10,750		7,227
Accruals		20,210		14,481
Deferred income		54,500		3,520
Provision		2,160		-
<i>Net current assets</i>	<i>426,444</i>		<i>363,513</i>	
<i>Total assets less current liabilities</i>	<i>436,189</i>		<i>365,252</i>	
Creditors (falling due after more than one year)		3,711		481
<i>Net assets ex. pension liability</i>	<i>432,478</i>		<i>364,771</i>	
Pension scheme liability provision		61,000		67,000
Total net assets	371,478		297,771	
The funds of the charity				
Unrestricted – general	20,989		16,008	
Unrestricted – designated	70,641		73,161	
Restricted	279,848		208,602	
Total	371,478		297,771	

We received **grant funding** of **£489,794** (2020: 416,174) from East Lothian Health & Social Care Partnership, Edinburgh Health & Social Care Partnership, Future Pathways, MELDAP, Midlothian Health & Social Care Partnership, NHS Lothian, the Scottish Government and Thrive Edinburgh. We are grateful for all the support they have provided to the organisation.

who's who

Management Committee

Brendan Rooney - Chair

Tom Jordan - Treasurer

Eilidh Coltman

Laurelle Edmunds

Amy McMahon

Lauren Stonebanks

Lindsay Robertson and Magda Lenczowska 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

Kousar Javaid - Individual Advocacy Worker

George Kappler - Individual Advocacy Worker

Donald Preston - Individual Advocacy Worker

John Player - Individual Advocacy Worker (Drug and Alcohol)

Niamh Allen - Individual Advocacy Worker (Drug and Alcohol)

Rosie Eatwell-White - Children & Young People's Individual Advocacy Worker

Lara Wauchope - Children & Young People's Individual Advocacy Worker

Victoria Jackson - Collective Advocacy Manager

Anne O'Donnell - LEARN Co-ordinator

Pam van de Brug - Arts as Advocacy Worker

Ele Davidson - Collective Advocacy Worker

Dave Morris - Collective Advocacy Worker

Lindsay Horton - Collective Advocacy Worker

Sarah Golightley - Collective Advocacy Worker

Mohasin Ahmed - Collective Advocacy Worker

Iona MacTaggart - Collective Advocacy Worker

Madhu Venugopal - Peer Volunteer Development Worker

Glen Faulkner - Finance & Administration Manager

Catherine Street - Communications Manager

Collective Advocacy Workers Carla Sayer and Jacob Frankau 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 20-21 for more information.

contact us

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Individual Advocacy

phone: 0131 273 5118
e-mail: advocate@capsadvocacy.org

Children's Hearings Advocacy

phone: 0131 273 5236
e-mail: ypadvocacy@capsadvocacy.org

Collective Advocacy

phone: 0131 273 5116
e-mail: contact@capsadvocacy.org

LEARN

phone: 07910 021 537
e-mail: learn@capsadvocacy.org

Please check the website for mobile numbers of Collective Advocacy staff

www.facebook.com/CAPSIndependentAdvocacy

twitter [@capsadvocacy](https://twitter.com/capsadvocacy)

www.capsadvocacy.org



CAPS Independent Advocacy is a Scottish Charitable Incorporated Organisation
Scottish Charity Number: SC021772