

**Annual General Meeting held on 25<sup>th</sup> September 2013**

**Held at their registered offices - 1 The Podium, Ambrose Lloyd Centre, MOLD**

Present:	Julie Lambert - Chair John Richards – Vice Chair Valmai Perkins Mark McIntosh Gary Lloyd	Lesley Parry Lorraine Morris Terry Taylor Nicola Parry Simone Edwards	Rowan Rosenthal Suzanne Hughes Lynn Roberts Laura Millington (Accountant) Claire Sullivan
Apologies:	Enid Rich Jude Elliot Sumnadipa	Meryl Hayes Katy Bliss Jane Jones	Doreen Lee Sue Woods – Company Secretary Sue Owens Topher Boden Sian Williams- CAB
Minutes of 2012/13 AGM	Terry Taylor proposed that the minutes from the AGM held in 2012 were correct and Lesley Parry seconded the proposal. Minutes agreed as a true record & signed by Chair		
Annual Report	<p>Financial report – The Accounts have been fully approved by the Board.            Laura Millington from Gardners Limited gave a brief overview of the accounts and informed the meeting that Flintshire Advocacy Services had continued to retain its funding. The charity had not only maintained its position but had added to its reserves and expanded its workforce through Lottery money for a Carer’s advocate and expansion of the Independent Mental Health Advocacy            A full statement of Flintshire Advocacy Services accounts is available on the Charities Commission website. All funders and Trustees are given a full statement of accounts.</p> <p>The Chairs report this year is a remembrance page dedicated to our late chair Louise Rutt.            Service Directors report was given by John Richards in Sue Woods absence.            The annual report was presented and information was given on the statistics that were included in the report.</p> <p><b>Confirmation of accountants for the coming year:</b> Gardners Limited</p> <p><b>Confirmation of Trustees:</b>            Julie Lambert (Chair) Gary Lloyd (vice chair) John Richards Mark McIntosh            Valmai Perkins Meryl Hayes Doreen Lee Enid Rich</p> <p><b>Confirmed as Company Secretary:</b> Sue Woods</p> <p><b>Confirmation of Advisors to the Board:</b> Unllais.</p> <p><b>Adoption of the Annual Report:</b>            Lesley Parry proposed the adoption of the Annual report and Simone Edwards seconded the proposal.            The report was signed as a true record by Julie Lambert.</p> <p>Julie Lambert thanked everyone for their attendance and closed the meeting.</p>		

## MEMBERSHIP

Membership will be open to individuals aged over 18 years who have an understanding, basic knowledge or experience of mental health issues, and persons who have an interest in mental health issues.

Trustees may at its absolute discretion co-opt up to three members who use mental health services in Flintshire on to the Flintshire Advocacy Services Board.

Trustees may also co-opt advisory members who may include relevant statutory Health, Social Services and Voluntary sector representatives.



Flintshire Advocacy Services work with people with mental health problems primarily within Flintshire, they provide information, advocacy and support in such ways as appropriate in order to enable people to obtain their full rights and privileges as citizens.

Flintshire Advocacy Services would like to thank all of our funders for their continuing support:

### Community Advocacy



FLINTSHIRE LOCAL AUTHORITY ADULT SERVICES  
FLINTSHIRE LOCAL AUTHORITY OLDER PEOPLE'S SERVICES  
FLINTSHIRE LOCAL AUTHORITY PHYSICAL DISABILITIES & SENSORY IMPAIRMENT



Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board  
BETSI CADWALADR UNIVERSITY HEALTH BOARD

### Independent Mental Health Advocacy



WELSH GOVERNMENT

Llywodraeth Cynulliad Cymru  
Welsh Assembly Government

### Carers Advocacy – Delivered in partnership with NEWCIS Opening Doors Project



LOTTERY FUNDED



FLINTSHIRE LOCAL AUTHORITY ADULT SERVICES

And a thank you to our phone company who are very supportive and extremely efficient.



BANK ACCOUNT is held with: Lloyds, Mostyn Street, Llandudno.

ACCOUNTANTS: Gardners Limited. Brynford House, Brynford Street, Holywell, Flintshire CH8 7RD

Flintshire Advocacy Services Ltd

Statement of Financial Activities for the year ended 31 March 2014

	Notes	Unrestricted funds £	Restricted funds £	2014 Total funds £	2013 Total funds £
<b>INCOMING RESOURCES</b>					
<b>Incoming resources from generated funds</b>					
Voluntary income	2	192,685	194,381	387,066	331,060
Activities for generating funds	3	14,376	3,601	17,977	15,983
Investment income	4	650		650	189
<b>Total incoming resources</b>		<b>207,711</b>	<b>197,982</b>	<b>405,693</b>	<b>347,232</b>
<b>RESOURCES EXPENDED</b>					
<b>Charitable activities</b>					
Staff costs		161,843	155,808	317,651	262,789
Office expenses		9,739	6,931	16,670	16,750
Premises expenses		6,956	6,984	13,940	11,324
Expenses and fees		20,419	21,710	42,129	29,236
Volunteers and training		3,708	1,283	4,991	3,684
Resources, publications and marketing		1,172	368	1,540	945
Governance		689		689	
<b>Governance costs</b>		<b>1,294</b>	<b>705</b>	<b>1,999</b>	<b>1,986</b>
<b>Total resources expended</b>		<b>205,820</b>	<b>193,789</b>	<b>399,609</b>	<b>326,714</b>
<b>NET INCOMING RESOURCES</b>		<b>1,891</b>	<b>4,193</b>	<b>6,084</b>	<b>20,518</b>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		<b>94,212</b>	<b>4,993</b>	<b>99,205</b>	<b>78,687</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>96,103</b>	<b>9,186</b>	<b>105,289</b>	<b>99,205</b>

This is an extract from Flintshire Advocacy Services financial statement 2013/14  
Copies of Flintshire Advocacy Services Full Financial Statements for the year ending  
31<sup>st</sup> March 2014 are available to view on request and are also available on the Charities Commission  
and Companies House website.

*Full Financial Statements are distributed to all our funders.*

## **Chairs Report 2013/14**

Good afternoon everyone and thank you for coming to the AGM of the Flintshire Advocacy Services. Once again this year has seen further growth and development. There are now 14 members of staff which is in direct contrast to the early days of the Service when Sue sat in a small office on her own in Ty'r Binwydden (now demolished to make way for Llys Jasmine).

The Self-Advocacy for Empowerment scheme facilitated by Jude has been very successful with 275 people attending courses in the first year.

The Advocacy Services worked with a total of 1517 people during the year.

In December Flintshire Advocacy Services were awarded the Gold Investor in People.

A successful tender was put in for the North Wales IMCA contract in partnership with Unllais and Conway and Denbighshire Mental Health Advocacy Service.

The Introduction to Advocacy course has been delivered once again this year.

Next year we will have to tender for community advocacy and re-tender for the IMHA service.

I would like to thank all the advocates, the Board of trustees and anyone else connected with the Services, for all their hard work and commitment to achieve these successes.

*Julie Lambert*

**Chair of the Board of Trustees**

## SERVICE DIRECTORS ANNUAL REPORT INCORPORATING ANNUAL ACHIEVEMENTS & PERFORMANCE 2013/14

This has been another year of growth and change in terms of staff within the organisation.

Job descriptions for a number of staff were revised in terms that better reflected the roles and responsibilities currently undertaken. Through this review process, and in line with ensuring the most effective service, senior advocates had added to their functions that of supervising advocates. This created a parity of responsibilities across the organisation and allows time for the Service Director to develop the strategic direction of the organisation. Prior to taking on this additional role the three seniors undertook an accredited course on supervision and the organisations processes were adapted in line with this change.

Jude Elliott's move, from her role as an advocate, to become the Self-Empowerment (SAFE) facilitator, created a vacancy and this post was finally filled in September by Nicola Parry.

In October Flintshire County Council Adult services increased the funding for community advocacy, as a response to the evidence presented of the substantially increased demand on the service, as a direct result of the impact of the welfare reforms. Our community referrals had virtually doubled in the previous six months, with no additional resources to cope with the demand. Two advocates were recruited; one on a temporary six month contract, this post has enabled us to operate a more effective triage system that clearly identifies clients that require advocacy support and also signposts or refers people to other more appropriate services, if needed. The advocates worked in the community with 811 people this year.

We work closely with a number of third sector providers to ensure that our clients get access to specialist information and advice, in particular the Citizens Advice Bureau who runs a weekly outreach at our office and a dedicated session for our clients in Deeside.

In this year Flintshire Advocacy Services worked with 1517 people an increase on the previous year, this is largely due to the addition of the Self-Advocacy for Empowerment element of our service.

The Carers advocacy worked with 127 people in this, the second year of the service to carers, funded as part of the NEWCIS Opening Doors for Carers project. The challenge for the coming year will be to be in a position to keep the carers advocacy post beyond the 31<sup>st</sup> March 2015. As part of this project we also deliver the self-advocacy for carers course three times a year.

The statutory IMHA service numbers have stayed fairly static at 301. There is still more work to be done in raising awareness of the extended provision in General and Community Hospital settings.

Self-Advocacy for Empowerment (SAFE) ran a number of bespoke courses throughout its first year and 275 people attended. The feedback has been extremely positive and the years programme very well attended.

We were delighted and proud to have been awarded Gold Investor in People in December; this followed a two day site visit when all the staff were interviewed and the assessor attended a meeting of the Board of FAS, as an observer. This is a prestigious award with a vigorous

process of accreditation and recognises the contribution everyone makes to the success of this organisation.

Training has as usual been a priority and as you can see from the rest of this report a significant amount has been undertaken covering a wide variety of topics. We have also delivered the four day Introduction to Advocacy course again this year for our new staff and for advocates from our partner organisations, service users and carers.

All our advocates, with the exception of new staff, have achieved two or more specialist units this year and are in the process of being "converted" from Certificate to Diploma status in line with the revised Independent Advocacy Qualification (IAQ). Congratulations to them all, they all worked very hard to achieve this alongside managing their caseloads! I have completed IAQ Unit 307 - Providing Independent Advocacy Management. Thanks once again to Coleg Cambria for their help and support, in particular Kathy Taylor.

We also welcomed new Board members, who joined us this year, Enid Rich and Gary Lloyd, partner of Louise, our Chair, who sadly lost her battle with cancer in June. Although this was acknowledged in last year's report it is important to say again that Louise was a shining example of someone committed to fighting social injustice, a champion of independent advocacy and a great Chair, may she rest in peace.

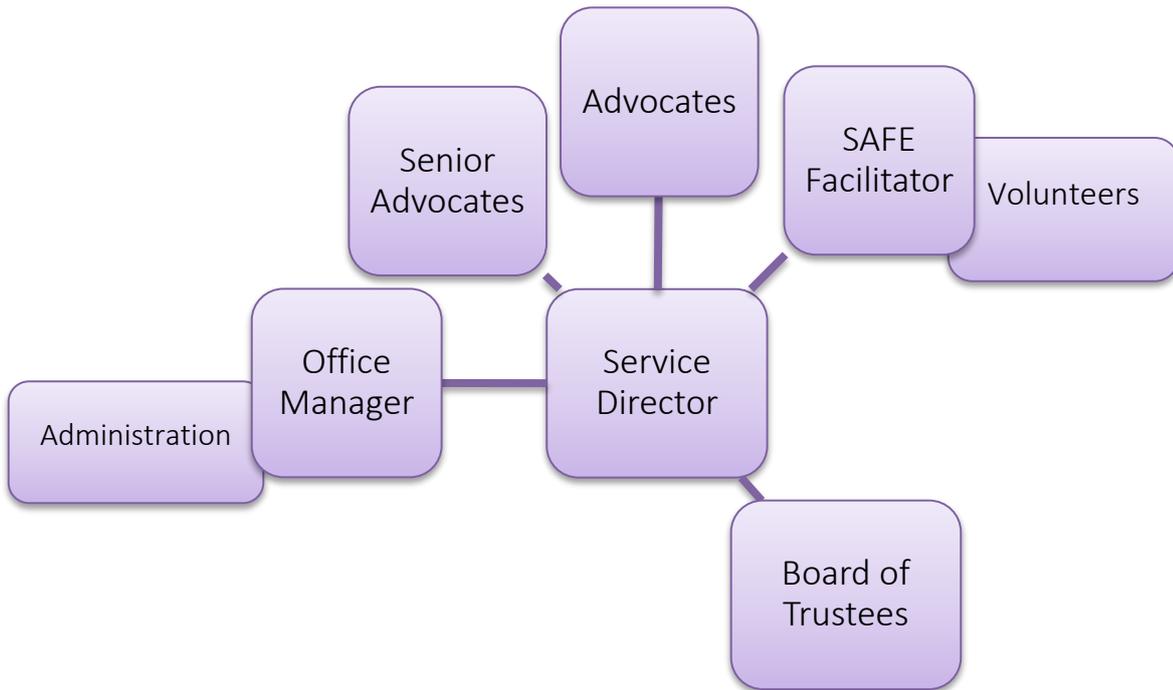
Procurement and tenders is now well and truly the world that we are operating in, moving away from service level agreements and local relationships with funders, into a competitive environment. The economic climate is still a challenge and we have operated for the last three years with no inflation uplifts and in fact in terms of Health a decrease in funding, and we have managed, so far, to maintain the quality and level of service offered.

In this year BCUHB has been consulting on its Mental Health Commissioning Plan, the results of which will be known in the summer of 2014. The provision of Independent advocacy is one of its identified priorities and this is likely to be a service which is tendered for, as our current contract ends 31<sup>st</sup> March 2015.

I have spent a considerable amount of time from October onwards working on a tender for the North Wales IMCA contract. This was done in partnership with Unllais and Conway & Denbighshire Mental Health Advocacy Service. We were successful and the contract will start 1<sup>st</sup> June 2014.

Flintshire Advocacy Services has an excellent reputation due in no small part to the professional manner in which the staff perform their roles, often in distressing and difficult situations. We face many challenges in the coming year and potentially this service could look very different this time next year, as we tender for community advocacy, something which has been at the centre of our work from its inception 14 years ago, and re-tender for the IMHA service. The Social Services and Wellbeing (Wales) Act has statutory independent advocacy within the Act and the regulations are currently being written which will dictate what that will look like in practice, something which the sector needs to try to influence, if that is at all possible.

Sue Woods - Service Director



- Board of Trustees**
- Mrs J Lambert – Chair
  - Mr Gary Lloyd - Vice Chair
  - Mr J Richards
  - Mr M McIntosh
  - Ms. V Perkins
  - Ms. M Hayes
  - Ms. D Lee
  - Ms. E Rich
  - Ms. L Rutt -Deceased 22/06/13

## Flintshire Advocacy Services Policies & Procedures

No	POLICY / PROCEDURE	No	POLICY / PROCEDURE
1.	Advocates Role	21.	Monitoring & Evaluation
1a.	Non Instructed Advocacy	22.	Police Checks
2.	What is required of an Advocate	23.	Recruitment of People with a Criminal Record
3.	Advocacy Charter	24.	Referral Policy & Procedures
3a.	Advocacy Charter Welsh	25.	Relations with other agencies
4.	Answer Machine/Message Book Procedures	26.	Reserve Arrangements
5.	Board of Trustees Working Rules	27.	Sign Posting and Referral Policy and Procedure
5a.	Board of Trustees - Code of Conduct – Working	28.	Support, Supervision & Appraisals including
6.	Complaints Procedure	29.	Disclosures Security & Information
7.	Confidentiality Policy	30.	Volunteer Policy
7a.	Confidentiality Agreement	30 a	V1 Volunteer Benefits Letter
8.	Conflict of Interest & Boundary Issues	31.	Making a Protected Disclosure (Whistle Blowing)
9.	Disciplinary and Capability Procedure	32.	User Involvement
11.	Finance Policy	33.	Recycling & Environmental issues
12.	Equality & Diversity	34.	Delegated Powers
12a	Employee Equality & Diversity monitoring form	35.	Vulnerable Persons Policy
12b	E&D Recruitment & Employment Procedure	36.	Children & Young Persons Policy
13.	Expenses Policy	37.	Code of Conduct
14.	Files, Emails & Internet	38.	Severe Weather Policy
14a.	Office Procedure for Files	39.	Driving
14b	Mobile Phones Policy	40.	Absence Policy
15.	Gifts & Hospitality	41.	Fraud Policy
16.	Health & Safety Policy	42.	Data Protection
16a	Health & Safety Checklist	43.	TOIL
18.	Grievance Procedure	44.	Advocacy Quality Assurance
19.	Language Policy	45.	Information Sharing
20.	Lone Working & Suzy Lamplugh booklet & Risk	46.	IMCA Policy
Memorandum and Articles of Association.			
CRB Code of Practice.			
ACAS Code of Practice			
Providing and using work equipment safely			
Maintaining portable electric equipment in low risk environments			
Electrical safety and you			

Flintshire Advocacy Services undertakes Disclosure & Barring Service checks on all advocates.

All Policies & Procedures are reviewed annually.

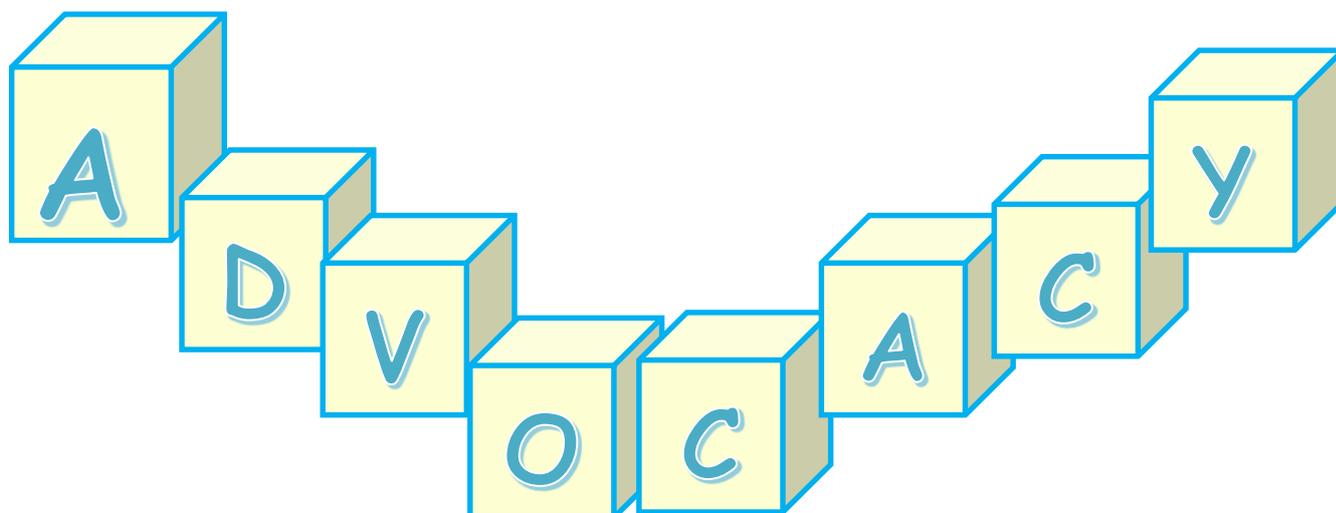
## RESERVE ARRANGEMENTS OPERATIONAL POLICY

Flintshire Advocacy Services recognises and accepts its responsibilities as a charity, limited company and employer to protect the financial viability and continuation of the organisation. It is agreed that monies are allocated towards a reserve.

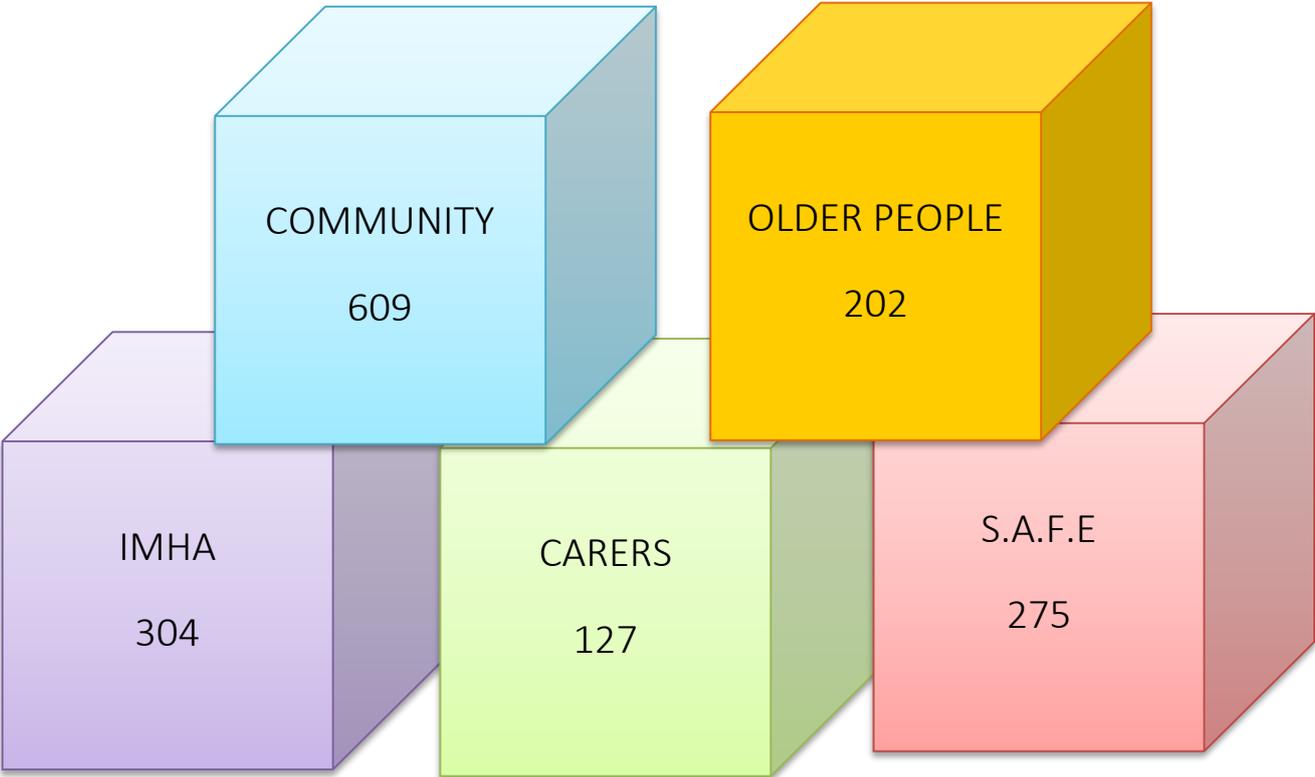
The purpose of which is:-

- To ensure cash flow (e.g. cover delays in revenue funding).
- To cover unforeseen circumstances.
- To provide the opportunity to attract/identify alternative funding should existing funding be subjected to cut backs.
- To ensure that should funding cease, the organisation would be able to fulfil all of its financial and legal obligations when winding up.

The Board will review the level of the reserve annually. Unless and until otherwise agreed, the organisation will endeavour to maintain a minimum reserve equivalent to the current three months running costs of the organisation, and endeavour to increase this amount to the equivalent of six months running costs.

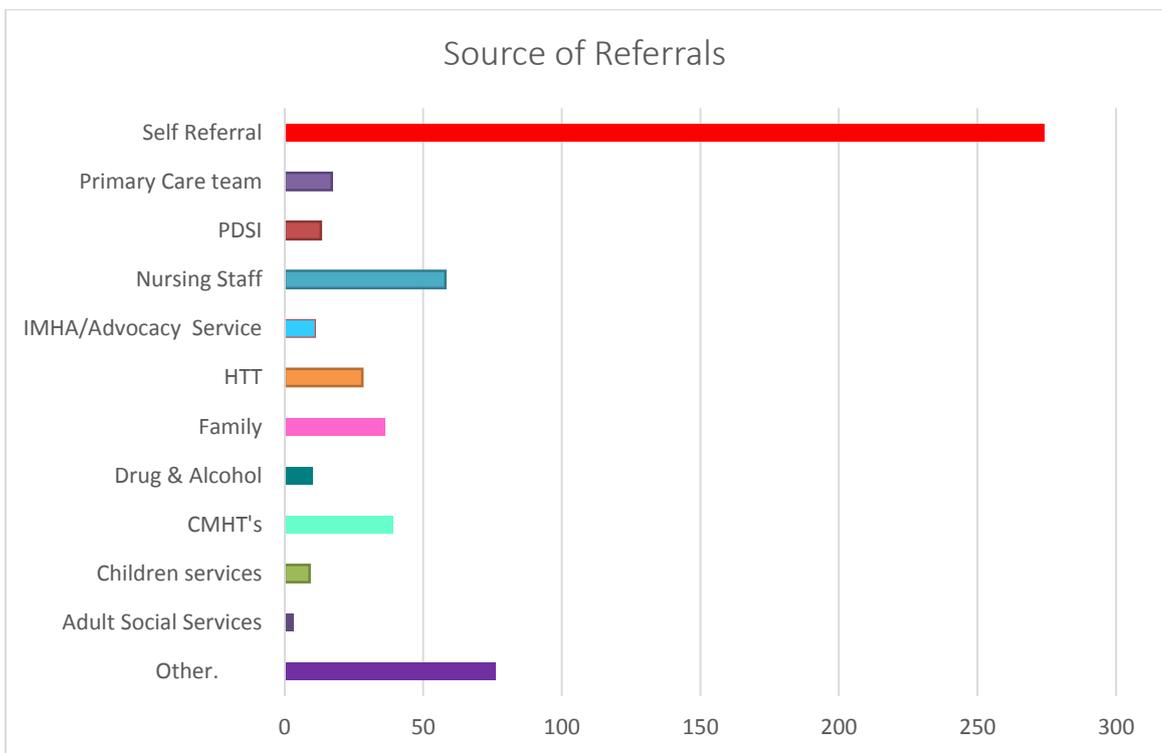
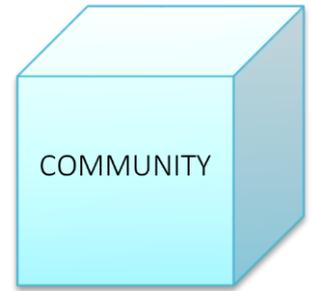
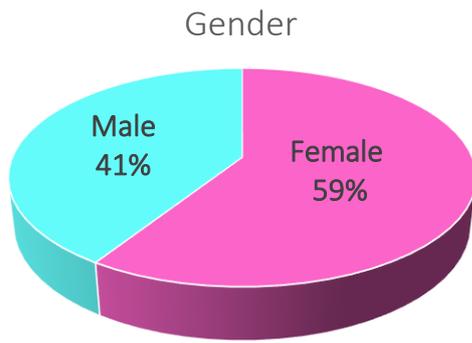


How Many People?



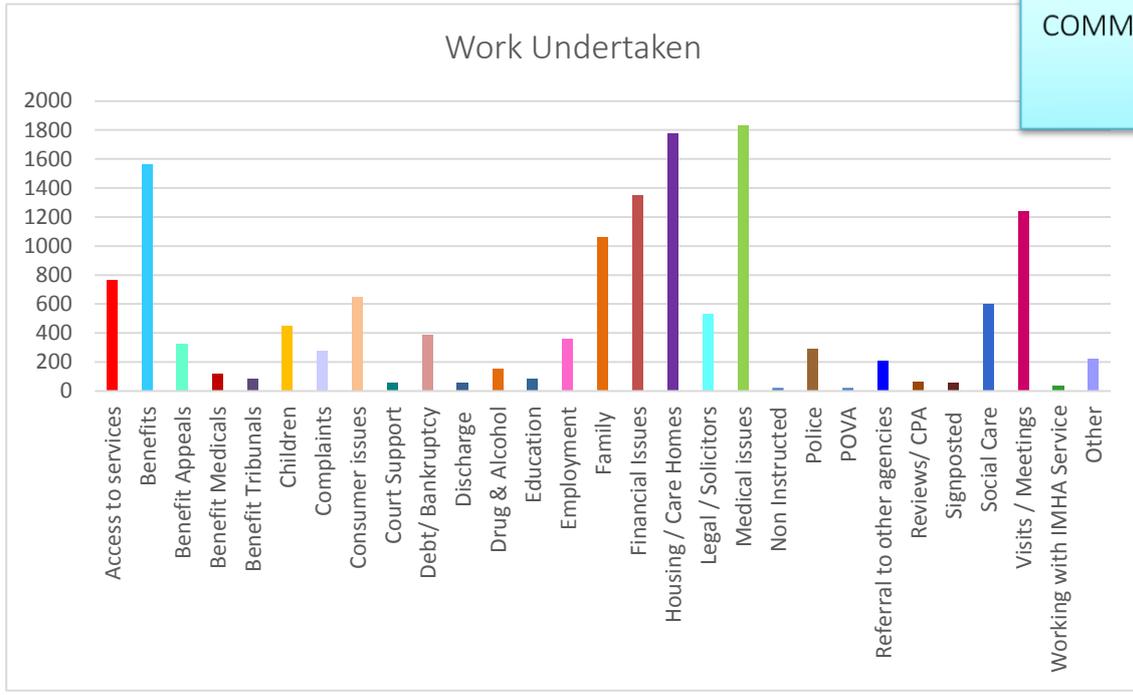
TOTAL  
1517

Community Page 11	Older people Page 19	IMHA Page 23
Carers Page 27	S.A.F.E 32	



Others include:

- |              |                   |               |                        |
|--------------|-------------------|---------------|------------------------|
| CAB          | Community Living  | NYAS          | Vulnerable Adults Team |
| NEWCIS       | Discharge Liaison | GP's          | Housing Warden         |
| Flying Start | Working Links     | FCC Housing   | Occupational Therapy   |
| Job Centre.  | Women's Aid       | Wales & West  | Hafan Cymru            |
| HAFAL        | Consultants       | Care & Repair | Clwyd Alyn             |
| MIND         |                   |               |                        |



**Examples of others:**

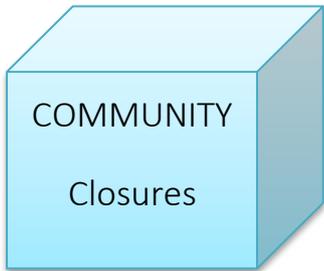
Food Parcels	Medical Science	Court of Protection	DOLs
Blue Badge	Grants	Compensation	DVLA
Direct Payments	Grants	Mediation	Bus Pass
Benefit Fraud	CRB	Police Statements	Prison
LAC reviews	DRO	Bullying	IT issues
Neighbourhood watch	Compensation	Discrimination	Faith
Access to Notes	Harassment	Change of Name	DAF
Exercise Scheme	Pets	Immigration	
Police Interviews	Toys	Abuse	

**Referrals to:**

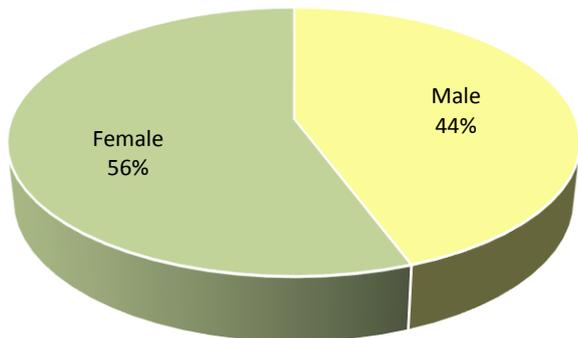
CAB	Shelter	Parent Partnership	D & A
Welfare Rights	Care & Repair	Carer's Advocacy	CADMHAS
Homestart	Speech & Language Therapy	S.A.F.E	Housing Options
Keyring	Occupational Therapist.	PDSI	SALT
IMCA	Royal British Legion	Salvation Army	Relate
Cruse	Age Connect	Advocacy works	Wrexham CAB.
Community Health Council Complaints Advocacy			

**Signposted to:**

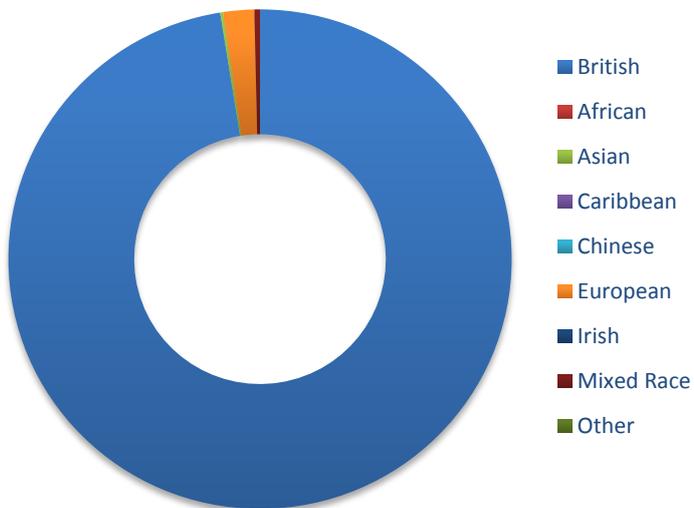
Turn 2 us	S.A.F.E	Right Move	DASU
Duty Team @ CMHT	Dog Transport	Advocacy Works	CAB
Parable	CAIS	CALL	Victim Support
Shelter	Samaritans	MIND	Amethyst
Mc Millan	Duty Team @ FCC	KIM	Flintshire Connects



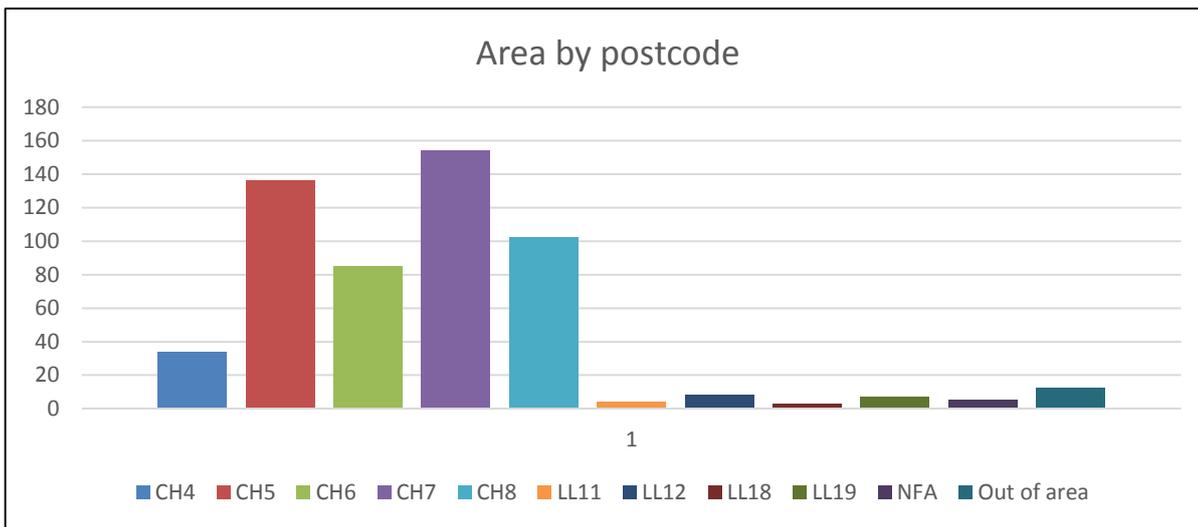
Gender Closed Cases



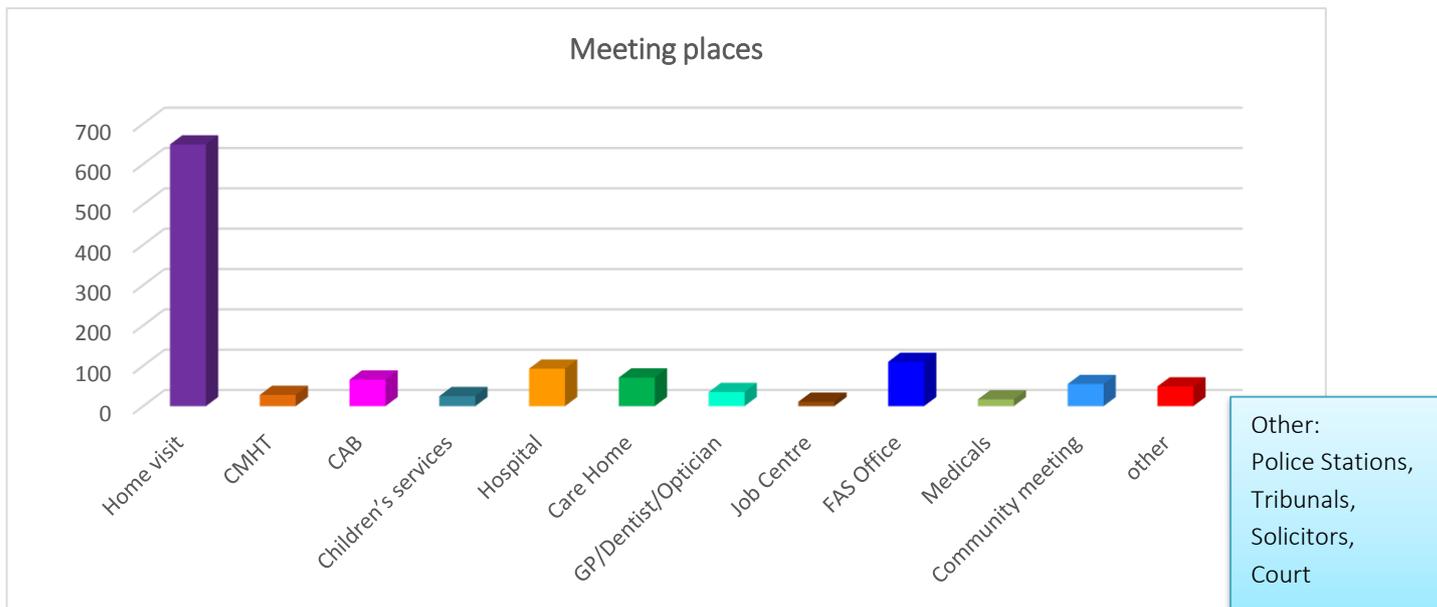
Ethnicity

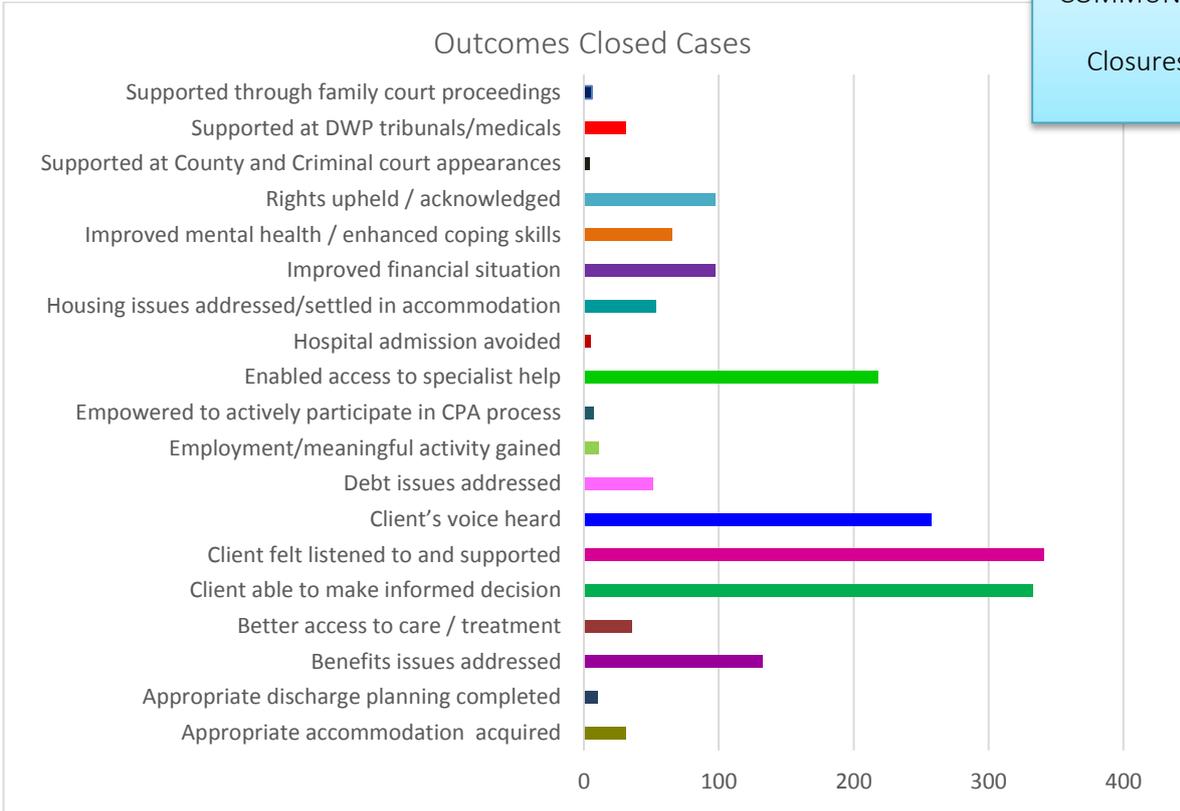


Area by postcode

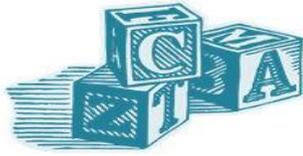
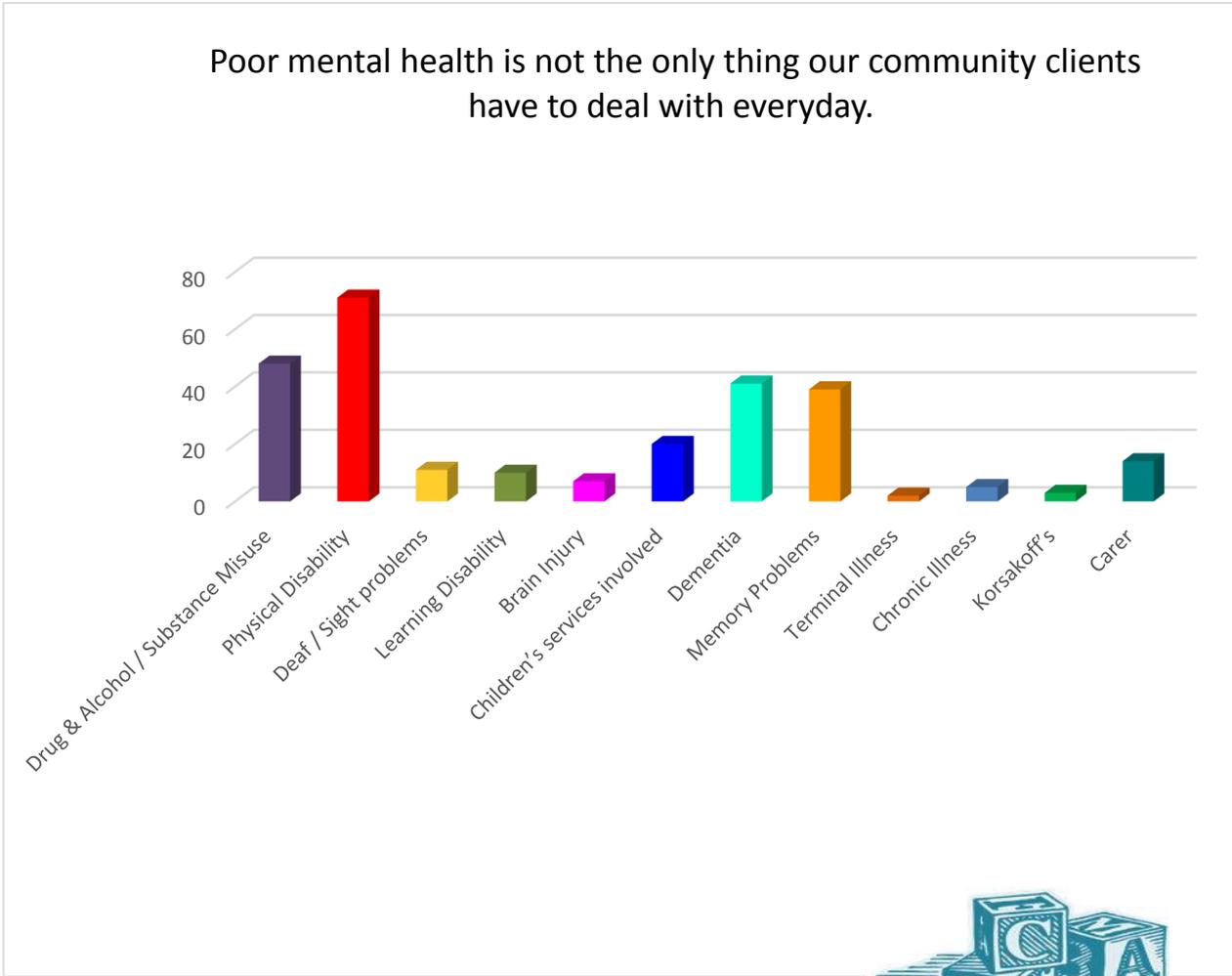


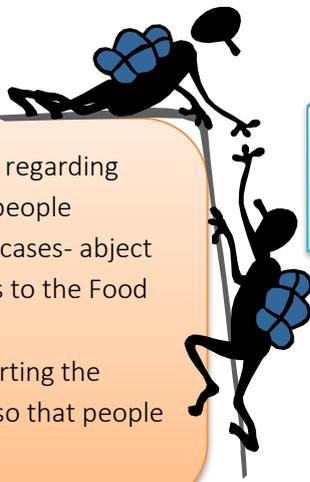
Meeting places





**Poor mental health is not the only thing our community clients have to deal with everyday.**





There has been an even greater amount of referrals and queries regarding benefits this year. The welfare reform has had a huge effect on people claiming or trying to claim benefits, leading to debt and in some cases- abject poverty. Some people have needed food vouchers, which thanks to the Food Bank, we have been able to issue.

The case workers at the CAB have done an amazing job in supporting the people we work with. Affording us dedicated outreach sessions so that people can be supported to get the help they need. Thank you!

First met Mr R in hospital. Mr R was not in receipt of any benefits and was having problems with his landlady. Mr R faced lots of barriers – repeated hospital admissions and A&E visits. Unable to cope.

Advocate helped to apply for benefits ESA and DLA. Helped to address debt issues. Helped to seek specialist housing support. Apply for social housing and deal with Mr R’s landlady. Enabled Mr R to access medical services – G.P, Substance Misuse Services and the Primary Care Mental Health Team.

Mr R was awarded his ESA and DLA. Secured appropriate (NEW) accommodation. Supported to attend all his meetings to access services. Mr R’s situation very much improved.

Ms H struggled to talk to her GP she felt that he didn’t listen. Had problems with her benefits which was causing debts to mount up. Ms H didn’t know which way to turn and felt very alone.

Advocate worked with client to write down what she wanted to say to GP and then ensured clients voice was heard at GP appointment. Referred client to CAB to look at benefit entitlement and enabled her to attend appointments. Advocate spoke to creditors on client’s behalf. Information was given on what social activities and support was available in the community.

Ms H has now built up a good working relationship with her GP and feels listened to. Her benefits were reinstated and back paid. Debts are very manageable. Ms H now has a social life which has helped to turn her life around.

Mr X had problems in communicating with children’s services. He felt that he wasn’t being heard.

Advocated for client throughout the case conference process and assisted to attend the case conferences. Enabling the client to be heard and to understand what was happening and why.

Mr X felt supported through the whole process and his child was taken off the child protection register.

Miss K was called for a benefit medical, she also needed support to apply for housing and she became very anxious when faced with unfamiliar situations and people she did not know.

Advocated for client at her benefit medical and the A4E appointments that she was called to attend. The advocate assisted the client with applying for housing and completing the medical form questionnaire.

Miss X feels calmer and more able to deal with unfamiliar situations and meeting new people. More in control.

Mr T had spiralling debts, needed repairs doing to his house. He had been called to a benefits/work related interview and had problems engaging with services in the community.

Advocate worked with client to sort out affordable, realistic repayments for his debts and deal with his utility bills. Advocate requested that the repairs be done to Mr T's council house. Attended benefits/work related interview with client. Advocate liaised with Mental Health Team and Substance Misuse Team on client's behalf and referred Mr T to the Prescribed Medication Service.

Mr T's debts are now being managed, his housing repairs have been done making his life more comfortable. His benefits have not been changed and Mr T is back working with community services as well as being supported by the Prescribed Medication Service.

Mr P needed help to address his housing repairs. His family relationships had broken down and Mr P was not being allowed to see his grandchild. Mr P also felt let down by the Community Mental Health Team.

Advocated for client by talking to professionals to address housing issues. Got information on family mediation services and informed Mr P of what his options and choices were regarding any legal help may be available. Assisted Mr P to write letters to his family. Helped Mr P to re-establish contact with Community Mental Health Team.

Mr P's repairs were done to his home. Relationships started being rebuilt with his family and he can now see his grandchild again. Communication is good with Mental Health services with support and activities back in place.

Mr V requested support to attend appointment with his psychiatrist as he felt that he couldn't go alone. He also needed advocacy support at a DLA benefit tribunal.

Advocate attended psychiatrist appointment with Mr V and advocated for him at DLA tribunal.

Mr V felt that he had got his views across to the psychiatrist and the advocate was able to help him to understand what was being said. DLA benefit tribunal was successful and payment was backdated so Mr V's financial situation was improved.

Ms J felt that the staff at Job Centre Plus were not listening to her. This left her feeling frustrated and anxious.

Advocate attended appointment at Job Centre Plus with Ms J enabling her to be heard.

Ms J said ...  
"Having the support from advocacy gave me the strength and confidence to speak up for myself and get my point of view across. Reducing my anxieties and I felt listened to by the staff at Job Centre Plus."

Mrs L wanted planning permission that was being refused.

Advocate gathered information and spoke to the relevant people on the clients behalf. The advocate worked with Mrs L to explore all her options and choices

Planning permission was still refused, but Mrs L was happy that someone had spoken to her and she now understood the rationale behind the refusal and accepted it.

## Evaluation results

<p>Q2. Did you find the Advocacy Service easy to access?</p> <p>YES 99% NO 1%</p>	<p>Q3. Did the advocate explain their role to you?</p> <p>YES 100% NO 0</p>	<p>Q4. Did the advocate keep all appointments?</p> <p>YES 99% NO 1%</p>	<p>Q5. Did the advocate do what they said they would?</p> <p>YES 99% NO 0 No response 1%</p>
<p>Q6. Did the advocate express your views clearly?</p> <p>YES 99% NO 1%</p>	<p>Q7. Was the advocate clear about what you wanted?</p> <p>YES 99% NO 1%</p>	<p>Q8. Did you feel respected?</p> <p>YES 99% NO 1%</p>	<p>Q9. Did you feel supported?</p> <p>YES 99% NO 1%</p>
<p>Q10. Did you feel listened to?</p> <p>YES 99% NO 1%</p>	<p>Q11. Do you feel that having an advocate has helped you to be better able to deal with the difficulties in your life?</p> <p>YES 96% NO 1% No response 3%</p>	<p>Q12. Would you use the Advocacy Service again if you needed to?</p> <p>YES 98% NO 2%</p>	<p>Q13. Would you recommend the Advocacy Service to other people?</p> <p>YES 99% NO 1%</p>

Any comments, compliments or criticisms about the service you have received.

"I just want to say thank you very much what you done for me"

"I've been happy with the way I've been treated also I would recommend to others."

*My advocate was really helpful with all the things I asked her and when I was in hospital. She was very much support to me.*

The advocacy still help me with my case that my advocate is looking at with me.

I felt at ease with my advocate straight away and he was incredibly helpful, understanding and supportive. I had been feeling overwhelmed but having his support helped me to sort through important appointments, paperwork etc. Thank you!

I was helped with transport to appointments, without this I would not have attended.

Advocate was very understanding and helpful

**"Great, Top Marks."**

Having an advocate took a lot of pressure off me during my illness, he was able to help me with work, benefits and was a great support. I'm still recovering from my illness but feel better knowing that I can use your services again. Thank you all.

My advocate was a lovely person and found the advocacy much help to me, as I didn't feel alone and gave me strength.

I was completely satisfied with all the help that I had from advocate and he was very helpful with everything. He supported me, I don't think I could have coped without him. He knew all the legal answers – he was really helpful with everything.



I found your service of great help to get me through a difficult situation that had come about in my life. I felt respected and supported with all aspects of the help I received, it gave me confidence to deal with the situation. Thanks to everyone that helped me.

I am pleased I got an advocate to help me deal with my problems because there are days I just couldn't cope talking to the benefits agency. I would like to thank my advocate for all his help.

Once I managed to get through, I have found the support received invaluable – to have someone to support me means everything in terms of being able to cope with issues.

*I would to thank my advocate for all the help and support he gave me and for speaking on my behalf, which took a lot of pressure off me. Thank you.*

I cannot praise my advocate enough. She was patient, very understanding and got back to me when she wanted to check something out. She also rang me back to see how my meeting had gone. I would certainly recommend the service to anyone who needs it. Well done!

My advocate could not have helped me anymore than she did and the friendly manner she showed helped me to overcome difficult situations that were stressful. The staff on the telephone were also helpful. Thank you all so much.

*I found this service faultless, couldn't manage without my advocate.*

Thank you all – I'm getting a move to Mold and it's thanks to you.

Thank you for all your help and support. I couldn't have got through it without your help.

Thank you for being there for me.

Thank you so much for getting me on the ladder to 'sorted'. I really appreciate the time you've put into helping me.

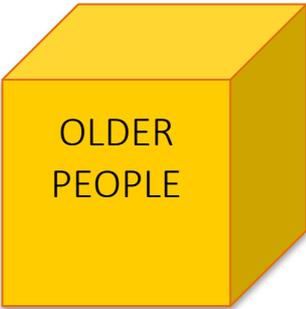
Thank you for all your help. I am very grateful and I wanted you to know you have made a difference to my life!

I just want to say - Thank you very much for what you have done for me. Also I want to let you know that I'm starting a computer course.

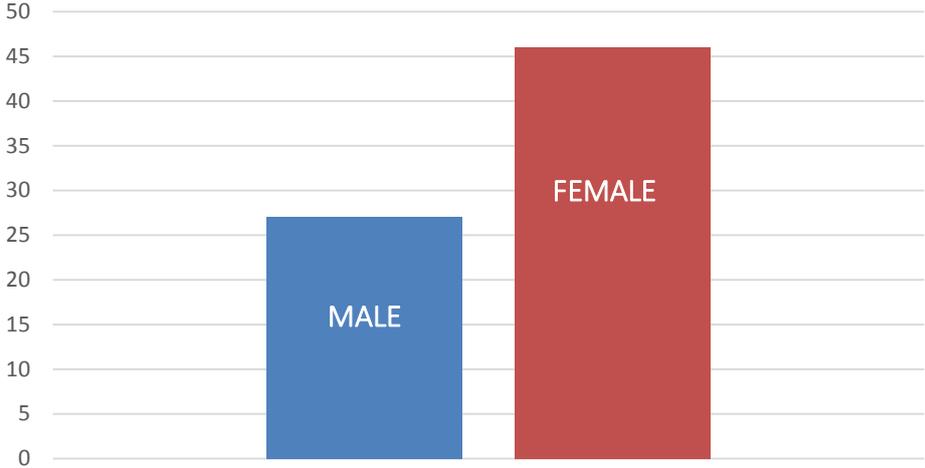
*I was told the advocate was supposed to be totally impartial but that was not the way she dealt with me, also when she phoned me to find out how things were going she was very quick to get off the phone and didn't give me chance to discuss anything and the same happened when she came to see me.*



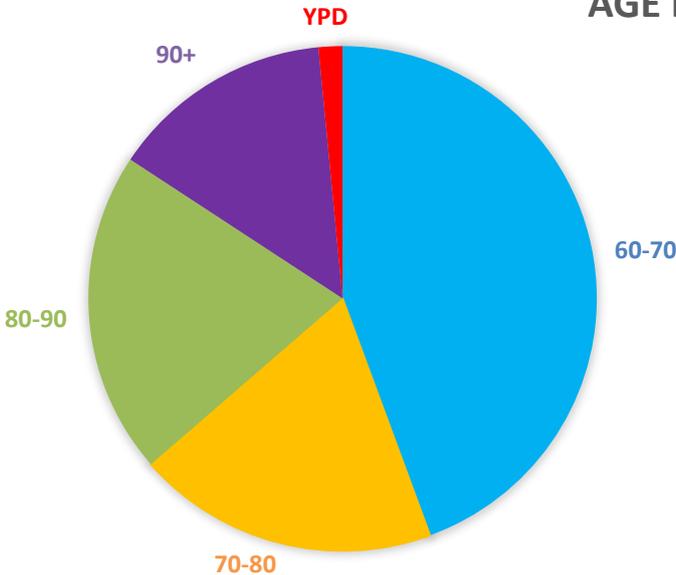
Learning taken from this – Information leaflet now given making the advocate's role clear and how to complain. Unfortunately the person in this case didn't want to give us their name so we couldn't address it on a personal level.



### Gender Older People

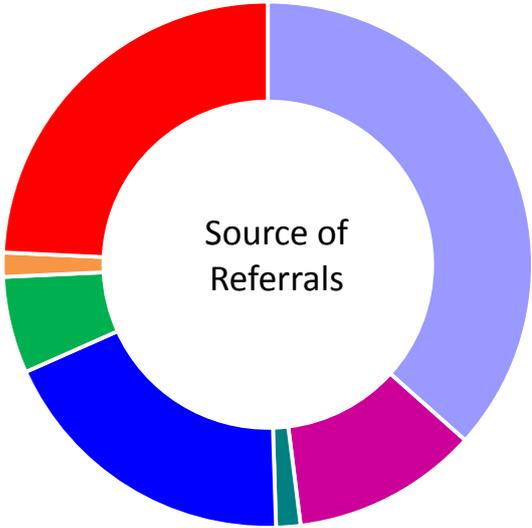


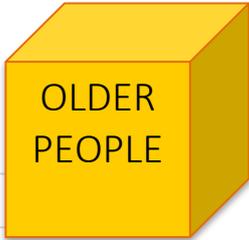
### AGE RANGES



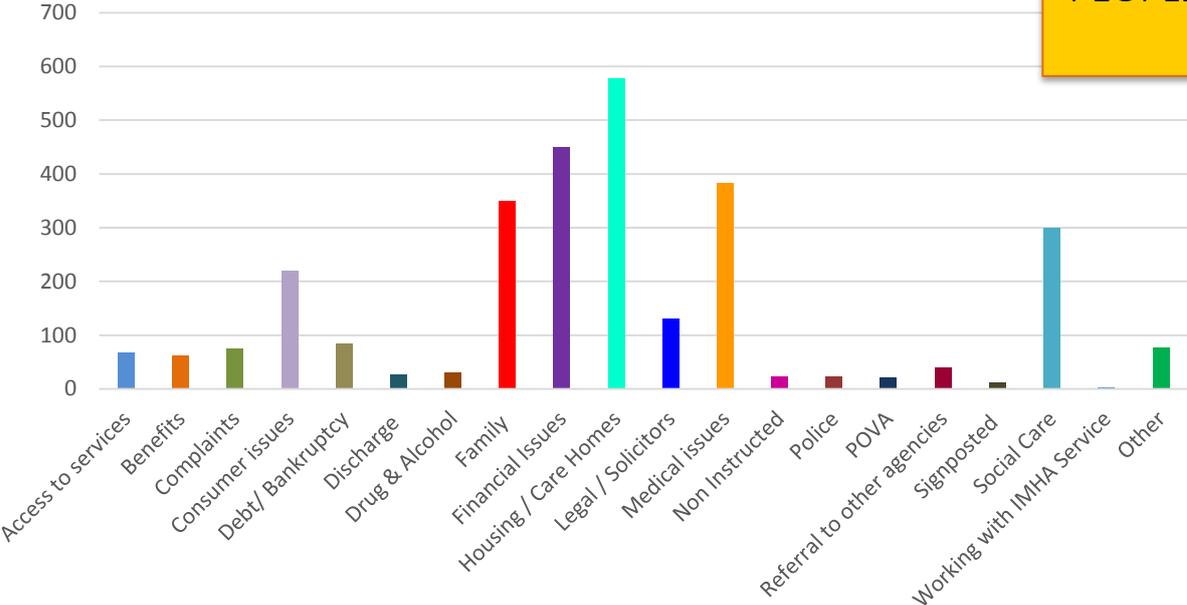
- Self Referral
- O/P Social Services
- PDSI
- Nursing Staff
- Family
- IMHA/Advocacy Service
- Other.

Housing Warden, NEWCIS, Discharge Liaison, Care & Repair, GP's



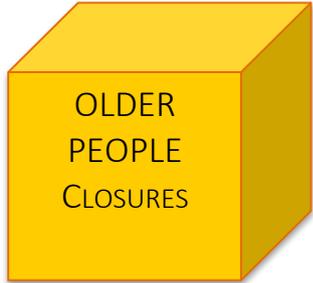
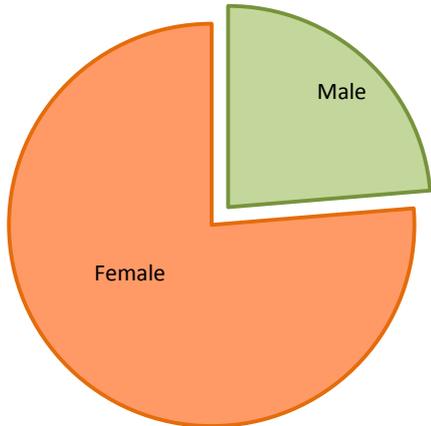


Older People's Work Undertaken.

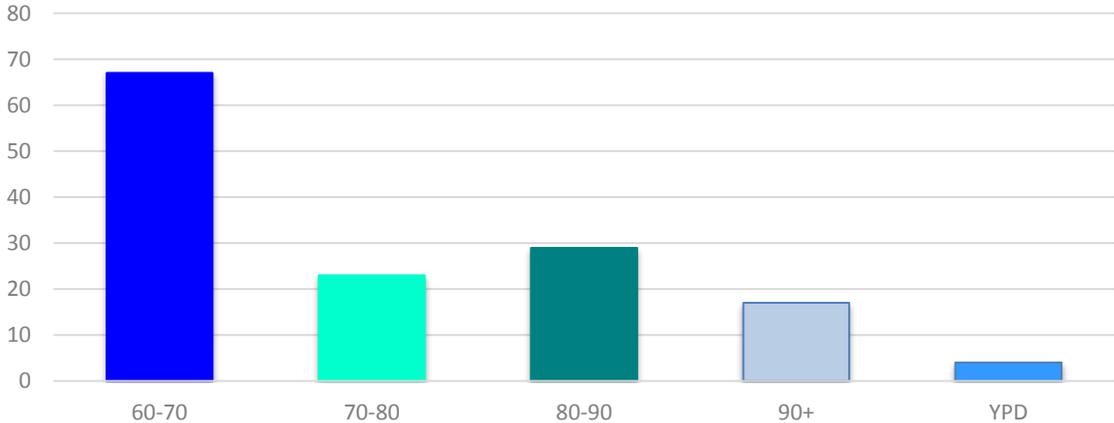


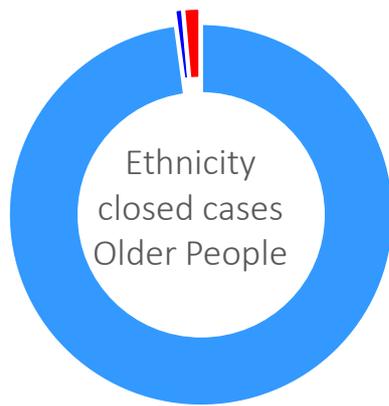
IT issues

Gender closed cases

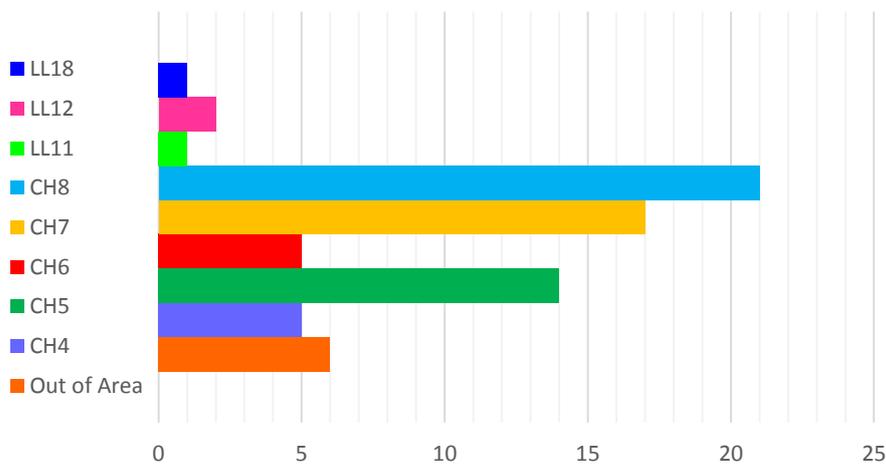
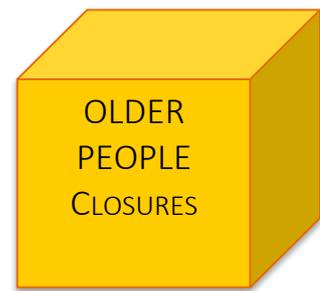


Ages closed cases Older People

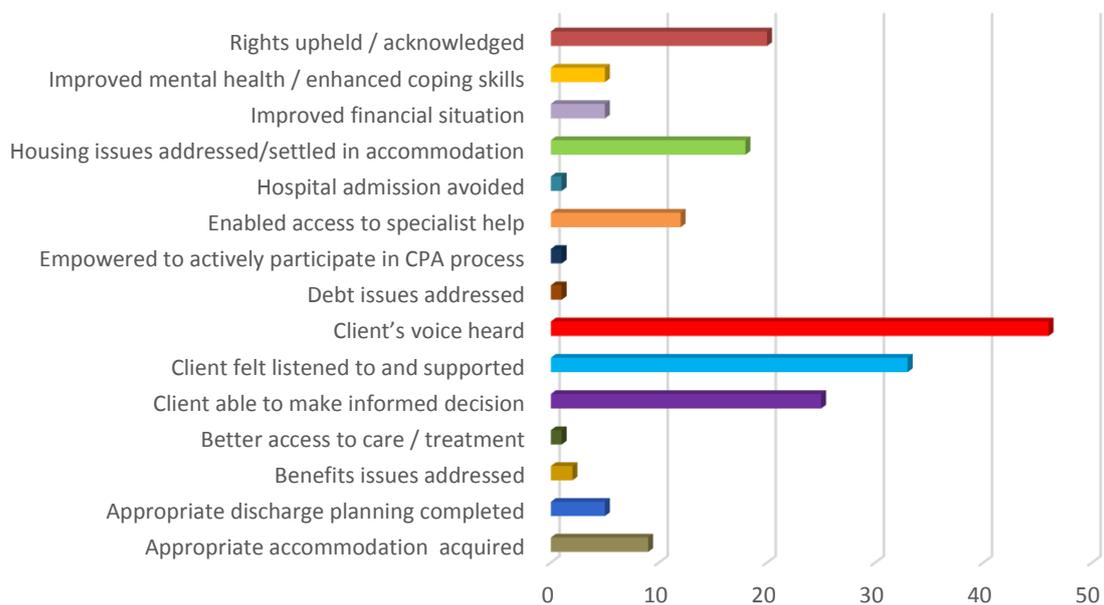




■ British ■ African ■ European



### Older People's Outcomes



**OLDER PEOPLE STORIES**

Mr K was struggling to make adjustments in the care home he had moved to.

Advocate visited Mr K. Talked things through with him, gave him information and helped him to understand what was happening

Mr K is now happily settled at the care home.

Ms S wanted to go home from hospital – her family wanted her to go into care.

Advocate visited Ms S in hospital several times and Ms S was adamant that she wanted to go home. Advocate attended Best Interest meeting on Ms S behalf and ensured her voice was heard.

Ms S went home with extra package of care and kept her independence.

Miss J was having problems with the benefit agency. They had been paying her benefits but she had not been spending the money and the DWP wanted to take her to court to get it back.

The advocate worked with Miss J to help her understand that this money was hers as she believed that it still belonged to the DWP. She was using what little money she had to get by on. The advocate liaised with the DWP on the client's behalf.

The DWP dropped the court case and the Miss J was able to take a trip to America to see her sister that she had not seen for many years.

Mr Y had just lost his wife and requested an advocate to help to deal with her will.

Advocate attended solicitors with Mr Y and was able to explain the process, what options he had and what would happen next. Advocate helped Mr Y to have an input into the package of care he would need from Social Services

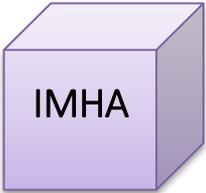
All property, cash & shares were transferred into Mr Y's name. An appropriate package of care was put in place enabling Mr Y to move on with his life.

Mr C requested advocacy support as housing benefits and Council tax concessions had been withdrawn as council felt that Mr C had deliberately used his savings – sending him under the threshold for claiming benefits.

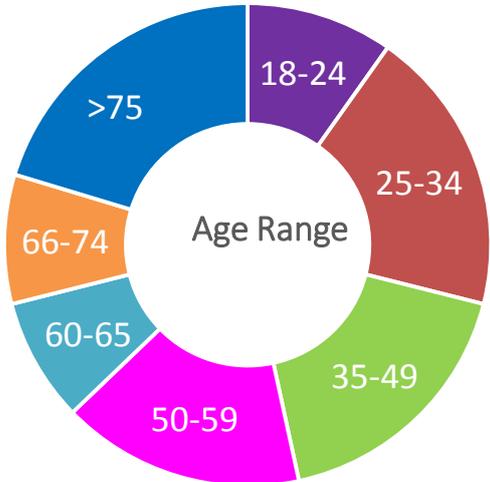
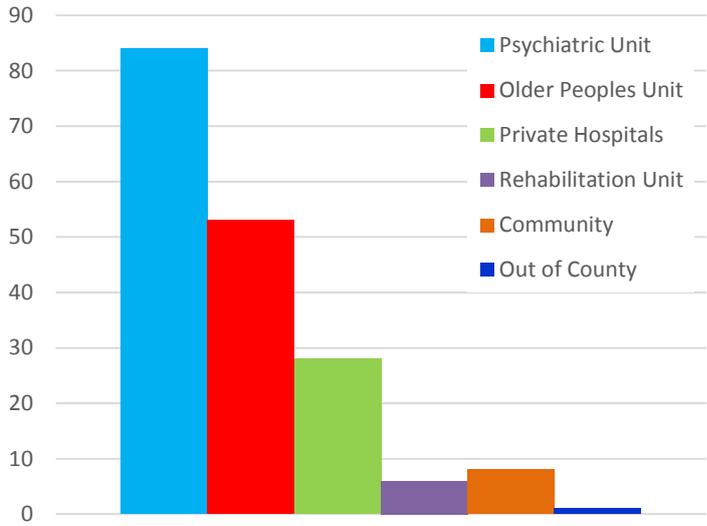
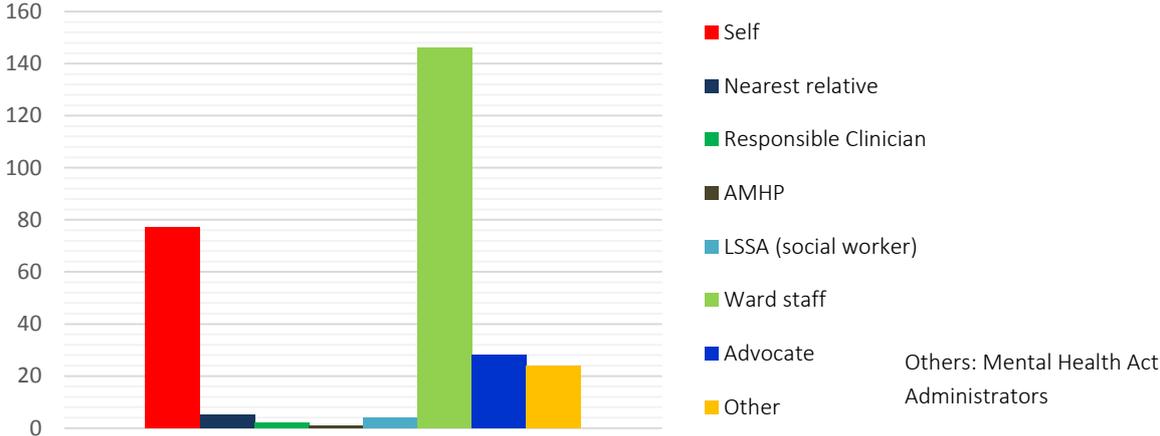
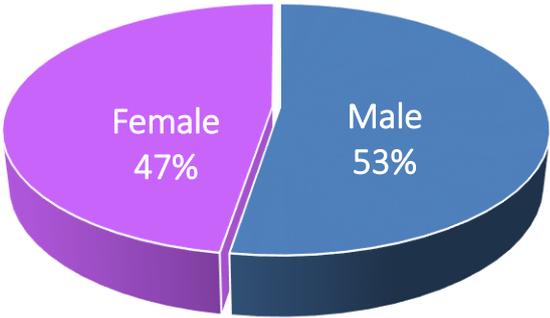
Advocate worked with Mr C to gather evidence and compiling information on what the money had been spent on and the necessity in spending it.

Council satisfied that the money had been spent out of necessity and back paid all the housing benefits and reinstated the council tax concessions. Mr C very relieved and financially better off.

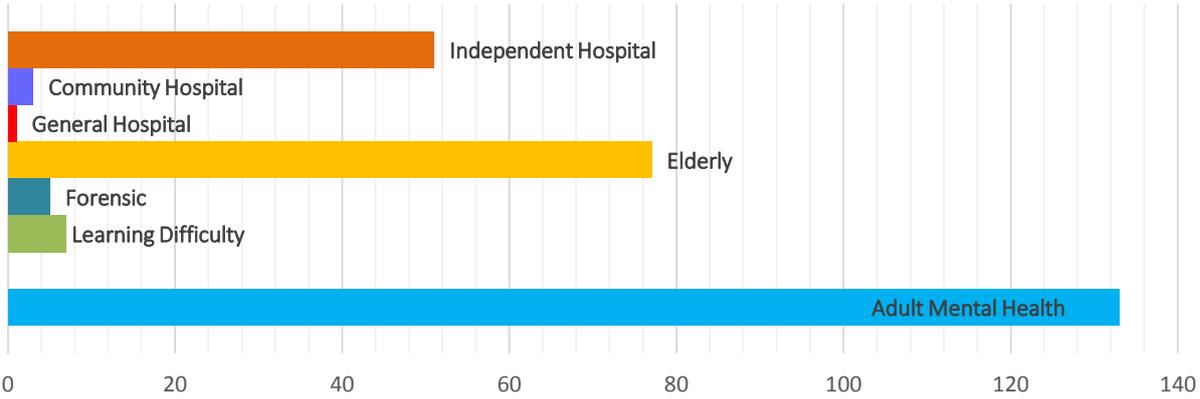




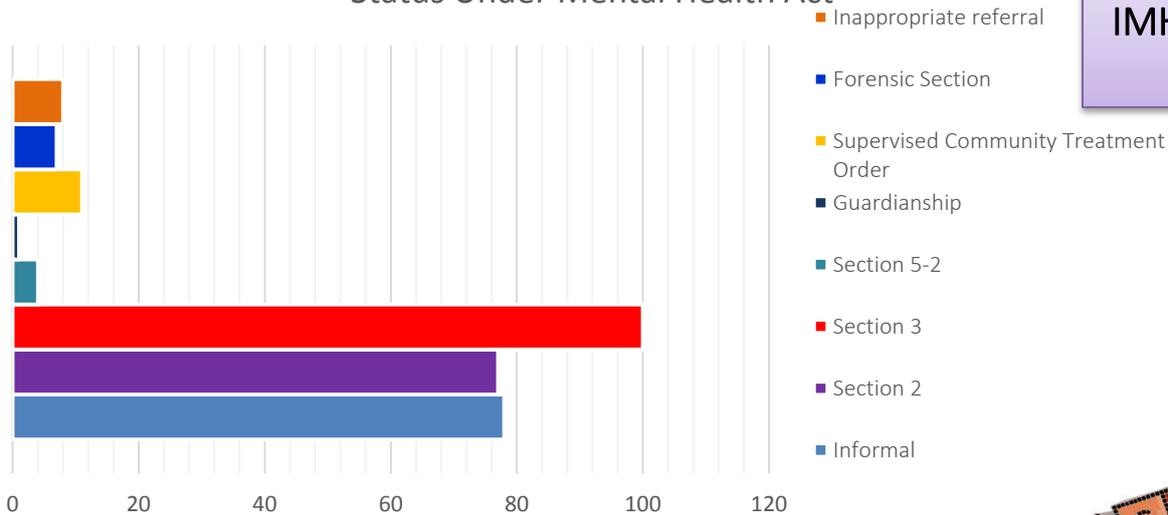
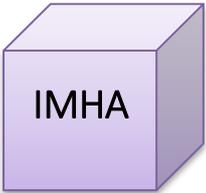
Gender



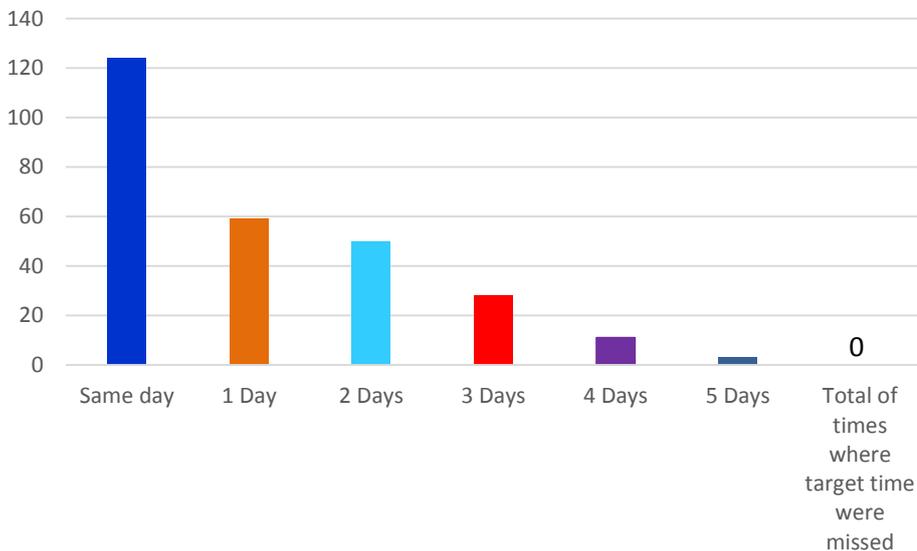
Service Person With



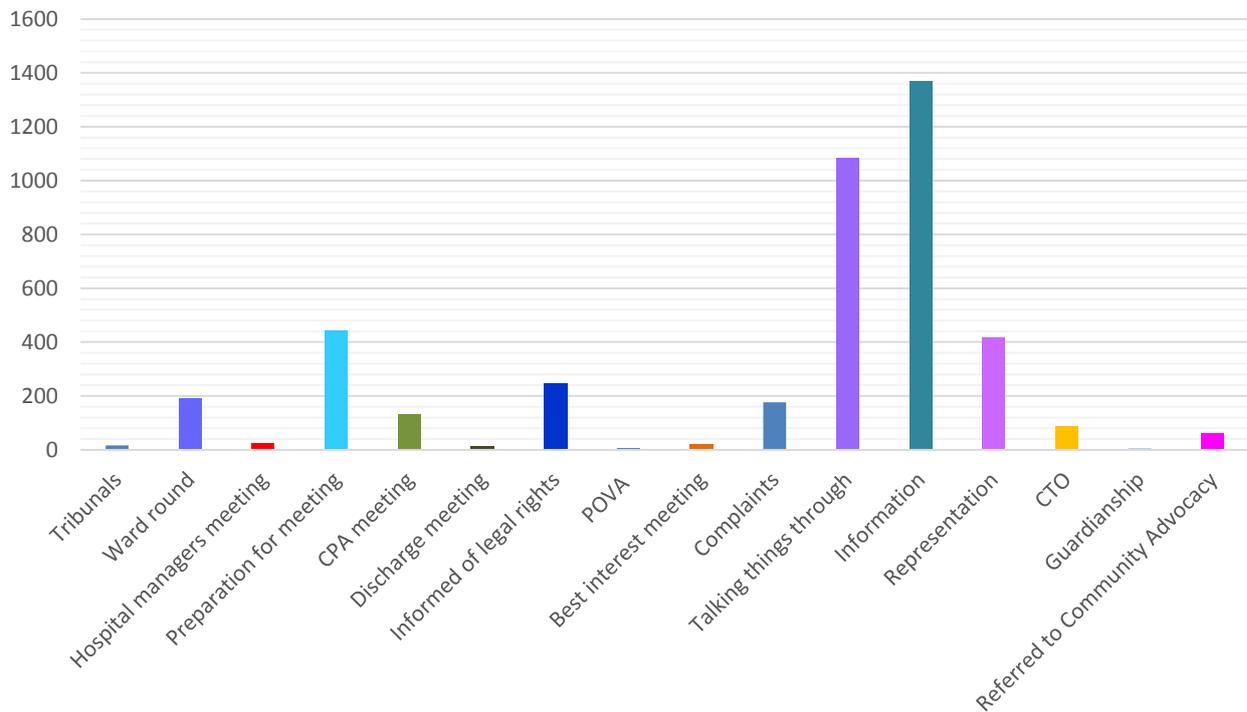
# Status Under Mental Health Act



## Response Time

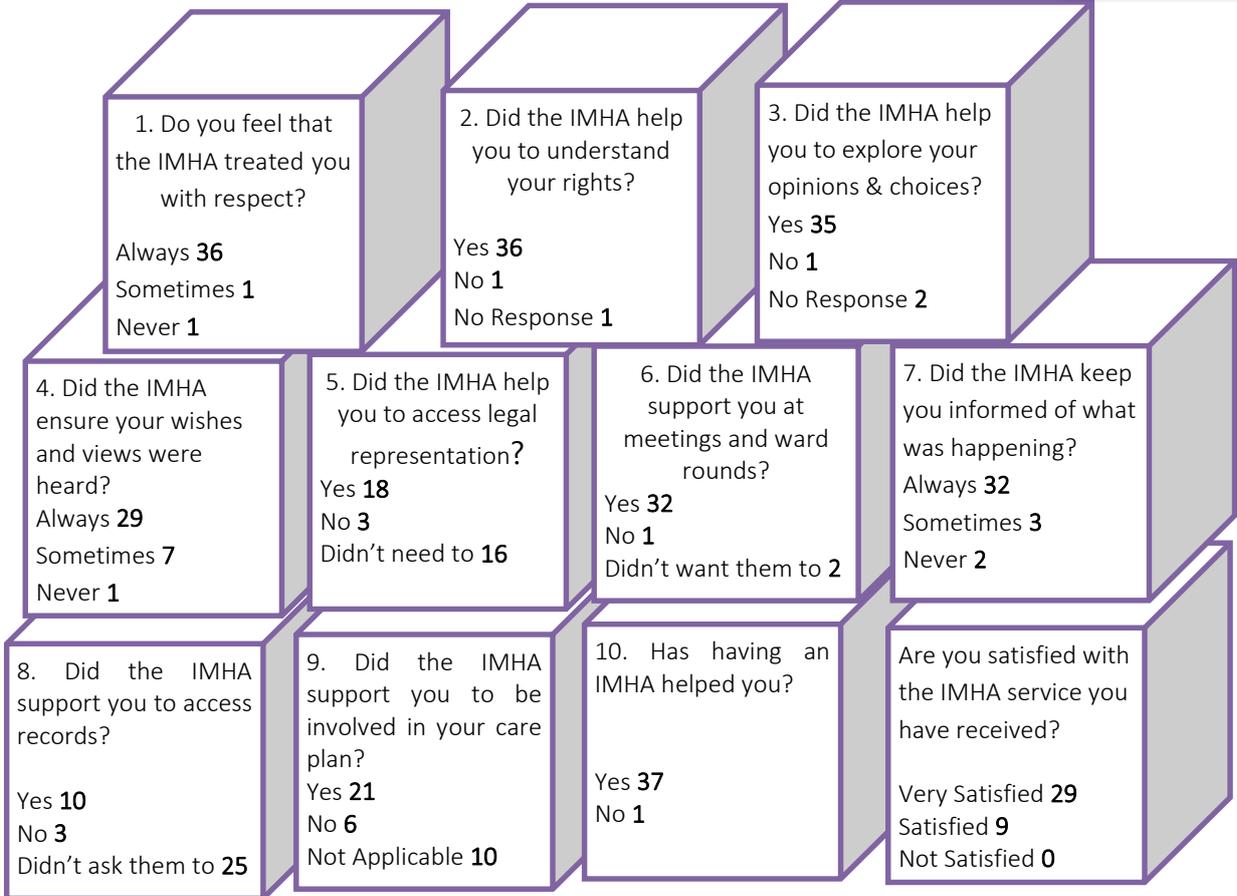


## Work Undertaken



**IMHA**  
Evaluations

90 IMHA evaluations sent 38 returned.



**IMHA**  
Evaluation  
Comments

I have been extremely well looked after. I would like to express my appreciation for all their assistance and kindness. Thank you to all concerned.

My advocate is good at her job, my advocate helps me when I need help, and she is the best for me. Thank you.

It was invaluable to have an advocate.

Without my advocate the past 12mths would have been a far more confusing time than it has been. She has always been there for me to explain things to help me understand what's going on with my care package and to help me in my ward rounds to get my point across.

*I am really happy with my advocate, she has been really supportive.*

My advocate has made a tremendous difference for the better. Thank you.

*My advocate has helped me very much. I don't think I could have coped with this lengthy hospital stay. Sometimes I just couldn't cope with my ward rounds but she has always been there to represent me.*

Nice, warm and friendly woman. Was understanding and helpful.

He was helpful and respectful of my wishes.

Thanks to IMHA I knew my available rights and got given a respectful solicitor. I will use IMHA again if I need to.

My advocate has been very helpful all the way and at all times.

IMHA  
Evaluation  
Comments

IMHA's are an honest source of help. They are a continual source of help and the team are all very accommodating to me.

The advocate was understanding, polite and helpful. It was very nice to be involved with an individual who was easily approachable and listened when you needed reassurance.

My advocate was a kind, caring and considerate man and he was always there to speak up on my behalf if I ever got stuck or didn't understand, which most of the time was.

Brill service, would recommend your service to others. I thought the service I received was amazing. Thanks for giving me a voice and helping me to speak up.

My advocate is very easy to talk to and very helpful. She is also very supportive.

My advocate was helpful to me. She gave me confidence to be listened to by my doctor.

Have not been to an appointment. ☹️

IMHA  
CASE  
STUDIES

Referral received for a gentleman on section 5.2 (Doctors holding power). We contacted the ward as a priority to speak to the patient. We discussed the short term section and the possible outcomes following this detention. The patient was frustrated he was unable to appeal his 5.2 and we were unable to make a difference to his current situation.

We contacted the patient again as agreed but the patient was not willing to meet us as he felt he had not been supported or felt the value of our service when on the 5.2 and could not see how we could help now.

We had a self-referral from a lady in hospital as an informal patient. She felt unclear about the plan for her discharge and also her medication regime. She requested we meet to discuss how IMHA could support her to understand and prepare for her ward round.

We met to discuss her queries and compiled a list of questions for the Doctor to help her understand the plan for her stay in hospital and discharge plans.

I requested (at the patients request) the Doctor speak to the patient again out of ward round at the clients pace and understanding level (simplistic terms- her words) to understand what medication she is taking, why and how it will make a difference to her.

We attended ward round together and the patient worked through the list she had compiled asking questions and discussing with the Doctor her views on the answers. The Doctor arranged to meet the patient after ward round to discuss the medication.

Later that afternoon the patient telephoned me to thank me for my help that day and inform me she felt able to prepare and speak for herself during her remaining stay in hospital.

*IMHA working with a gentleman who was detained on section 3, the gentleman 'sacked' his IMHA three times because "he didn't get him what he wanted" following the third 'sacking' another IMHA was allocated (who still didn't get him what he wanted) but they are both still working well together long after discharge from hospital and into community services.*

*Referral received for a lady on section 5.4 (Nurses holding power). We contacted the ward as a priority to speak to the patient but she did not come to the telephone as she had isolated herself in her room. When we contacted the ward again the lady had been regarded to a section 3. She engaged with us and we supported her while in hospital.*



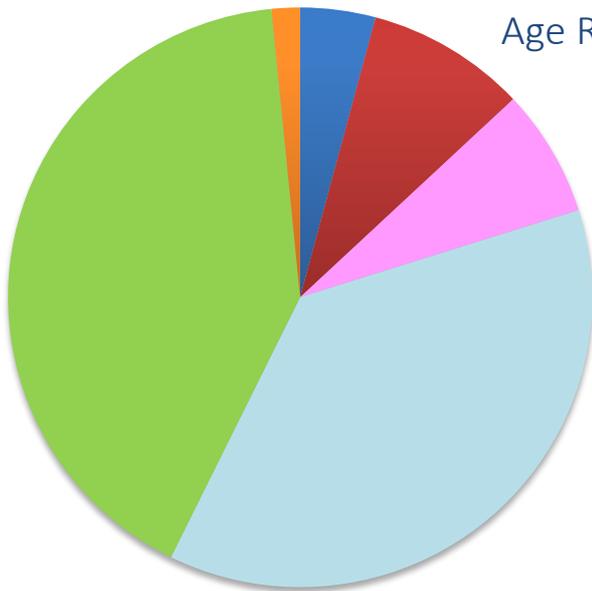
### Definition of a carer

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age. Many feel they are doing what anyone else would in the same situation; looking after their mother, son, or best friend and just getting on with it.

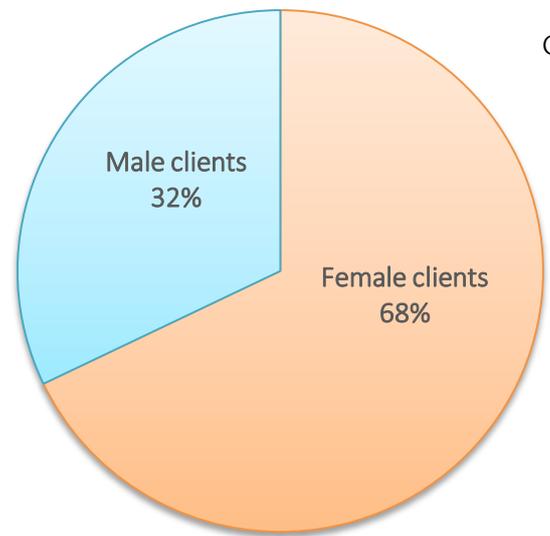


### Age Ranges

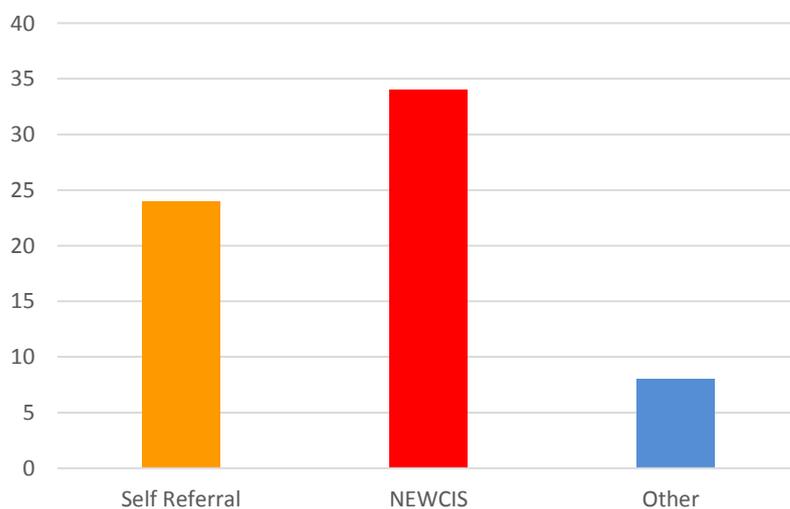


■ 18-30 ■ 30-40 ■ 40-50 ■ 50-60 ■ 60-70+ ■ Not Known

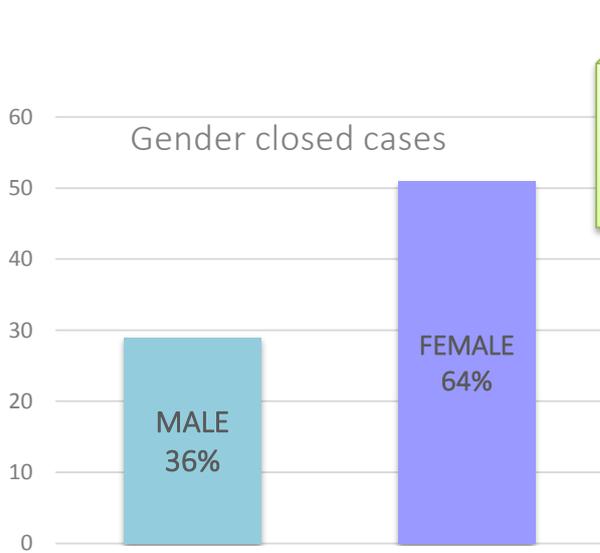
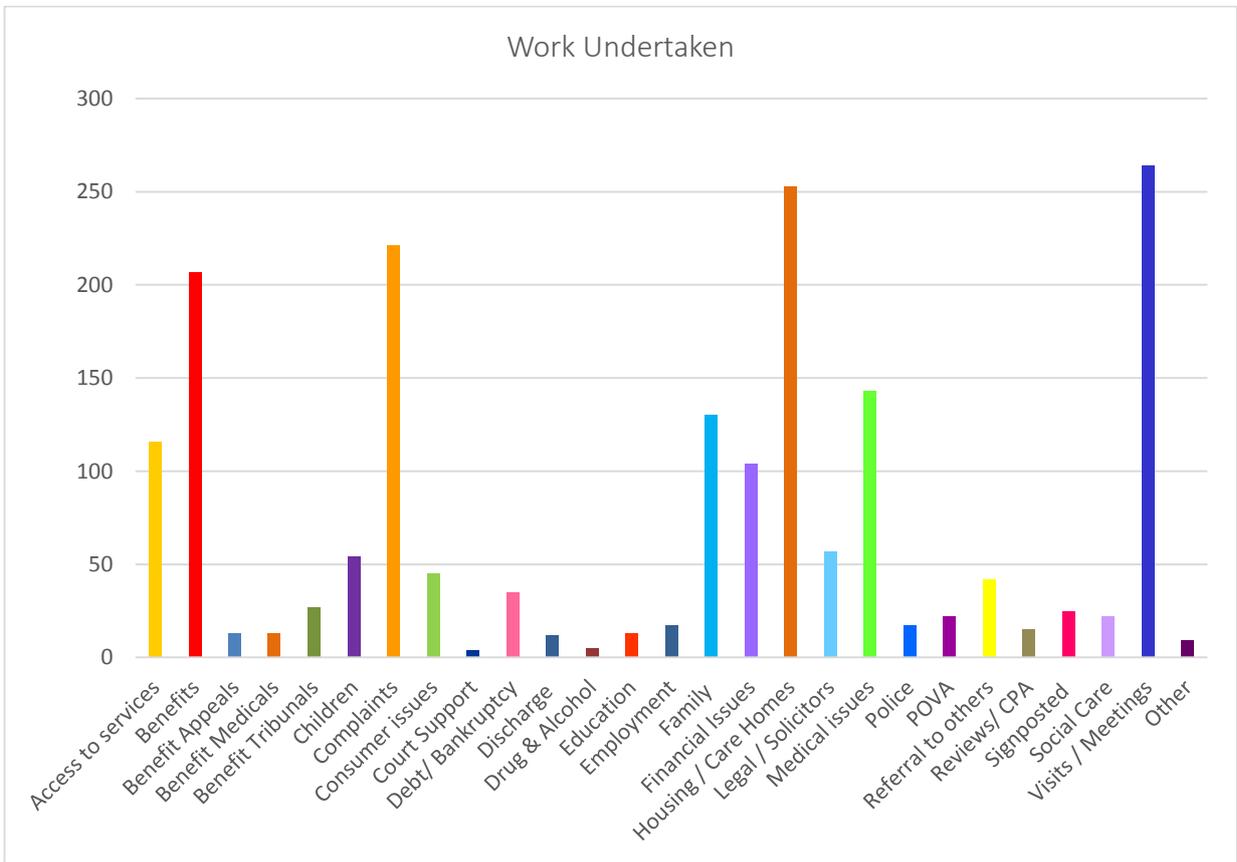
### Gender



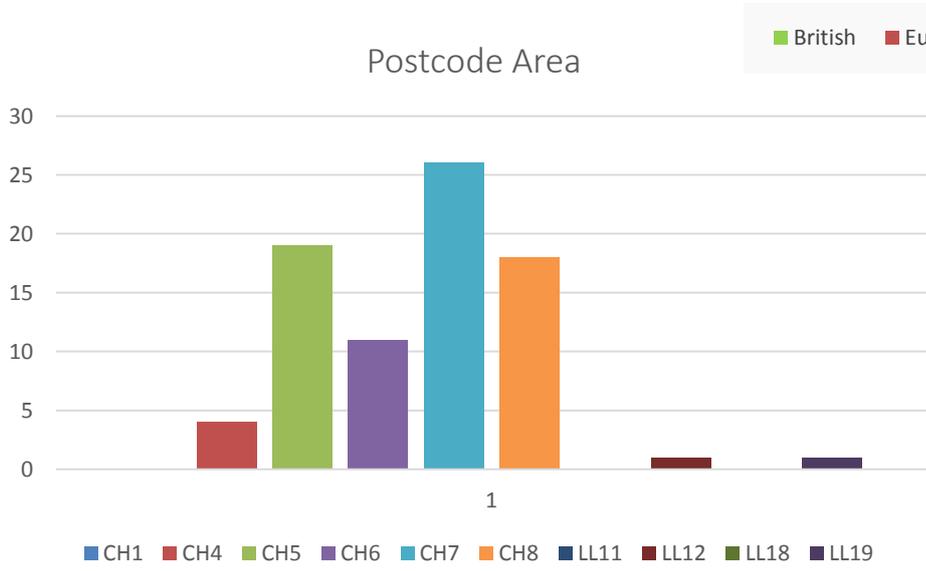
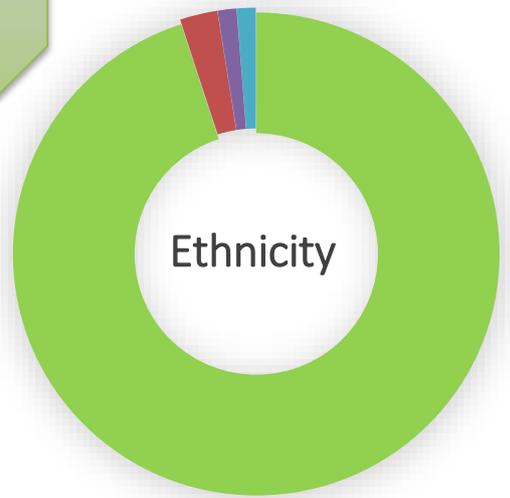
### Referrals

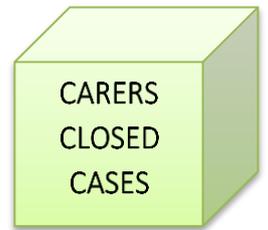


Others include Hafal, MIND, FAS, CMHT's, Social Workers, Children's Services

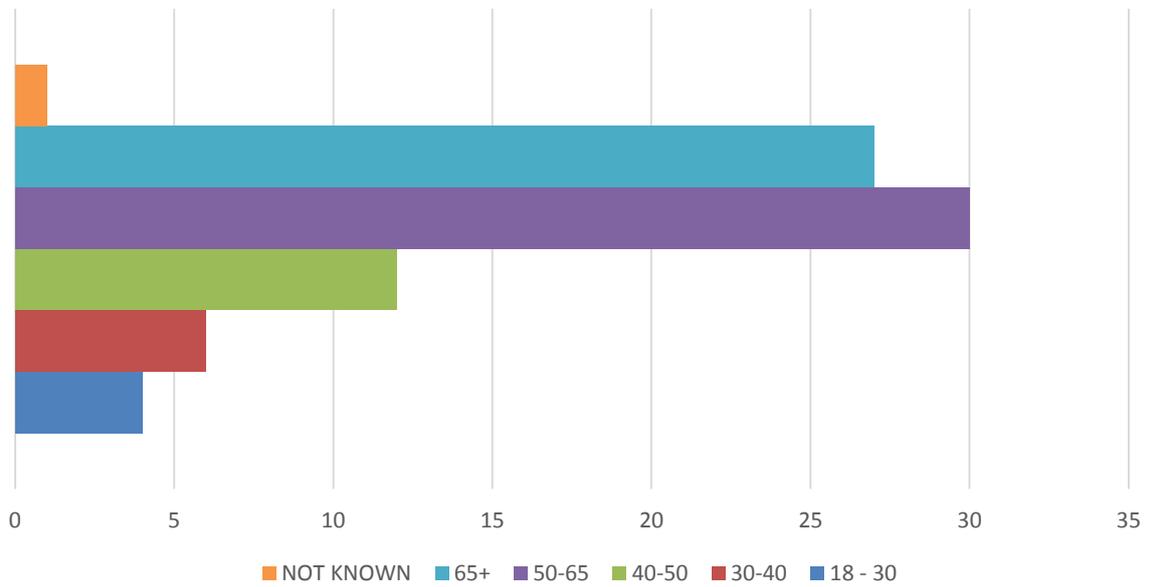


CARERS  
CLOSED  
CASES

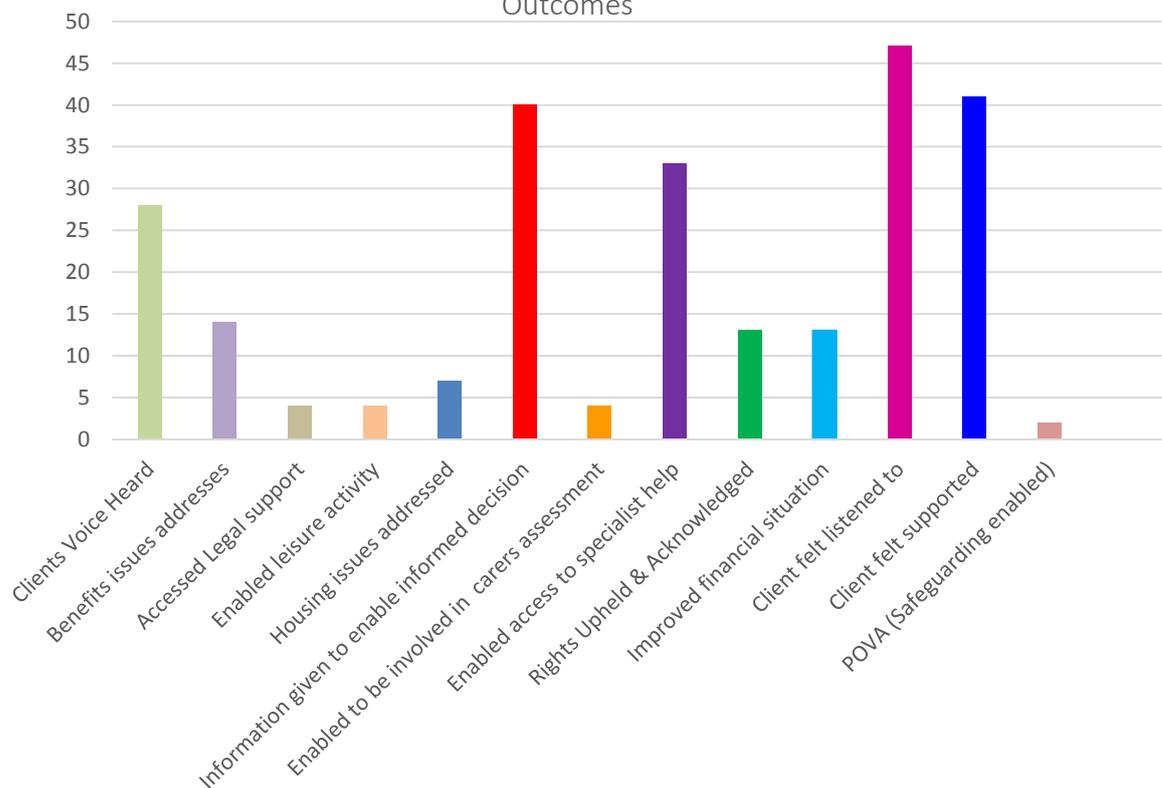




### Ages - Closed Cases



### Outcomes





## CARER'S ADVOCACY EVALUATION RESULTS

Response: 61% evaluations returned

Satisfaction: All Questions Yes  100% (if applicable)

<i>Carers Evaluation Comments</i>		
"I now feel a lot better and able to cope with issues due to the fantastic support given to me by the advocacy service."	"I have received the best advocacy lady anyone could wish to have."	<i>"I could do nothing but praise my advocate who came to see me; she was so helpful and pleasant."</i>
<i>"Without my advocate I would have been lost. She helped me in more ways than anyone else has. She made me see and helped me to get what I needed."</i>	"My appointed advocate was very supportive and showed great respect for my situation. Knowing I was not alone during a very testing time, gave me great comfort. Many thanks to you all."	"I found my advocate very supportive and friendly, she was like a member of my family in fact. I would recommend this service to anyone I thought needed it."
I first wanted to say thank you so much for your support and I hope you keep the good work up. Thank you for everything."	"It's an excellent thing to be available. As things turned out I didn't really need the service, but it is reassuring to know it's there."	"I was happy to have had my advocate who helps me a lot in all area of my problems and signpost me to the right directions."
"Very helpful, stress makes my illness worse so was a big help. Thank you."	"I would just like to say, I feel that this service was good for me."	"The service received by the advocate was first rate and of high quality."
"Excellent service"	"Brilliant service. Will be definitely using the service again."	"Thank you for all the help at this difficult time."
"Nice to have someone to listen to me and put my views across."	"It was gratifying to know I had someone on my side to help me take on 'the big boys' – (the bullies)! To know I was not fighting my corner alone. It is very trying, being a carer and to have the extra burden of solving 'problems' not of my making, is not and cannot be justified."	

When asked - Do you have any ideas on how we could improve our service?.....

"In order for the advocacy service to be more effective the Flintshire complaints procedure requires to be made more assessable and representative of people's needs."

"Make your services more widely known to carers. We need help along with the cared for. It is very difficult at times, trying to cope."

"Keep the advocate on, because my advocate is a very understanding and good one."

"None you do a good job anyway."

# CARERS STORIES

V - Carer  
 Early 60's  
 Full time carer for her mother.  
 Mother passed away.  
 V left alone in a 3 bedroom house.

Advocate helped V to:  
 Consider all housing options.  
 Apply for small social housing property.  
 Apply for medical points for housing.  
 Referred V to CAB and attended meeting to get a full benefit check.  
 Apply for benefits & DLA (initially refused)  
 Attend tribunal to appeal.

V was allocated a bungalow that she was delighted with.  
 Appeal was successful.  
 Financially better off.



B – Carer  
 A cares for her husband who has mental health problems. They have lots of debt with bailiffs knocking at the door and are victims of anti-social behaviour.

Advocate made phone calls on B's behalf as English not first language.  
 Debt repayment arrangements made. Advocate referred B to CAB for benefit check.  
 Supported client through police investigation for anti-social behaviour.

B opted for an IVA to deal with debts. CAB were able to maximise B's income and police were able to prosecute the anti-social behaviour offenders.  
 B is now able to sleep at night.

P -Carer  
 Full time carer for her husband.  
 P not happy with the outcome of a complaint lodged against hospital regarding the treatment of her husband in A&E and inappropriate discharge.

Advocate helped P by: Arranging a meeting with the hospital complaints team and department managers. Supporting P at this meeting.

P felt heard at the meeting and was happy with the agreed outcomes.



F – Carer  
 F unhappy with his wife's CPN and lack of service from Community Mental Health Team.

Advocate supported client to write a letter of complaint to the Community Mental health Team manager.  
 Advocate also referred client to CAB for ESA review and supported at meetings.

F and his wife received an apology from the Community Mental Health Team and a new CPN was allocated.  
 ESA review outcome was very positive.



L -Carer  
 J , L's wife suffered with dementia, following J's admission to hospital, L was told that due to her behaviour she would be best placed in a nursing home. When L tried to challenge this – he was threatened with displacement.

Advocate helped L to:  
 Challenge this decision,  
 Attend meetings to question the reasoning.  
 Ask questions why J couldn't go home.

L was not displaced as J's next of kin and J returned home with a full care package. L was delighted to be heard and achieve his goal of getting his wife home.

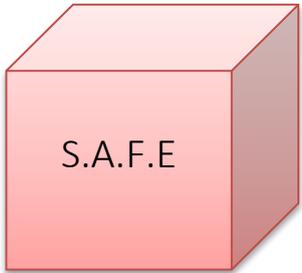


S –Carer  
 S's young son has cerebral palsy. S doesn't feel that she is being heard by children's services and is struggling to get services for her son.

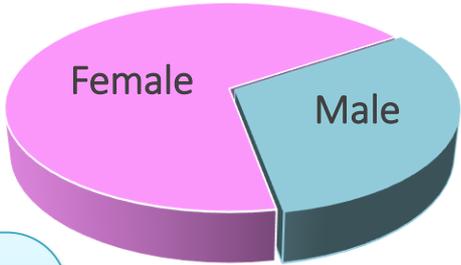
Advocate supported S at meetings with Children's Services and other relevant services to get S's voice heard.  
 Direct payments were declined – advocate assisted with appeal.

S was listened to and her son got the services which she had been struggling to obtain.  
 Direct payments decision was overturned.

This was the first full year of operation for this service and it has been extremely successful with **31** different courses being run across the county, with courses taking from one to four days to complete.  
All were very well attended!



Gender of Attendees



Thank You for this advocacy course. I was really happy to be part of it, and to meet the other participants. It was carer led although us carers had great difficulty in focusing on ourselves, especially at first. It was relevant for where we were at, and the second afternoon with the carers advocate re-enforced what we had been experiencing, and concrete details of where to get help and support. The venue was excellent, I cannot think of any way you could improve the course at the moment.

Thank you again for a really enjoyable course. They are really well delivered and constructed. I think I'm going to get a lot out of them.

The workshop helped me improve my own life and the lives of those around me.

*"I am back in work and using annual leave to come to the groups. I feel so much more confident now, I would have never have gone back to work if I hadn't come to SAFE session, they have helped me see that I can cope".*

*"When I had my breakdown I was in bed for a whole year, I never thought that I would do as well as I have. This (SAFE) is what we need. When I was first unwell I never saw myself as independent. I'm happy that I'm getting calm and independent".*

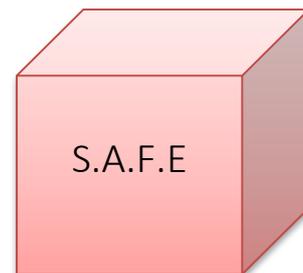
"I realise I like learning about things it makes me feel good. I'm going to see what courses there are at college. Who knows where it might lead?"

*"There are times when we all lose our smiles and when you come here it really lifts you up... it's helped me to see light at the end of the tunnel".*

*"Would you like you? Before I didn't; now I think I'm rather nice!"*

*"This has brought me out of myself, it gets me up, dressed and out. I would have been stuck in. I'm much more confident now. The courses really change the way you think about things, I've even been on the bus to Wrexham...that's a big deal for me."*

I really enjoyed the time management course. I got such a lot out of it; it has been a very positive and practical help, and it has given me a lot to think about. I was bowled over at how lovely the people on the course were, including yourself, and how welcome they made me feel. They were so friendly, and made me feel so at ease. I was very nervous when I walked in, as I didn't want to disrupt the group or make anybody feel uncomfortable when they were already settled in their group and used to each other, but they were just so lovely. Thank you very much for letting me attend. It was a very uplifting and confidence boosting experience.



*Thank you from the bottom of my heart for being so kind, warm and understanding. Your courses are extremely interesting and helpful, and you deliver them in such a relaxed, non-intimidating manner, with gentle humour and the patience of a saint. It's a very non stressful environment, and I am always made to feel welcome by you and everyone there. It is such a relief to be able be myself there, and not have to pretend to be someone I am not.*

Thank you so much for allowing me to attend your fabulous courses. I am getting such a lot from them. They give me such a lot to think about, and I always leave your courses feeling uplifted, more positive and more hopeful for the future. You are making a huge difference to us all.

*"I was crying and crying for years, I've been to other services and felt they 'have to' work with me. I don't feel that here. Sometimes you need help to look at things in a different way which is what we get with SAFE, but also because the group is going through it together. Sitting around the table we talk about all sorts of things. It really helps to know I'm not on my own".*

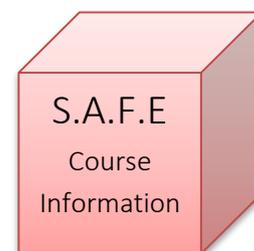
*"I have been in a lot of pain recently and this morning all I wanted to do was go back to bed, which is what I would have normally done, but I knew we had a SAFE session today so I made the effort to come....I always feel better when I've been to the sessions. I can go back to bed when I get back home."*

*"I have always been really nervous around men. I have enjoyed working with the men who come to SAFE, it has helped me realise that they struggle too and that they can be vulnerable. I feel a bit less scared of men now; this is a big change for me."*

"The SAFE programme has helped me to handle things and keep calm and talk to people".

*"I went for a meal with friends and they said they had noticed a real improvement in me; before I wouldn't have gone for the meal full stop".*

Here is a sample of what the SAFE programme has been able to offer and some outcomes from the evaluations.



Name of group or workshop	1 Not very good	2 OK	3 Good	4 Very good	5 Great
Self-Advocacy for Carers			2	15	25
All About You	Clients were asked to reflect on how they felt the first and then the last time they attended the sessions. Every client reported an improvement in their confidence and felt as though they had more choices in the way they responded to dilemmas.				
Best Foot Forward			2	20	14
Keep CALM and Be Prepared			1		47
Why Is there never enough time?					42
Empowerment and How to Get It					42
Planning Meeting	A group of clients who had attended sessions came together to discuss the next programme and decide what it should include. The ensuing programme was based entirely on the decisions made in this meeting.				
Knowing My Strengths And Weaknesses			11	7	19
Managing Personal Change					30
The Useful Art Of Negotiation			1		35
Better Listening			2	9	45
Self-Advocacy And Me			2	9	46
Understanding My Rights IMHA Workshop		2	2	1	65

Other courses include.

The 'long and short of it' setting personal goals.	Being Assertive
Citizens Advice Bureau (CAB) Your questions answered	Mental Ill Health The Thief and Me.
The Butterfly Effect	The Straw That Broke the Camel's Back



80 questionnaires were sent out to a wide range of stakeholders and 31 were returned.

<p>1. Do you find our service easy to refer to?</p> <p>Yes <b>28</b> No <b>0</b> No Response <b>3</b></p>	<p>2. Are you treated with respect by the staff?</p> <p>Yes <b>30</b> No <b>0</b> Comment <b>1</b> "Not always"</p>	<p>3. Are you treated in a professional manner?</p> <p>Yes <b>30</b> No <b>0</b> Comment <b>1</b> "Not always"</p>
<p>4. Do you feel that we communicate effectively on behalf of the client?</p> <p>Yes <b>29</b> No <b>1</b> Not Applicable Comment <b>1</b> "Not always"</p>	<p>5. Do you feel that advocacy supports the process of ensuring that the client is able to make balanced and informed decisions?</p> <p>Yes <b>29</b> No <b>0</b> Not Applicable <b>1</b> Comment <b>1</b> "Not always"</p>	<p>6. Do you think that the advocacy service enabled the client to stay engaged and/or keep appointments?</p> <p>Yes <b>26</b> No <b>1</b> Not Applicable <b>3</b> Comment <b>1</b> "Not always"</p>
<p>7. Do you feel that advocacy involvement makes a difference to the person/people you refer?</p> <p>Yes <b>28</b> No <b>0</b> Not Applicable <b>1</b> No response <b>2</b></p>	<p>8. Do you feel that we make appropriate referrals to your service?</p> <p>Yes <b>26</b> No <b>0</b> Not Applicable <b>2</b> No response <b>2</b> Comment <b>1</b> "Not sure"</p>	<p>9. Would you recommend the Advocacy Service to other agencies?</p> <p>Yes  <b>31</b> No <b>0</b> Not Applicable <b>0</b></p>
<p><b>Please use this space for any comments, compliments or criticisms about the service?</b></p> <p><i>"You have also provided me with feedback on the appropriateness of my referrals, which is very helpful as I try to gain confidence in what is a relatively new role for me. You have always responded promptly to those I refer to you, who praise the service you provide. As a team you have a positive, professional &amp; friendly response to all my referral calls."</i></p> <p><b>"Any communication between myself and members of Advocacy Team have proven to be useful and overcome any concerns raised by service users regarding issues with any support staff or support request."</b></p> <p><i>"We work well together".</i></p> <p><i>"Advocacy has been immensely helpful for some patients on the ward but it would be helpful and welcomed more presence on the ward for ward rounds and quicker input."</i></p> <p><i>"An excellent service"</i></p>		

*"The service provides an advocate to the parents of a young person who is in LA care and with whom I work with. The advocate works with me to ensure that the child's parent fully understands what is being discussed and the implications for the parent. This has worked well."*

*"Advocacy has helped patients on the PICU ward to engage with treatment by giving them information that has enabled them to make their own decisions."*

*"Excellent service – Great help to service users who have required your services."*

*"Always had great support from the Advocacy Service. I feel confident that our service users will receive a quality service."*

*"The carers advocate has been an amazing support to carers, we have worked very closely on cases that have involved intense intervention. It is good that we can share and distribute tasks to ensure an holistic approach."*

*I have always had good feedback from customers about the service you provide. Also when myself and a colleague came to visit, you made us very welcome. Thank you."*

*"I find your service effective, helpful and able to respond quickly".*

*"I often signpost people to Flintshire Advocacy Services for support & advice. When signposting people I do it with the greatest of confidence which is reflected in the positive feedback I receive from individuals I work with or have referred to the service."*

*"Your service is very valuable and so is always delivered with compassion and professionalism."*

*"Doing very well with limited resources"*

*"Excellent service. Good working relationship with advocacy on ward. Many thanks"*

*"Advocate involved has been supportive and realistic in views/options".*

*"Joint client did not receive the support at an appointment as they had initially confirmed."*

*"Found the service to be particularly helpful in attending clients' property to assist our service where we were not able to attend."*

*"I find all the advocates extremely helpful."*

**Do you have any ideas on how we could improve our service?**

*"Continuation of the carers advocates post."*

*"May a twice a week Advocacy clinic on the ward would be more efficient."*

*"More funding into advocacy services would be beneficial (as it would with all services!)"*

**Not so good.....**

*"What service users ask for in terms of advocacy is not always in their interest; yet it is often pursued as though it is. Challenging a wrong decision/ course of action is often more beneficial."*

*"I have had two customers advise that they felt let down by the service."*



*Unfortunately we were unable to address these comments directly as the professionals didn't give their names.*

**A BIG thank you** to everyone who took the time to complete the questionnaire, we do appreciate how busy everyone is.



## Workforce Development Undertaken Throughout the Year.

Benefits Training - Universal credit  
Best Interest Assessor Advisory Group  
Capacity act issues including DOLS  
Carer's Legislation  
CIO Introduction to  
CTO's  
Deprivation Of Liberty Safeguards  
Direct Payment training - FCC  
DOLs Case law  
Equality & Diversity  
FCC Housing Strategy & Welfare Reform  
First Aid at work  
Flintshire Advisors Network - Payday loans  
Guardianship  
Guide to Break Services and Short term Replacement Care  
Housing & Welfare reform  
How to reduce Stress  
Huntingdon Disease  
IMCA Training Day  
Independent Advocacy Qualification  
Independent Advocacy Qualification Children & Young Persons module  
Intensive Community Support Team - CAMHS Training  
Introduction to Advocacy - 4 Day Course  
Introduction to IMCA  
Introduction to IMHA  
Introduction to Mental Health Act  
Julie Burton Law Update  
LD & MH update DOLS  
Litigation Friend  
Makaton Training  
Measure update  
Memory service  
Memory service  
MH Legislation Conference  
National Network for Older People's Advocacy in Wales  
Nearest Relative  
Partnership Development Days  
Reducing stress  
Relationship between MCA and MHA

Sian Williams - CAB Update  
Social Enterprise  
Supervising effectively  
Supervision Training  
Team Around the Family  
Team Day  
Tele care  
Unit 311 IMCA  
Understanding Direct Payments  
Universal Credits training  
Welfare Reform

**Conferences Attended**  
National Advocacy conference  
Time for Me Conference - NEWCIS

## Changing lives for the better!

*Flintshire Advocacy Services supporting people  
to make positive changes in their lives.*

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