

## A note from our Chair . . .

Over the past four years I have held various roles at Independent Advocacy North East: from trustee to secretary to treasurer, before taking on my current role as the Chair. Being Chair is rewarding in that I witness how IANE works on a daily basis, with the support we are able to offer to the most vulnerable people either through *Independent Mental Health Care Advocacy (IMHA)*, *Independent Mental Capacity Advocacy (IMCA)*, *Deprivation of Liberty Safeguards (relevant Persons Representative) (DoLS-RPR)* or the Care Act (2014) advocacy.



All these services are paid for with money coming from many different funders, from grants sourced by the IANE staff, letting IANE support vulnerable people in North Tyneside and giving them the opportunity to access the support of a fully qualified advocate who will help vulnerable people to understand and deal with daily issues and problems.

IANE has a dedicated staff team and volunteers, backed by an executive committee that meets every two months. At these bi-monthly meetings the CEO and the Finance Officer give reports and updates to the executive, including progress with grant applications, staff training, and any issues that the CEO raises. This allows the executive committee to offer any support and advice as well as direction that the staff and executive committee deem necessary to continue the excellent work carried out by everyone involved running independent advocacy North East. As public resources decline this has a negative impact on many of the vulnerable people we support, as they lose access to other services. This in turn makes the role of IANE ever more important to those who have no one else to turn to. IANE is the only independent advocacy agency in North Tyneside and gives those without a voice the opportunity to access a fully qualified advocate who will help them understand and deal with their daily issues and problems. I am proud to support such a great organisation.

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

### Directors

Dennis Errington – Chair  
Elayne Alexander – Vice-Chair  
Nigel Dorner – Secretary  
Teresa Fortune – Director  
David Grieveson – Treasurer  
Denise Milburn – Co-optee

### Thanks & Farewell

Karen Macgregor – ex-Chair (resigned)

### Staff

Debbie Shelton – Chief Executive Officer  
Joe Auchterlonie – Apprentice Administrator  
Tony Blair – Statutory Advocacy Co-ordinator  
Louise Coltman – IMHA, IMCA, DoLS-RPR  
Susan Dryland – Advocacy Co-ordinator  
Natasha Fothergill – Administrator  
Shami Hamidi – Advocacy Case Worker  
Elspeth Kirkwood – Advocacy Case Worker  
Alison Pringle – Development Officer  
Leah Sowerby – Finance Officer  
Andy Wigmore – IMHA, IMCA, DoLS-RPR

The Audited Accounts for the financial year 1st April 2016 to 31st March 2017 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	2017	2016
Total Incoming Resources	£246,369.00	£230,446.00
Total Resources Expended	-£211,222.00	-£221,448.00
<b>Net Movement in Funds</b>	<b>£35,147.00</b>	<b>£8,998.00</b>
Funds Brought Forward	£104,540.00	£95,542.00
<b>Funds Carried Forward</b>	<b><u>£139,687.00</u></b>	<b><u>£104,540.00</u></b>
<b>Balance Sheet</b>		
Fixed Assets		-
Current Assets	£146,131.00	£110,008.00
Less Current Liabilities	-£6,444.00	-£5,468.00
Net Assets	<b>£139,687.00</b>	<b>£104,540.00</b>
<b>Represented by Fund above</b>	<b><u>£139,687.00</u></b>	<b><u>£104,540.00</u></b>

## Financial Position

Incoming resources in the year were £246,369, of this £112,881 related to restricted activities. Through sound financial management and the support of staff and volunteers, the charity has a surplus on unrestricted funds of £133,746 and a surplus of £5,941 on restricted funds.

At 31 March 2017 total reserves were £139,687 of which £133,746 represented unrestricted funds.

## Welcome to Our New IANE Staff & Trustees

### Denise Milburn – Co-opted Trustee

Denise comes to us with twenty years professional experience in the Social Care Sector as a Support Worker, Community Support Worker and Residential Officer. Her current role is Support Manager for the New Prospects Association where she manages a team of staff who provide supported living services to five homes. Denise has also worked a Volunteer Citizen Advocate and strongly believes in the power of advocacy. Books and swimming are two pleasures in Denise's life—second only to her beautiful, blue-eyed daughter, Annie. Over the coming months Denise is looking forward to contributing to the IANE agenda.



### Joe Auchterlonie – Administration Apprentice

Joe joined IANE October 2016 and has already gained a wide range of knowledge and experience. Through Joe's apprenticeship he is working toward a BTEC level 3, Diploma in Business Administration which allows him to gain a recognised qualification through his work in a business administration environment. As part of the administration team Joe fitted in immediately and enjoys working with his colleagues. Joe is advancing his learning around advocacy and learning more about various IANE clients with whom we work.

### Alison Pringle – Development Officer

Alison joined us in June with a bid-writing, project management and teaching background. She has worked in several universities on each side of the Atlantic—latterly, Northumbria University. Having sought work specifically in the third sector, Alison is delighted to have joined IANE and to have the opportunity to support their valuable advocacy work. When not in front of a computer she can usually be found someplace wet and muddy with her border collie, Ilsa.



## Overview

Independent Advocacy North East's (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. Our mission statement is:

***“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 and have choice 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.

Our activities include Citizen Advocacy, Case Advocacy, Self Advocacy Groups, Peer Advocacy and Care Act (2014) Advocacy. We provide these services for: people with disabilities, mental health issues and members of BME communities (including refugee and asylum seekers). We have also expanded several specific areas of work to meet increased demand; this includes dementia, acquired brain injuries, young people with disabilities and those transitioning from child to adult services.

Under the Care Act (2014) (2014) local authorities must involve people in making any decisions about them and in their care and 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 where there is no appropriate individual to support them.

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, preparation of care and support or support plans, review of care and support or support plans, safeguarding enquiries or assessments and safeguarding adult reviews.

## Signposting Information and Guidance Network North Tyneside (SIGN – NT)

Independent Advocacy North East is one of the founding members of SIGN – NT (Signposting Information and Guidance Network North Tyneside). This is a network of providers of free, independent and confidential information working to put people in need of practical or emotional help and guidance in touch with those local organisations best able to provide it. IANE staff regularly contribute to meetings of the network where we keep abreast of the latest developments in health, social services and voluntary organisations in North Tyneside.

3<sup>rd</sup> July 2017 saw the launch of the new online SIGN Directory as part of the brand-new North Tyneside My Care Website <https://mycare.northtyneside.gov.uk> which is an information and advice website about care and support options for residents in North Tyneside. From this site it is possible to browse the SIGN North Tyneside service directory for care and support services that may be helpful to service-users, their carers and their families. These include a listing for IANE, and there are also other links to IANE at relevant places on the My Care site.

**SIGN members include:** Independent Advocacy North East | Age UK North Tyneside | Community and Healthcare Forum | Disability North | Learning Disability North East | North Tyneside Carers Centre | North Tyneside Citizens Advice Bureau | North Tyneside Coalition of Disabled People | Skills for People.

# 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 or people on a Community Treatment Order, 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 a patient 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 concerned before this decision is made. The assessments must agree that a deprivation of liberty is appropriate.

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 DoLS Worker is appointed after the assessments have taken place to study each assessment, meet regularly with the person concerned and review whether it is appropriate for the deprivation of liberty to continue.

If there has been a change in circumstances since the assessments were written, or the DoLS Worker disagreed with the justification outlined, a request would be made to review the decision. This can sometimes involve requesting the Court of Protection to look at the decision. It is therefore an important safeguard for the person concerned. The DoLS worker also represents 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 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.

## **PROJECTS**

### **Dementia Advocacy Project**

At the finalisation of our 2 year specialist Dementia Advocacy project (part of the Comic Relief North East and Cumbria Dementia Fund programme) we directly assisted 280 people within North Tyneside who had, or were anticipating, a diagnosis of dementia. In addition we assisted 499 families and carers of people with dementia.

Through the lifetime of this project there were many challenges and developments including the transition of patients with dementia to new specialist dementia units at North Tyneside Hospital. This resulted in the project having to react flexibly to provide drop-ins, self-advocacy forums, and case advocacy services. This flexible approach allowed us to maintain continuity for patients and families over what was at times a particularly confusing and unknown period of change.

Once the wards were re-sited our 'Carers' Café' developed into the 'Friends' group (Forum of Recognition, Information and Education for Nearest and Dearest). This remains a drop-in group

at which people can talk with the care team, advocates and other family and friends for advice, support and to share any concerns.

We also facilitated training sessions for 77 nursing and care support staff around the interaction of law and provision of care. This has allowed the sharing and promotion of good practice within both a clinical and community setting.

IANE Advocates understand the impact of dementia on the individual and address the difficulties with skill and sensitivity. The most important part of our role as Advocates is to ensure that the person is at the centre of any decision-making regarding their future and their further care whilst retaining some independence for as long as possible. Our advocates have supported many patients during their transition from hospital wards to community care and care homes.

## Young People in Transition Project

The transition project has continued in both Beacon Hill and Woodlawn facilities, where we are currently working with 25 young people. Our funding for these projects ran out last year, and are still looking to source future funding. However the project is still flourishing and we work with these young people under provisions in the Care Act (2014)(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.

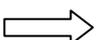
**Case Study 1:** *One young girl was bored with her after-school activities as well as feeling that her social worker didn't listen to her or value her voice. We then met with the family and the young girl to identify what they required of the social worker and to reach clarity about what the young person herself wanted. A call and subsequent meeting with a senior social worker resulted in the allocation of a new social worker who worked well with the young woman to help ensure that her leisure time was spent in a happy and meaningful way for her. As a result the family also understood the budget much better, so that it could be used to its full potential.*

**Case Study 2:** *We have also matched a citizen advocate volunteer with one of the boys at Beacon Hill, our youngest match so far. We feel confident about the success of the partnership which will provide a voice for this young boy throughout his adulthood. The ultimate aim is, that as time goes by he will feel more comfortable and confident in developing his own self-advocacy skills.*

Next year we will work in TyneMet College with some of the young adults we have previously worked with in Beacon Hill. Some of these young people have no close family and should benefit from the continuity of a familiar face. The transition for them will hopefully be smoother, as they will have someone to talk to with whom they already have a positive rapport and who will ensure that their voice is heard at their support meetings and EHCR Plans. Our hope is that 'Advocacy' will become a term commonly used at TyneMet in the future.

## Refugee, Asylum Seekers and Black & Minority Ethnic (BME) Communities Project

This project is now in its eighth 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 the BME advocacy project 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 BME, Refugee and Asylum Seeker Advocacy clinics.*



Cont.

## Refugee, Asylum Seekers and Black & Minority Ethnic (BME) Communities Project

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 the Baptist Church which also offers English language lessons and lunches to those in need. The BME Advocacy clinics provide advocacy drop-in sessions for refugees, asylum seekers and those from BME communities. 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.

Through the Communities project, a self-advocacy group for refugees and asylum seekers meets the 1<sup>st</sup> Monday of each month. The group has proven to be an invaluable source of support for its members. Many members have welcomed the opportunity to build friendships and support networks; particularly with others with shared experiences of leaving their home and relocating in a new country.

## 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.”**

[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 and thus helping them feel valued and a part of society

Volunteering to be an advocate can also help you through: gaining experience in the charity sector which could lead to new opportunities, building your confidence as you learn new skills including ways of dealing with people, and it is 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 might be 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, starting in the autumn. If you would like to talk about the role of a volunteer 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 consider joining 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 twenty four 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. All of the work our volunteers ensures that the quality of life of the individuals with whom they are working with is improved, 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 and we at IANE would all like to say a Very Big Thank You to all of our wonderful volunteers – Citizen Advocates and Trustees. THANK YOU!***



## Case Study

One of our Citizen Advocates (our volunteers) is currently working with a client who has had her one-to-one support hours cut. The Citizen Advocate met with the client and her social on numerous occasions to share concerns. The advocate was able to explain that the client's family network was in decline, leaving the client with reduced support. This situation meant that the one-to-one hours of support that had enabled her to go out into the community and continue doing the activities she loved, became even more essential. The Citizen Advocate suggested that the client explore using assisted technology and, although initially reluctant, the client did come on board with this idea. It proved to be a success and replaced staff for personal care prompts. This resulted in some of the client's precious one-to-one time being used to access other, more interesting, activities. It was also raised with the client that she could share some of her one-one hours with one of her housemates. This was agreed upon, which meant that she could double her one-to-one time out in the community to pursue activities in which they were both interested.

The Citizen Advocate provides the time for discussion, so that their clients are given the space and information to think about what is best for them.

# 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.

## Who do we help?

We help people with:

**Mental health problems**

**Anxiety or depression**

**Dementia**

**Communication difficulties**

**Mental and/or Physical disabilities**

**Young People Transitioning from Child to Adult Services**



## 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.

## Thank you for your kind support

Finn Family Fund



Whitley Bay Pantomime Society



Your Print Department



Whitley Bay Ice Rink



Proctor and Gamble



Kirkley Hall Zoological Gardens



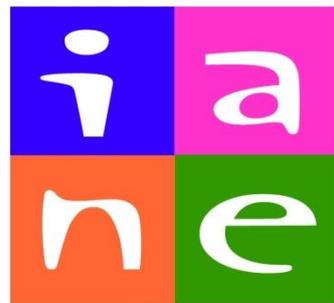
Independent Advocacy  
North East  
August 2015—July 2018



**Independent Advocacy North East  
62 Howard Street, North Shields  
Tyne & Wear  
NE30 1AF**

**Telephone: 0191 259-6662 Fax: 0191 296-3767**

**[info@iane.org.uk](mailto:info@iane.org.uk) [www.iane.org.uk](http://www.iane.org.uk)**



Independent Advocacy  
North East



**Registered Charity No.1148607**

**Company Limited by Guarantee No. 7949689**