

# Independent Advocacy North East



## Annual Report 2019



North Tyneside Council



*Thank you to our funders and supporters*

**Giving a voice to vulnerable and disabled people  
since 1995**

# About Independent Advocacy

## North East

Independent Advocacy North East (IANE) is a charitable company, registered with the Charity Commission on 6 October 1995 (Charity No: 1049624) and registered with Companies House (14 February 2012). IANE is an established charity whose business is the provision of independent advocacy services. Independent Advocacy is known as an agency which has remained true to the values and principles of advocacy and service user involvement and will continue to do so.

IANE's aim is to empower vulnerable people to have their voices heard, to be properly involved in their own care, to have information about their rights and to access the services they need. Our charity aims to continuously deliver high quality advocacy services that are accessible, responsive and appropriate to the diverse needs of different client groups.

### Mission Statement 2019

***“To enable the voices of vulnerable people to be heard through the provision of a range of independent advocacy services, tailored to the needs of individuals.”***

Advocacy provides the support someone needs to express their views, to communicate their choices and to participate in decision making. It can enable people to take more responsibility, have choices and control over decisions that affect their lives. It promotes individuals' overall health and wellbeing by increasing self-determination and on a larger scale helps to promote social inclusion, equality and social justice.

At Independent Advocacy we assist the person to look at options and to be part of the decision making process. We help with: care plan assessments, support plans, reviews of care and safeguarding enquiries or assessments and reviews. We can also help with various issues and concern such as housing, complaints, family, etc.

## A word from IANE...



“Although the Executive Committee, Debbie and I are there to lead and oversee IANE, we are all really proud to say we are part of an amazing team.

At IANE our advocates, who include both employees and volunteers are passionate about providing quality advocacy; but most of all they care about the people they are helping. Only people who are ready to take a stand for what they believe in are attracted to being an advocate. You can't be an advocate and not care deeply about the rights of people.



This was further evidenced when our charity was recently re-assessed; and again awarded the Quality Performance Mark for Advocacy. Our Assessor recognised our advocates as 'knowledgeable, well informed and passionate about ensuring the voices of those they serve are heard'.

This year we were also very lucky to have been chosen by Garfield Weston for a Pilotlight Award. This award passports your organisation to a team of professionals who can advise, support and assist in the development and strategic planning of the business. With the Pilot Lighter's guidance IANE can strengthen and create a more robust and smart business plan, providing IANE with a more structured and financially secure future.

IANE has provided advocacy services to the people of North Tyneside since 1995 and with the help of our funders and supporters; our charity can continue to provide much needed advocacy services in the future.”

**Dennis Errington - Chair of the Executive Committee**

**Debbie Shelton - CEO**

The Audited Accounts for the financial year 1st April 2018 to 31st March 2019 are available at the Annual General Meeting and from the IANE offices at 62 Howard Street, North Shields NE30 1AF.

**Extracts from the published accounts are included below:**

Statement of Financial Activities	2019	2018
Total Incoming Resources	248,652.00	228,454.00
Total Resources Expended	258,463.00	251,816.00
<b>Net Movement in Funds</b>	<b>(9,811.00)</b>	<b>(-23,362.00)</b>
Funds Brought Forward	116,325.00	139,687.00
<b>Funds Carried Forward</b>	<b><u>£106,514.00</u></b>	<b><u>£116,325.00</u></b>
<b>Balance Sheet</b>		
Fixed Assets		
Current Assets	113,544.00	123,826.00
Less Current Liabilities	(7,030.00)	(-7,501.00)
Net Assets	106,514.00	<b>116,325.00</b>
<b>Represented by Fund above</b>	<b><u>£106,514.00</u></b>	<b><u>£116,325.00</u></b>

### Financial Position

Incoming resources in the year were £248,652 of this £92,064 related to restricted activities. Despite sound financial management and the support of staff and volunteers, the Charity has a deficit on unrestricted funds of £9,259 and a deficit of £552 on restricted funds.

At 31 March 2019 total reserves were £106,514 of which £105,863 represented unrestricted funds.

## Welcome to Our New IANE Staff & Trustees

### Gillian Goodbrand

Gillian started at IANE in October 2018 as a Statutory Case Advocate. She had worked in various advocacy projects across the North East and has experience working as an IMCA, IMHA, DoLS RPR and as a Case Advocate. She is delighted to be working at IANE and to be working in the area that she lives in. She has two grown up children and enjoys walking in her spare time.



### Gem O'Connor

Gem joined IANE in 2019 and has worked in advocacy since 2013. She has a background in both mental health and the arts. Gem is currently studying for her Masters degree in Creative Writing and also teaches creative writing workshops. Out of work Gem owns too many books and is owned by two pugs.

#### Directors

Dennis Errington – Chair  
Nigel Dorner – Secretary  
Elisabeth Robertson

Elayne Alexander – Vice-Chair  
David Grieveson – Treasurer  
Nathan Johnstone

#### Staff

Debbie Shelton – Chief Executive Officer	Angela Goodwin - Administrator
Joe Auchterlonie – Finance Administrator	Shami Hamidi – Advocacy Case Worker
Tony Blair – Statutory Advocacy Co-ordinator	Elsbeth Kirkwood – Advocacy Case Worker
Louise Coltman – Statutory Case Worker	Alison Pringle – Development Officer
Susan Dryland – Advocacy Co-ordinator	Gem O'Connor – Advocacy Case Worker
Natasha Fothergill – Administrator	Leah Sowerby – Office Manager
Gillian Goodbrand – Statutory Case Worker	

# What is Advocacy?

**Advocacy is not new**

**it is part of everyday life**

**People advocate (or speak up) every day for themselves,  
their children, their relatives and their friends.**

Advocacy provides support to those who need help to express their views, to communicate their choices and receive services or to participate in decision making. It can enable people to take more responsibility and have choice and control over the decisions that affect their lives. Advocacy thereby promotes an individual's overall health and wellbeing by increasing self-determination and, on a larger scale, helps to promote social inclusion, equality and social justice.

## **What is advocacy?**

*Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates and advocacy schemes work in partnership with people they support and take their side. Advocacy promotes social inclusion, equality and social justice.*

The Advocacy Charter: Action for Advocacy

# Who do we help?

We help people with:

**Mental health problems including anxiety or depression**

**Communication difficulties**

**Mental and/or physical disabilities**

**Learning disabilities**

**Young people transitioning from Child to Adult Services**

# STATUTORY-BASED ADVOCACY

## Independent Mental Health Advocacy (IMHA)

IMHA cases concern people who are qualifying patients within the Mental Health Act, either formally detained in hospital, under a Community Treatment Order, Conditional discharge or under guardianship. In some circumstances informal patients can also have representation and support from an IMHA case advocate when specific types of treatment requiring additional safeguards are being discussed, for example, Electro Convulsive Therapy or Neurosurgery.

IMHA cases, due to the statutory criteria, are often lengthy and can require a high degree of involvement from a number of professionals. Such cases might even include court proceedings, particularly if the case involves forensic issues. IMHA advocates are extremely valuable in helping inform patients of their rights and of the powers of those involved in their care. Our IMHA service works on a one-to-one basis to help empower people, wherever possible, to take control of their lives by helping them to explore options and make informed choices, encourage people to speak for themselves or to speak on behalf of the individual and support them to be aware of their rights under the Mental Health Act.

The advocates' role is to ascertain the individuals' wishes and agree with them a course of action, support the individuals so that their views are heard, and empower those individuals to put their views and feelings across when decisions are being made about their lives. Advocates support individuals to explore options and make informed choices, encourage them to speak for themselves or speak on behalf of the individuals and support them to be aware of their rights under the Mental Health Act, as well as to exercise those rights.

## Independent Mental Capacity Advocacy (IMCA)

The IMCA service is a safeguard under the Mental Capacity Act for people deemed to lack the capacity to make specific important decisions. The IMCA role supports and represents the person during the decision-making process, making sure that the Mental Capacity Act is correctly used. An IMCA's role and functions can be quite specific under the Act, but IMCAs are always required to produce a report for the person who instructed them. This report is provided to the decision maker and those who instruct IMCAs must pay attention to any issues raised by the IMCA in making their decision and IMCAs may formally challenge their decision-making.

## Care Act (2014) Advocacy

Local authorities must abide by the Care Act (2014) and involve people in any decisions made about them, their care and/or their support. No matter how complex a person's needs, local authorities are required to help people express their wishes and feelings, support them in weighing up their options and assist them in making their own decisions. The Care Act (2014) places a duty on local authorities to arrange independent advocacy for any person with care and support needs who has substantial difficulty in being involved and if there is no appropriate individual to support them.

At IANE we assist the person to look at options and to be part of the decision making process. We help with: care plan assessments, preparation of care and support or support plans, review of care and support or support plans, safeguarding enquiries or assessments and safeguarding adult reviews.

## Deprivation of Liberty Safeguards (Relevant Persons Representative) (DoLS-RPR)

A manager of a hospital or a care home may decide it is necessary to deprive someone of their liberty if that person lacks capacity, provided it is justified. Justification is established by assessing the person's capacity and the legal criteria concerned, before this decision is made. The assessments must agree that any deprivation of liberty is appropriate and in the persons best interests.

The role of a Deprivation of Liberty Safeguards Relevant Person's Representative (DoLS-RPR) is to consider whether the justification outlined in each of the assessment reports still applies. The RPR is a further safeguard appointed after the assessments have taken place to review each assessment, meet regularly with the person concerned and review whether it remains appropriate for the deprivation of liberty to continue.

If there has been a change in circumstances since the assessments were written, or the RPR disagrees with the justification outlined, a request can be made to review the decision. This can sometimes involve applying to the Court of Protection to look at the decision. It is therefore an important safeguard for the person concerned. The RPR will represent the views of the person throughout the authorisation at any care reviews.

## CASE WORK

### Mental Health Case Work

IANE frequently supports people who are socially excluded and without ordinary support networks. Whilst mental health professionals may act in their best interests, the advocate can often be the only person to help them get their own voice heard. Comments from service users have included “Nobody was listening to me until you got involved” and “My mental health is better now I’m getting the support I need”.

Issues have ranged from the need for formal support (e.g. at mental health reviews) to help with community-based problems such as family disputes and housing difficulties.

Our service has seen an increase in use from people who suffer from anxiety and depression. The effect can be very debilitating leaving the person unable to speak up for themselves effectively or make informed choices. Issues such as poor housing, debt or family difficulties can be overwhelming. Our advocates support each person to express their views, make choices and effect positive life changes. Comments from users of this service have included “I don’t feel like I’m on my own now” and “I can see an end to my problems now that you are helping me”.

### Physical Disability Case Work

We offer advocacy services to people with a wide range of physical disabilities. More often than not, the person is able to speak up for themselves, but just needs that extra bit of support to enable them to achieve their desired outcome. This year we have helped people appeal against their health assessments, find new activities for them to do as well as communicate to staff.

## CARE ACT

### Young People in Transition Project

The transition project is now well established in Beacon Hill, Woodlawn and Tyne Met, where we are currently working with 30 young people. Work within these establishments has been invaluable ensuring that the voice and opinions of young people are heard and acted upon. We are still looking for funding to expand and pay towards this project, however we will continue to work with these young people under provisions in the Care Act (2014). Advocacy has continued to ensure that young people’s views are taken seriously and listened to by everyone who is involved in their care, education and future.

Another positive for the young people we work with and ourselves is that we get to know individuals who may become future services users for other reasons. We hope that if they need some assistance in the future they will call on IANE. Or from perviously working with IANE they will have the confidence to advocate for themselves.

### Refugee & Asylum Seekers Project

This project is now in its ninth consecutive year. As demand for the project has grown significantly over the years so have the dynamics of the project. The word of mouth amongst service users was and remains our primary method for raising the awareness around Refugee and Asylum Seekers advocacy and how it can support individuals. Many of the people we support are socially isolated, marginalised and left with little or no support to deal with overwhelming and debilitating issues. As well as providing one-to-one case advocacy we continue to facilitate two Refugee and Asylum Seeker Advocacy clinics.

### Refugee & Asylum Seekers

Our 360-degree support for this demographic is unique, and thus vital, within North Tyneside.

*Mondays 11am–1pm at St Luke’s Church, Frank Street, Wallsend*

*Wednesdays 11am–1pm at the Baptist Church, Howard Street, North Shields*

We have developed mutually-beneficial collaborations with St Luke’s Church which also offers English language lessons and lunches to those in need. These Refugee and Asylum Advocacy clinics provide advocacy drop-in sessions for refugees and asylum seekers.

The clinics allow people to access the service—without an appointment—providing information, signposting and the support to make a referral for an advocate. Much of this work focuses on developing people’s skills and confidence to enable them to self-advocate where possible.

# Your Comments and compliments...

***"Thanks Elspeth for helping me out."***

***"Staff said thank you very much for all of your help, you found answers for everything she had issues with."***

***"I am very happy and appreciative of the help I received from Susan. Everything that needed addressed was addressed to the best possible outcome. Thank you."***

***"Your help has had a massive impact on what's happened.'  
'You're a star.'"***

***"They had helped him a lot as they had "listened" to him and "believed him" and "were on his side."***

***"I thank you from the bottom of my heart."***



# Become a Volunteer with IANE . . .

*“ . . . To enable the voices of vulnerable people to be heard through the provision of a range of independent advocacy services, tailored to the needs of individuals”*

[IANE Mission Statement]

We offer volunteering opportunities for **Citizen Advocates** to work in partnership with people who have mental health problems, learning difficulties and/or physical disabilities. Advocates listen to and speak up for individuals, ensuring their voice is heard, thus helping them feel valued and part of society.

Volunteering as a Citizen Advocate can also help you! e.g. by gaining experience in the charity sector which could lead to new opportunities, building self-confidence as you learn new skills (including ways of dealing with people), as well as something valuable to add to your CV. Additionally, you will become much valued by the people you work with.

Our volunteers come from all walks of life —from students to retirees. If you are interested in learning more about helping others, or if you have a couple of hours a month to spare please do get in touch with us.

We also have volunteering opportunities for **Trustees** to join our Executive Committee. It is important that a **Trustee/Director** has an understanding of advocacy, the skills and enthusiasm to become an active part of the team and is able to attend board meetings, which are held early evening, every other month.

We would love to hear from you!

**For further information about volunteering experiences, please contact:**

Susan Dryland – [susan@iane.org.uk](mailto:susan@iane.org.uk) (for Citizen Advocate information)

Alison Pringle – [alison.pringle@iane.org.uk](mailto:alison.pringle@iane.org.uk) (for Trustee/Director information)

Contact tel. (0191) 259-6662

**NB Applicants must be over 18 years of age.**

## **Volunteer Opportunities – Citizen Advocate**

Susan Dryland is responsible for the recruitment and training of our volunteer **Citizen Advocates**. She is actively recruiting more volunteers for training. If you would like to talk about the role of a Citizen Advocate, please do not hesitate to get in touch with her. Susan will be more than willing to talk about the role of a volunteer and to answer any of your questions.

## Volunteer Opportunities – Trustee of the Executive Committee

We are also looking to recruit more dedicated **Trustees** from all walks of life and work experiences to become a member of the executive committee to help steer IANE forward.

IANE values diversity and welcomes any members of the public who are interested in furthering the aims of IANE, to join our board. It is important that a Trustee is able to devote the necessary time, have strategic vision, an understanding of advocacy, an ability to think creatively and a willingness to speak their mind. Board meetings are held early evening, every two months at the IANE offices, 62 Howard Street, North Shields.



## The Work of our Volunteers

Over the last year our volunteers have improved the lives of many people in a variety of ways. Our volunteers have attended professional meetings, including safeguarding meetings, made phone calls on their client's behalf or gone out for a cuppa and a chat. The work of our volunteers ensures that the quality of life of the individuals they are working with improves, because someone is there to listen to them and value what they have to say.

## Thank You

***Volunteers are the bedrock of our organisation and we would not be such an integral part of the community without them. Our volunteers give up their own time to help others. IANE would like to say a Very Big Thank You to all of our wonderful volunteers – Citizen Advocates and Trustees.***

## Case Study

One of our new volunteers has been doing brilliant work with his citizen advocacy partner, going above and beyond to improve their quality of life.

He has listened to what his citizen advocacy partner wants, so when he visits him, the meetings are very productive. He reads his partners mail to him and explains any actions that he may wish to take. He has found out information about getting a disabled car badge, and has taken action to help make this happen. He has attended medical appointments, able to assist his partner in explaining what he wanted (because he had spent the time listening to his issues and desired outcomes). He has also managed to help him sell an old boat, which was in the back garden!

He has also shared very positive feedback from a local restaurant, where his citizen advocacy partner visits daily. They are aware of his needs, and ensure they are met e.g. a quiet table and the same meal daily.

There are many more stories from our invaluable volunteers, who we are very proud of.

**Telephone: 0191 259-6662**

# How to donate to IANE

If you would like to donate to our charity please make your cheque out to

**'Independent Advocacy North East'**

and please post to

**Independent Advocacy North East**

**62 Howard Street, North Shields**

**Tyne & Wear, NE30 1AF**

If you would like to donate prizes for us to raffle please post them to the above address or contact the office to arrange collection. Tel. (0191) 259-6662 or email [info@iane.org.uk](mailto:info@iane.org.uk)  
Thank you.

## Gift Aid

You can increase the amount of any donation you make to us free of charge by completing a Gift Aid form. We will send the form to HM Revenue and Customs who will refund to us the appropriate amount of tax for the amount you donate. Note you must be a tax payer for us to benefit from this.

Forms for Gift Aid declarations can be found on our ['Downloads' section of our webpage.](#)

## Give more with Virgin Money Giving

Fundraising for IANE? Raise more with [virginmoneygiving.com](http://virginmoneygiving.com)

You can set up your fundraising page in minutes, and get loads of tips and tools to support you.

Through the page, your donors can easily add Gift Aid, increasing their donation by 20%, and the donation plus 20% is passed onto IANE in full – instantly boosting the amount you raise.



Visit [virginmoneygiving.com](http://virginmoneygiving.com) to create your fund-raising page today and support Independent Advocacy North East.

## Donate with Amazon Smile

With little effort you can enable Amazon to donate to IANE! Amazon will donate 0.5% of the net price of all of your Amazon purchases to the charitable organisation of your choice. You simply need to choose your charity by going to: <https://org.amazon.co.uk/>. If you don't already have an Amazon account you'll be asked to give your email and create a password at this point. Then, each time you access Amazon ensure it is via their Smile site: <https://smile.amazon.co.uk/> and they'll donate to your charity each time you purchase. Couldn't be simpler and you will be supporting us to help some of the most vulnerable people in North Tyneside. Thank you!



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