



## Annual report of the CIO for year ending 31 March 2022

**Generic Advocacy Service** helping people with any disability including multiple disabilities locally

Help you make informed choices

We offer long-term help and support

Help to manage your money

Support you in meetings

Support people to find information

We come to you

Help access other services you need



**We are a free and independent service**

# Contents:

What is Independent Advocacy? .....	Page 3
Background to PCAS and what we do .....	Page 4
Mission Statement and Aims .....	Page 4
Benefits of Advocacy .....	Page 5
<b>Welcome from the Chair (Doreen Ellis)</b> .....	Page 6
Clare Harris – Vice Chair .....	<b>Error! Bookmark not defined.</b>
Peter Quinn - Treasurer .....	Page 7
Simon Harris – Trustee & IT Specialist .....	Page 7
<b>Welcome from the Manager – Simon Arthur</b> .....	Page 8-11
Allisone Arthur – Evaluation Manager.....	Page 12
<b>Annual Statistics</b> .....	Page 13-17
<b>Social Media</b> .....	Page 18-19
<b>Our Advocates</b> .....	Page 20-23
<b>Advocates Case Studies</b> .....	Page 24-31
Structure, Governance and Management .....	Page 32
Trustees and Principal Officers .....	Page 33
Financial Review.....	Page 34
<b>PCAS Contact Details</b> .....	Page 35
Independent Examiner's Report .....	Page 36
Financial Statements .....	Page 37 - 46
Statement of Disclosure .....	Page 47
<b>Thanks to our Funders and Donors</b> .....	Page 48

## WHAT IS INDEPENDENT ADVOCACY?

At some point in our lives, most of us will need an Advocate. You may need help to make a difficult phone call, need someone who can write a letter, or someone to attend with you, at a difficult meeting.

In many cases, the Advocate is a friend or family member, for others, it may be a nurse or social worker. **But what if you don't have any of these people to help?** Or the problem relates in some way to your family, G.P, or social worker? This is where independent Advocacy can help, an Advocate will support you to speak up for yourself as they are ONLY there for you and have no ties to other agencies or people in your life. An Advocate helps you to get the information you need to make real choices about your circumstances, supporting you to put your choices to others.

### PCAS assists with:

- ❖ Safeguarding people who are vulnerable and discredited against or whom services find difficult to serve.
- ❖ Supporting disabled people at risk of losing their tenancy
- ❖ Empowering people who need a stronger voice by enabling them to express their own needs and make their own decisions.
- ❖ Enabling people to gain access to information, explore and understand their options, and to make their views and wishes known.
- ❖ Care issues, accommodation, financial management and paperwork
- ❖ Supporting at meetings and long term support in order to stay living in their own homes for longer.
- ❖ PCAS can speak on behalf of people who are unable to do so for themselves.
- ❖ PCAS helps people with Mental Health needs, something we have done for 27 years now.
- ❖ PCAS helps clients through Adult Safeguarding processes.
- ❖ Child Protection/child in need work.

It is important to recognise that an effective Advocate will use their knowledge, experience and skills to enable their client to have the best life possible. This might mean the Advocate telling the client about options that the client has never thought of themselves.

It is also an Advocates job to be realistic with their client, as not all things a client may want will be possible.

## BACKGROUND TO PCAS AND WHAT WE DO

PCAS Advocacy Service was started in 1995 by Shropshire Disability Consortium to provide a community based independent advocacy service for people with ANY disability over the age of 18 in Shropshire, Telford and Wrekin.

PCAS was set up by disabled people who recognised a need for individuals to be supported to ensure their voice was heard. PCAS is committed to ensuring individuals are as involved as they can be in decisions that affect their lives. We aim to raise awareness of a person's rights and ensure they are safeguarded against in instances where people are unable to do so for themselves.

PCAS is a registered charity, to maintain its independence it is managed by a Board of Trustees, comprising of individuals who have an interest in and a commitment to the work PCAS does. The Board hold a strategic role, having responsibility to oversee effective governance by ensuring PCAS meets its legal and charitable obligations.

### ***Our Mission Statement Is:***

***PCAS provides independent advocacy for adults with any disability, physical, sensory, learning or mental health. We aim to be the Service of Choice, to secure clients' rights, services, and to ensure they are listened to, empowered and treated with respect. We further aim to promote social inclusion, equality and social justice for all, irrespective of sexual orientation or ethnicity.***

### **We Aim to:**

Assist disabled persons primarily, but not exclusively, living or working within the Counties of Shropshire and Powys, through the provision of Advocacy and information.

- ❖ Be recognised as the "Go to" service for Advocacy support
- ❖ Enable disabled people to make informed choices
- ❖ Promote independence and choice of disabled people through the provision of information
- ❖ Provide a service enabling the opportunity for people to take control of their own lives
- ❖ Challenge decisions made on behalf of people which they disagree with
- ❖ To listen to and engage with a client and actively involve them in any action PCAS assists with

We also have a set of priorities that we use to plan what we want to achieve every year.

This year we have continued to develop our service to meet the growing needs of local people who are requiring more long term assistance with their finances, enabling disabled people to stay living in their own homes for longer and those with Mental Health issues.

**PCAS Website** [www.shropshirepcas.co.uk](http://www.shropshirepcas.co.uk)

## Benefits of Advocacy

The benefits of advocacy are far reaching.

- ❖ Advocacy gives a vulnerable disabled person a voice when they feel no one is listening to them.
- ❖ They have someone who is independent from all the statutory services and not controlled by government pressures to save money.
- ❖ Someone who will listen to the client, find out what the problems are, work with the client to sort out the problems.
- ❖ Building a good rapport with the client builds their self-esteem and confidence and can alleviate depression and anxiety, thus improving their mental health and wellbeing.
- ❖ Advocacy gives a person a better quality of life through simple little things for instance, reading their post and explaining the contents to someone who is dyslexic means the world to them.
- ❖ When someone is being abused they are in a really bad place. Very often they do not realise they are being abused until someone points out that it is wrong for someone to take your money and leave you without enough to pay your bills or buy food. Once the client has gone through the safeguarding process and realises they can have a good quality of life with the money they have coming in we see a totally different person, one who is now enjoying life because they can get out and go for a coffee or go shopping themselves. They now have a good quality of life, and with the safety net of having an advocate who they have built up a good working relationship they know where to go if they need help in the future.
- ❖ Very often the clients we help have no one else to help them. This means that the advocate is someone they can talk to about the worries, fears or problems they are having. This is far reaching because our advocate can discuss these worries, fears and problems and if we cannot help we always find someone who can. This circle of support helps the client move forward with their life.



## Welcome from the Chair - Doreen Ellis

Welcome to another year in the life of PCAS, supposedly post Pandemic, but there is still a lot of the virus about. Like the common cold, it is something that we all will have to live with but take sensible precautions against.

I am sure that we all agree that it is good to be leading a near normal life and to be able to be out and about and to socialise with others again. Essential for good mental and physical health!

I am back at my line dancing class and have joined Pilates twice a week. (How fit will I be.....I am more bendy now than when I was twelve!!). I have ventured to Scotland and to the Isle of Wight and I am looking to book a River Cruise on the Rhine.

PCAS has settled well into the new offices which seem to work excellently for both the day to day running of the Charity and for holding meetings with the Advocates and Trustees. As the office is situated on the ground floor it certainly makes access for all much easier.

We are constantly looking for new Trustees. If you think you may be interested, please contact either myself or the office and speak to Simon or Alli. The main qualification is to be committed to helping adults with either a physical, mental or a learning disability by supporting the Charity and its Advocates. You will find that to give a little of your time will be most rewarding. I know that I do, and there is always someone willing to support you until you find your feet. I speak from my own experience so please give some thought to giving a little of your expertise.

*Doreen Ellis*



## Clare Harris - Vice Chair

As we continue to cope with the aftermath of the pandemic, we must do what we can to keep this most vital organisation running.

With the support of fellow trustees, who have a wide variety of skills to bring to the charity, we have a united positive attitude, which hopefully will go on for a long time to come.

My thanks must go to the whole team because without their hard work and support we would not have been able to successfully remain open for business for more than 27 years.



## Peter Quinn – Treasurer

I am a former Mental Health Nurse and Mental Health Nurse Services Manager with over 21 years' service in the NHS, before I had to retire with chronic health and disability issues. I retired to Shropshire in 2004.

I have been a Trustee of PCAS since 2014 as the Treasurer. I bring extensive experience of Mental Health Issues and have insight into what it's like to live with a disability.

My main priority as a Trustee is to oversee financial matters and funding, ensuring our funds are used to good effect and managed in an appropriate manner, as well as supporting our staff to ensure our service remains robust.

I have become a grandfather for the second time recently and have a whole new generation to enjoy, even if at some distance. They are currently based in NYC. I also have my own little bit of woodland to maintain as best I can, it provides many pleasant productive and not so productive hours especially on sunny days



## Simon Harris - Trustee

Having been around PCAS in one form or another for the last 27+ years, either through family or becoming a trustee, it has been my great pleasure to help PCAS in any way I can.

My primary role as a trustee is to look after the IT infrastructure, website and assist with branding and print when needed.

The last few years have brought new challenges on an unprecedented level, as a charity, we have been able to adapt to anything put in front of us. All of the staff have shown incredible resilience to these new challenges and are determined to make PCAS a success

The advocates, staff and volunteers at PCAS are all amazing people who give their all and constantly go beyond expectations, without them we would certainly not be where we are today, my heartfelt thanks go out to each and every one of them.





## Welcome from the Manager – Simon Arthur

Let me start my report by saying we are still here, with a huge thank you to The National Lottery Community Fund (Reaching Communities) and the amazing help and support provided by Lynne Carney from The National Lottery we were so lucky to secure a 4 year grant for over £450,000. This massive grant along with the ongoing support of our current funders meant we were able to continue the work we do for the most vulnerable people in Shropshire & Telford, at least for another year. With The National Lottery grant we have to secure a yearly amount of over £110,000 to match this funding. We are hard at work trying to ensure the security of our amazing charity at least for the next 3 years, in the current climate it is proving very difficult to secure grant funding as there are so many other worthwhile causes applying for the same pot of money. We can only do our best and hope for success going forward.

27 years later and here we are, PCAS started in 1995 in that first year we helped 30 people, this year we have helped 368. From small acorns great Oak trees grow and this is what has happened to us.

Not only have we helped 368 people this year but that is an increase on the previous year, we have helped these clients with 4568 issues that are affecting their lives, this is a huge increase in issues from the previous year of 2134 more, working out at an average of 12 issues per person.

I guess this has something to do with the dreaded Covid (I will not mention it again I promise, maybe) I think everyone has had enough of that after 2 years of chaos. After 27 years we continue to do the same work as we were originally set up to do in 1995, namely helping the most vulnerable people in our society, with any disability, to have a better quality of life with our help and support.

Once again I need to thank the amazing team we have here at PCAS (look below at the start of the pandemic, a couple of us look like aliens landed) the things we do to keep our clients safe!! Workers and trustees have put so much time and effort in this year as they have for many years to help people as best we can.



Now we are coming out of the pandemic and trying to pick up the pieces left behind, we strive to help clients as best we can to move forward and be positive.



We have come through the pandemic, social isolation and loneliness has now taken hold in our clients new and old. We are working hard to help these people to once again get into the community they live in, and feel safe doing this. People's Mental Health has suffered greatly through being told to shield, stay in, people need to mix with others, so this has not helped our clients at all. But hopefully now we can start once again to see changes in our clients lives for the better, and move forward in our quest as a charity to make the lives of people with disabilities so much better than before we became involved with them.

As always we are so grateful to our funders who support our work and know what we achieve for the people we help. A huge thank you to: - The National Lottery Community Fund (Reaching Communities), Nationwide Community Grants, The February Foundation, Arnold Clark Community Fund, Lloyds Bank Foundation, The Henry Smith Charity, Garfield Weston Foundation, Trusthouse Charitable Foundation, Select Healthcare, Postcode Neighbourhood Trust, Independent Age, Sylvia Waddilove Foundation UK, Neighbourly, and to our Private Donation funder and other donations kindly received during this most difficult of years. Without all of your help we would not have been able to do the work we have this year, Thank you so very much.

Over the last 27 years we have helped over 10,500 of the most vulnerable people in Shropshire and Telford to enjoy a better quality of life through working with them and alongside them, ensuring they are listened too. They understand what they are being asked, helping them through Child Protection procedures, Adult Abuse cases, Social Care issues, helping with Mental Health needs, ensuring people with multiple disabilities and complex needs have the help and support they need to live a better quality of life.

### **Some statistics for Telford & Wrekin**

We cover Telford as well as Shropshire

Diagnosed depression in those aged 18 and over is reported as 15.9% of the population in 2020/21, higher than the prevalence for England. This equates to around 24,300 people.

Around 425 Children are in care in Telford & Wrekin and around 170 are on a child protection plan

Telford population has higher rates of poor health on some key measures and the population don't always make healthy lifestyle choices.

Around 24.9% of the population of Telford & Wrekin live in areas in the 20% most deprived nationally, around 45,100 people.

The changing age profile of the borough has seen the proportion of the population aged over 65 increased by 26.9% between 2011 and 2020, an increase of around 7,400 people.

Once again this year has seen the effects of the pandemic and the state of our country, have an effect on referrals coming in to our service. Referrals have continued to grow for help through Child Protection, for help with Managing finances and budgeting and Mental Health needs have grown.

We continue to have a large waiting list, because we are so unique in the work we do, and how we get other help and support the person needs (our workers are like a dog with a bone) they will not let go until the help is put in.

Even when we tell referrers the timescale involved before we can get to help a person they still tell us to put the person on the waiting list, because they know we can really make that difference in a client's life over the long term.

There is very clearly a huge gap and lack of help out in the community for these complex time consuming issues that our clients have.

Coupled with our record over 27 years of joint working with other professionals to get the best result for our clients. We are now the service of choice, because referrers know we help, we are there for the person for as long as it takes.

Our work frees up valuable time for Social Care Practitioners who have huge case-loads to cope with themselves, indeed since the year 2000, referrals from Social Care Practitioners have risen from 28% then, to now being over 90% of all referrals made into our service. This clearly shows the pressure on Social Care certainly in Shropshire, I am sure it is the same around the country.

Helping our clients get services delivered in a way they can actually access is still a massive challenge, as so many of the people we help cannot get out to an office appointment, they are not digital savvy so they really struggle with benefit problems or issues to do with managing their money. There is clearly a gap in the current services delivered in Shropshire and Telford.

The services being funded for benefit and money help, do need to start thinking about this. We will keep raising the issue through our networks and contacts in the hope one day services will have the necessary funding and workers, to help the most vulnerable who need delivery to change.

The clients we help, need so much support from a huge range of other services in the community, especially Community Mental Health services, day services, meeting groups, doctors, carers, to name a few just to have some sort of help.

But like so many others they are stretched to breaking point. They are referring clients into us to try and help, even though our waiting list this year has been the largest ever.

This shows the ever growing need going forward, and we can only hope that government supports and puts more funding into Mental Health services and smaller charities like ours, otherwise there will be another pandemic to do with Mental Health, isolation and loneliness, and coping with the effects of it all.

What we have found over the last 12 months is the enormous effect of the pandemic on our clients Mental Health, their fears and anxieties have been exacerbated even further. People have lived in fear of going out even just to get food, it has clearly been a very difficult time for our clients, we will continue to offer as much help and support as we can.

Face to face contact with people is so very important for all of us not just our client groups, but these very people struggle to get help they desperately need because they are being pushed into online and digital. In reality many of our clients cannot use computers and access benefits online, putting them at such a disadvantage when things go wrong or they have to try and respond to requests for information, or to bid on a property. This is just not right people should have services delivered how they need them.

We have started building our social media presence through Facebook, Twitter and Linked-in. Thank you to Kim Gilmour, Simon Harris and Shrewsbury Morris Dancers for helping us build this presence, and the workers for supplying material to use.

This will help us going forward to raise the profile of PCAS, let more people know what Advocacy is, and how we can help, it will hopefully also attract attention from possible funders, donations and sponsorship time will tell.

As a small charity we are starting to look at Legacy fundraising, this is a huge undertaking and something new for our charity. We have to think of the future and how we can be here in another 27 years' time and Legacy and increasing donations is something we need help with (come and help us if you have time and skills?).

As with all things time spent on this does eat into time we could spend helping clients, and that will always take priority especially with the need increasing year on year.

As we try to survive as a charity and move forward, having negotiated the pandemic we do not want to be a victim of it. Looking at ways of becoming more sustainable over the coming years is a must.

This will be so difficult for smaller charities like ours, who live on the breadline using funding to help as many people as possible in the best way.

Funders, fundraisers and sponsors need to refocus on community services like ours who know the people we help so well, know what really affects their day to day living and all the hurdles they have to get over just to have some sort of quality of life.

Simon Arthur

Manager - PCAS



## **Allisone Arthur**

### **Evaluation Manager**

I've been with PCAS since 2007. I originally came from Exeter in Devon, moving to Shropshire in 1988. I have a grandson with Autism & know he will need a service like ours one day. I hate to think there may not be any help for him by the time he needs some.

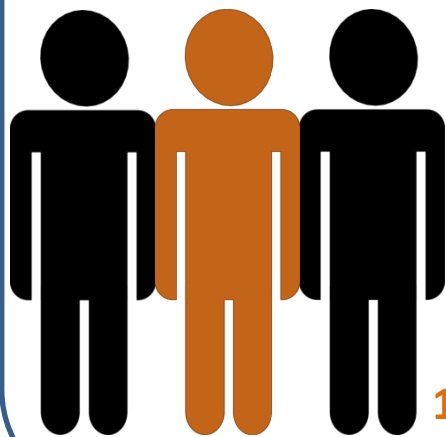
This has been a very difficult year again for everyone & especially for a small charity like ours. Our manager has been hard pressed searching for funding to cover PPE & as other services closed or were not accessible to our clients, getting them the help they so badly needed became nigh on impossible. We are lucky to have a manager & advocates who are as absolutely dedicated to our charity & helping the most vulnerable of people.

I totally enjoy the challenges brought by our small charity, there is always something new to aim for such as the need to encapsulate statistics in a new way for our funders. I love the variety and "free hand" of organising my own workload. We are a "Team" at PCAS, which includes the Manager, all the Advocates and the support from our invaluable Trustees. As a small team, we are all dedicated and enthusiastic.

I do all the evaluation encapsulation, from building bespoke databases, financial sheets and building graphs from bespoke feedback forms. I provide all the statistics for reporting to our funders, each requiring information in a different format. I also deal with all the Advocates paperwork, inputting data, timesheets etc. This past year, I have looked at all our recording mechanisms and have streamlined things where I can, adding lots more calculations to my excel sheets.

We have a new Web Site which better reflects the work we do. It is crisp and informative. We have a "Donate" button, which we hope will enable us to raise some much needed funds

I have designed and compiled this "AGM" report, so I hope you enjoy reading how busy we have been, and the benefits to those we help, which of course is the most important thing.



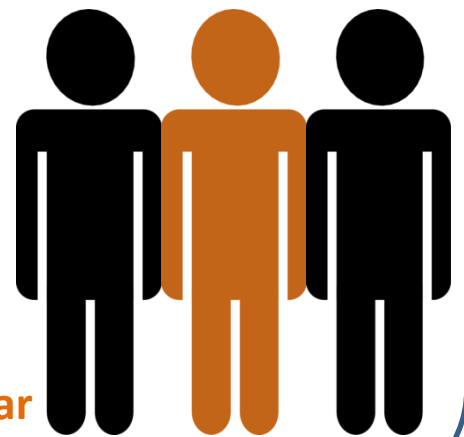
**IN THIS FINANCIAL YEAR**

**2021 – 2022**

**PCAS HAS HELPED**

**368 PEOPLE**

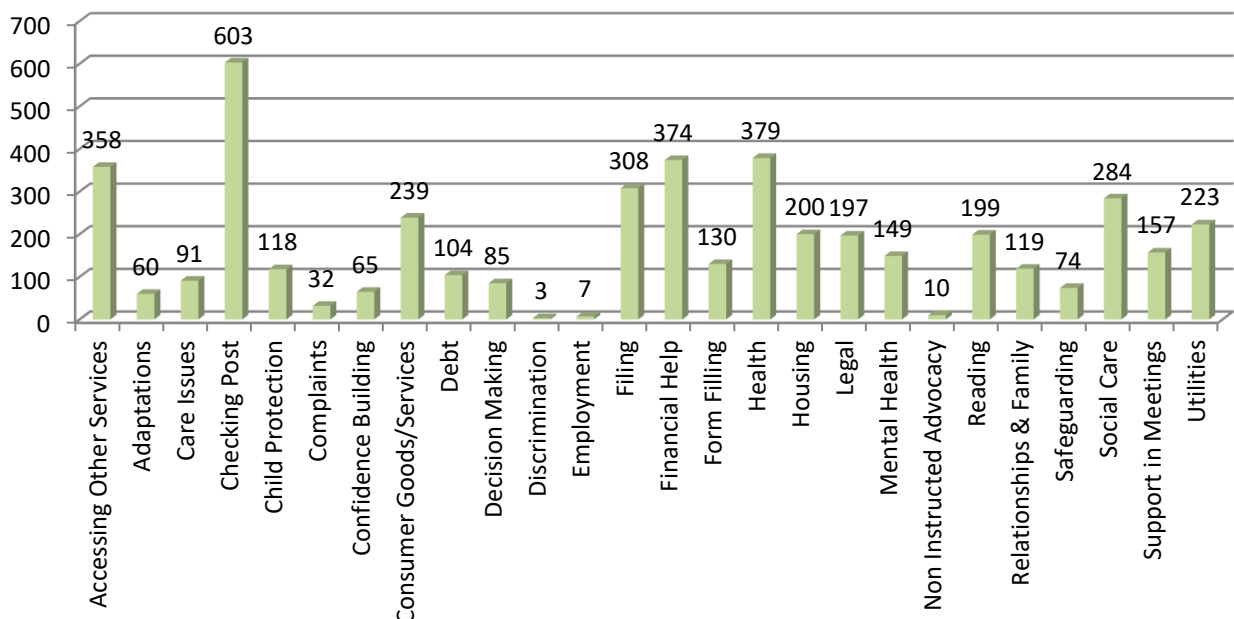
**16 more clients than last year**



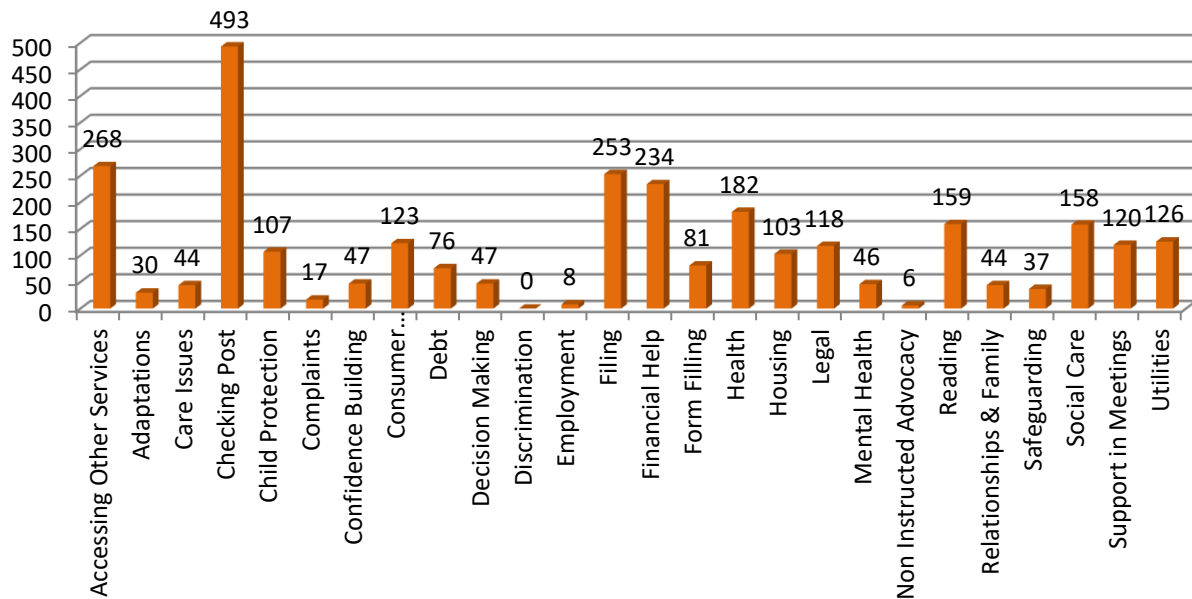
Over this financial year, PCAS has helped clients with a whopping **4568** client issues (2434 last year), almost double from last year. This just shows how hard our advocates are working and just how much support our clients need from us.

Dividing the amount of issues (4568) by the amount of clients helped (368) gives an average of each client having **over 12 issues** that clients have needed help with. That's without the 1984 other services (518 more than last year) we have accessed on client's behalf to assist them further.

**Client Issues April 2021- March 2022**  
**Total Issues 4568 (2134 more than last year!)**  
**Average 12 Issues per client**

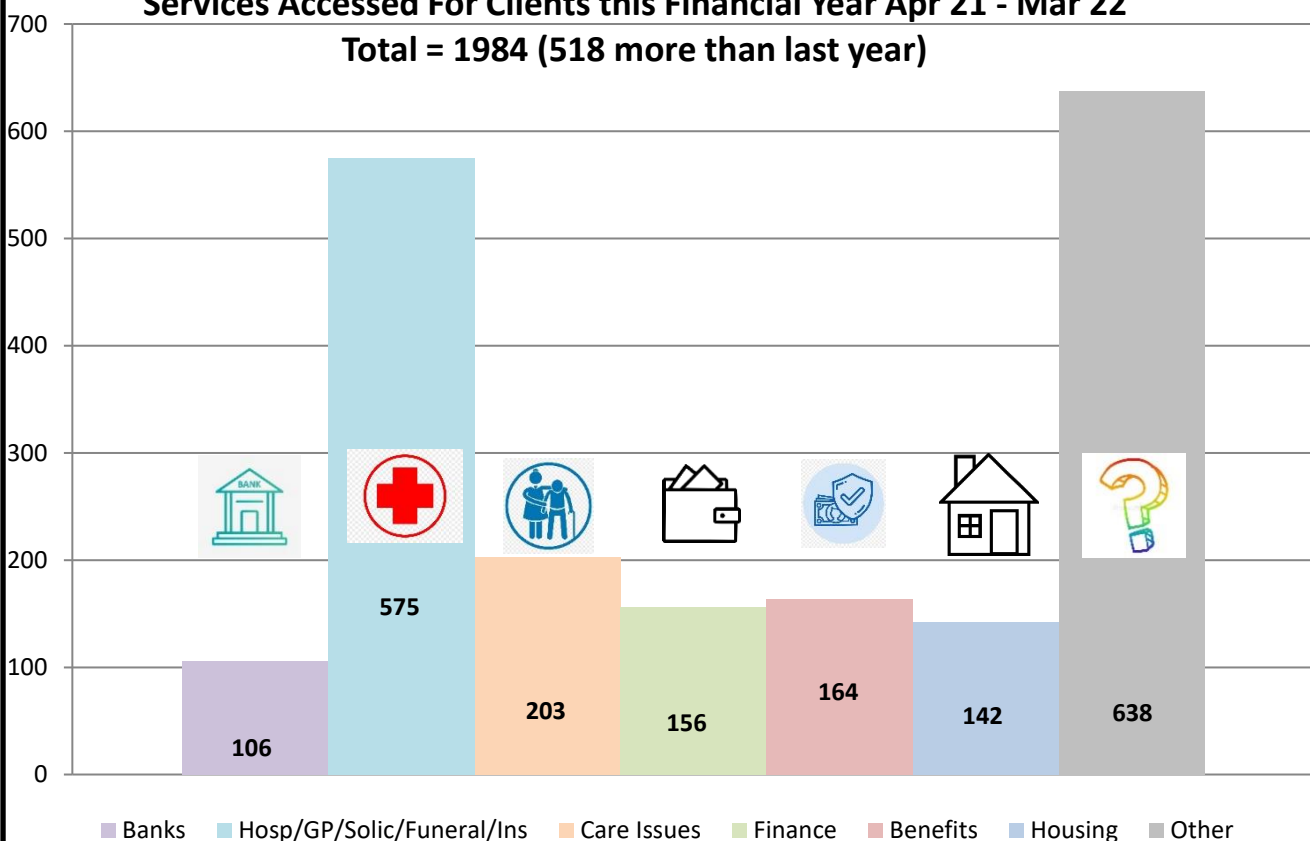


**Positive Client Outcomes Apr 2021 - Mar 2022**  
**Total 2927 (1512 more than last year) Average 8 per client double from last year)**

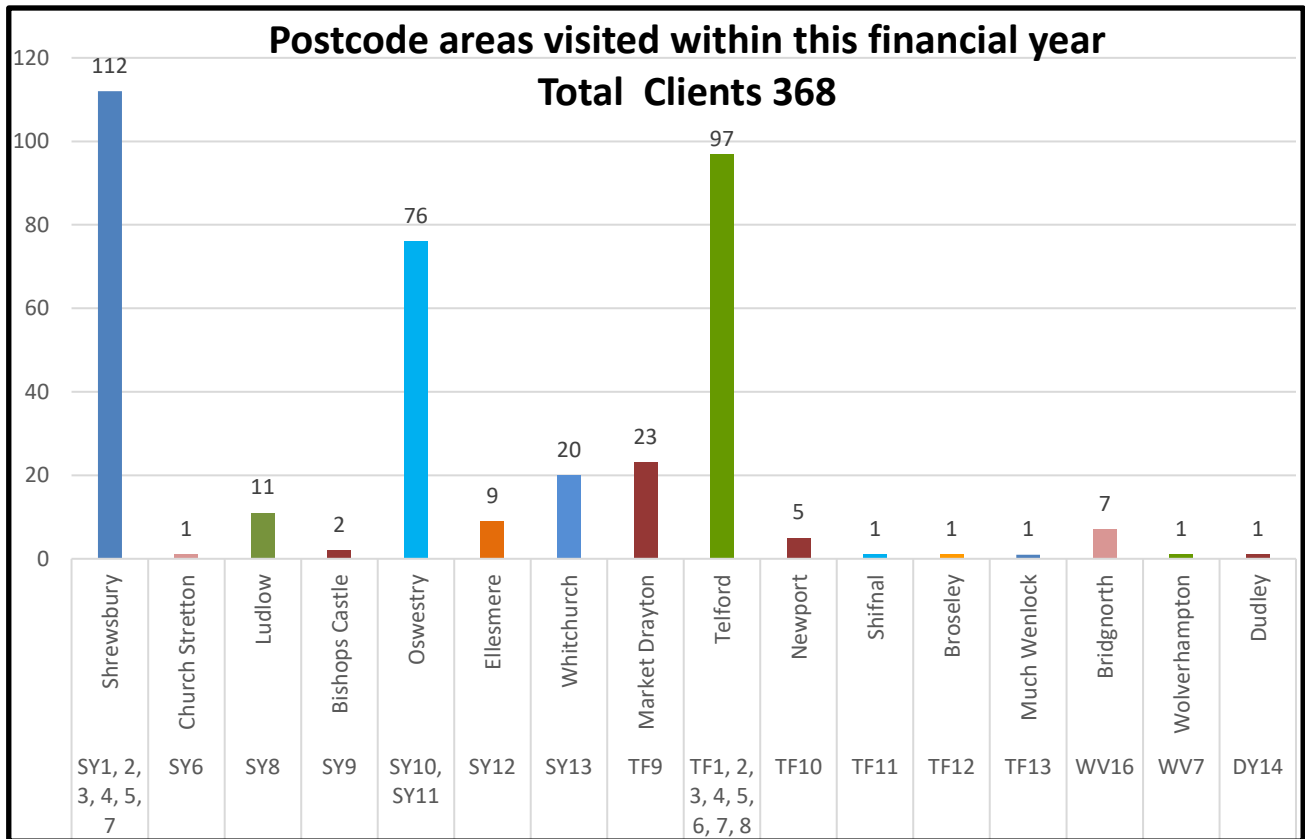


Clients often require many other services to put their life back on track, an average of 8 other services per client this year. Our Advocates are very skilled and persistent at getting other services to help their clients. The Below graph shows which areas clients need assistance from other services in more detail.

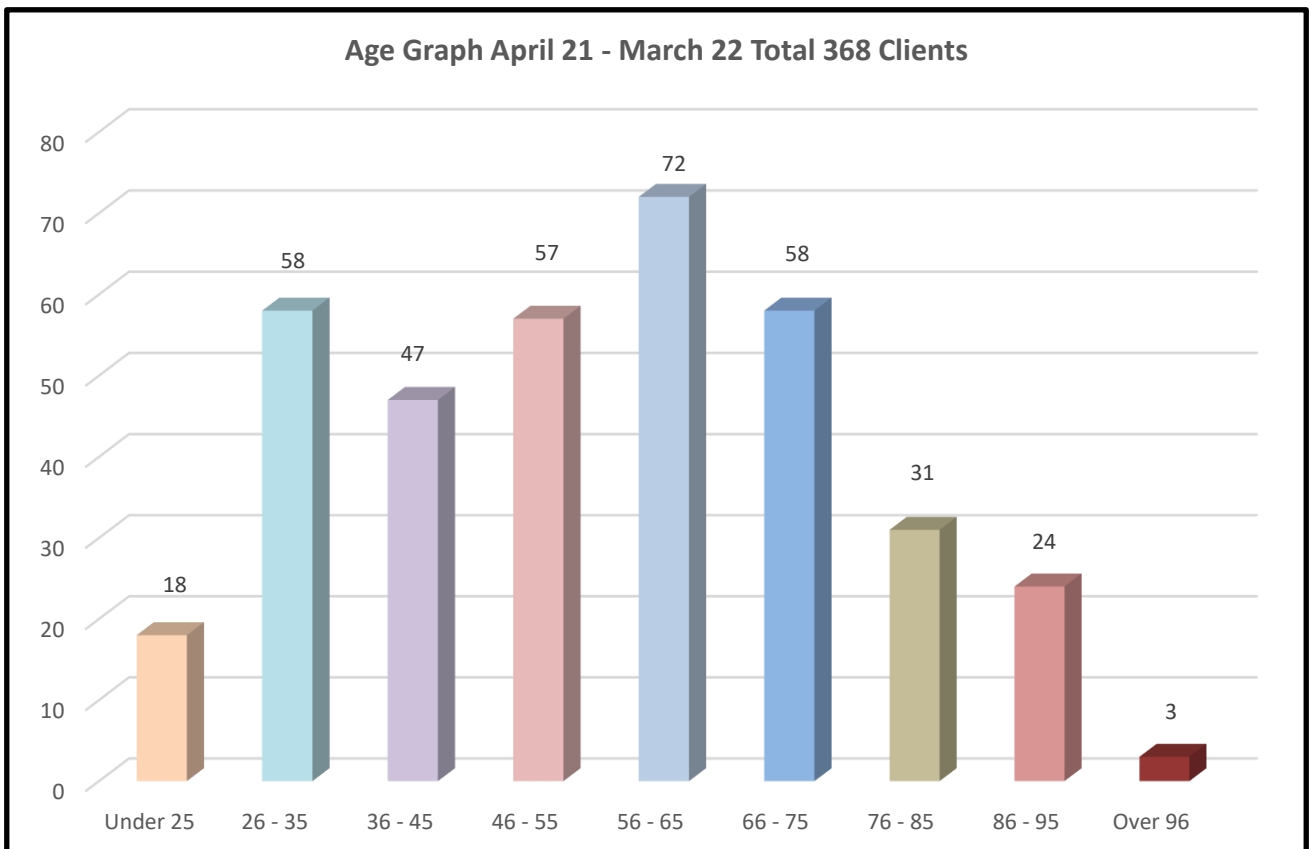
**Services Accessed For Clients this Financial Year Apr 21 - Mar 22**  
**Total = 1984 (518 more than last year)**







The above chart shows the area spread in which we have visited our clients this financial year.



**10,556 STAFF HOURS**



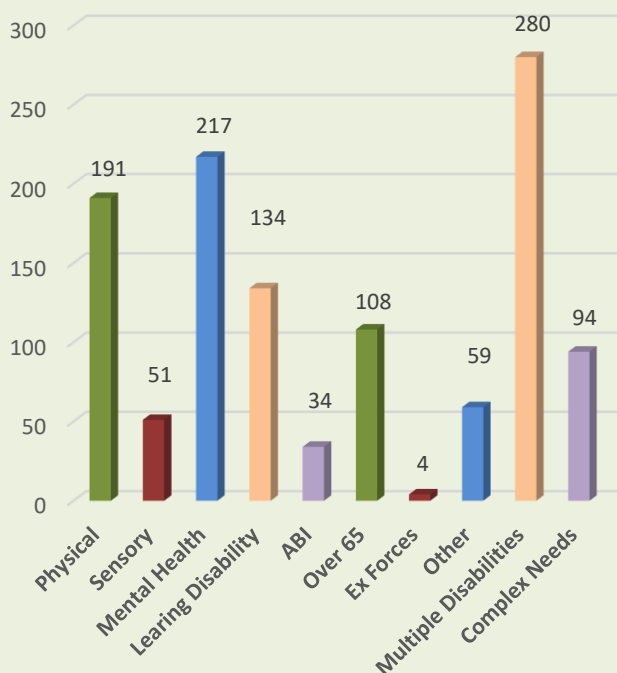
**SUPPORTING  
PEOPLE WITH  
DISABILITIES**

**We have made 1859  
individual visits to  
clients – 865 MORE  
than last year!**



**Covering the whole  
of Shropshire,  
Telford & Wrekin**

Disabilities 2021 - 2022  
Total 1172, Average of 3.2  
disabilities for each client



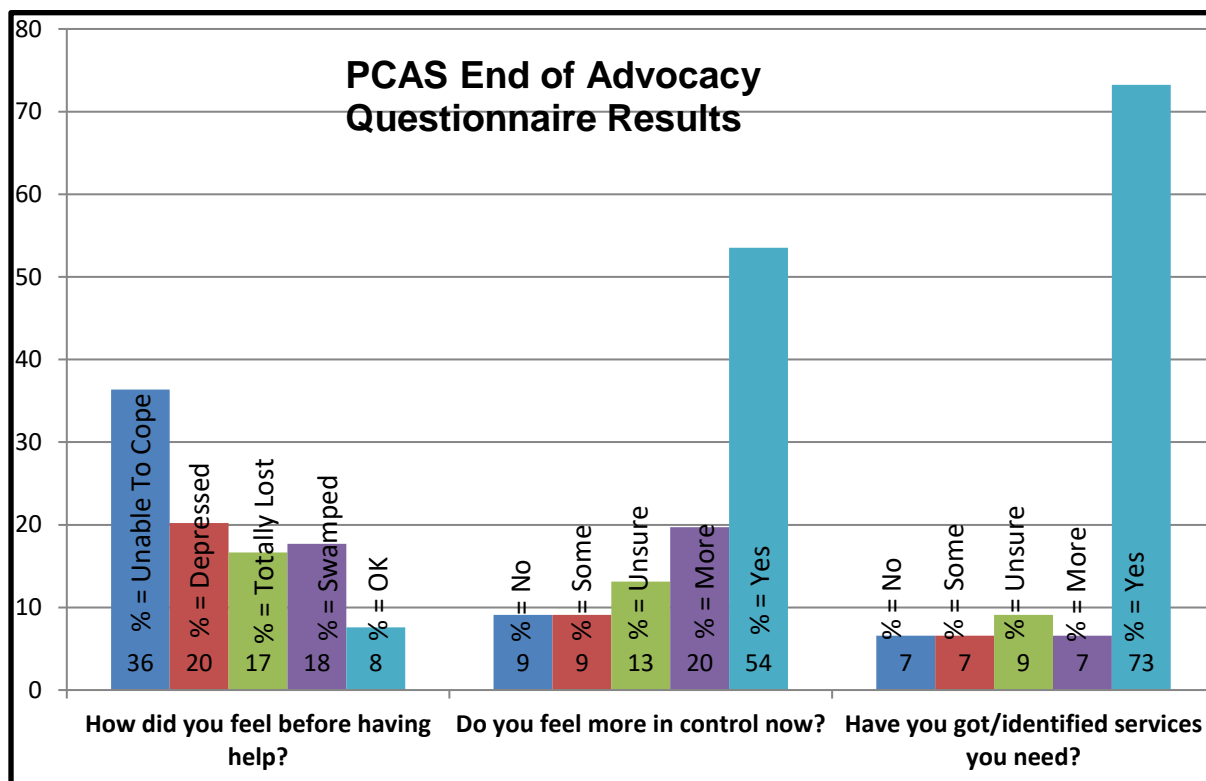
**WE SPENT**

**£10.34**

**(£0.67 less than last year)**



**PER PERSON PER  
WEEK  
IN SHROPSHIRE**



## Social Media

**Within this last 12 months, we have increased our social media presence. We have employed Kim Gilmour on a rolling monthly basis to do this for us. Her report follows:**

I have really enjoyed supporting Shropshire PCAS over the last year. The charity had just set up social media profiles to complement the new website but there was no actual presence and this was felt to be a disadvantage when completing grant applications.

Increasingly both supporters and the general public expect charities to maintain multiple social media accounts. Funders are interested in having a mechanism to promote projects and funding and the public would question an organisations legitimacy if they can't be found online and on social media.

Whilst PCAS had a fairly new website which included all the essential elements such as Who we Are and What we Do as well as information about Supporting, Donating and Volunteering, the social media accounts were set up, but with the bare minimum of information.

I was approached by Trustee Simon Harris, a fellow member of the FSB to put together a marketing strategy starting in April 2021. The strategy was designed to raise awareness, reinforce the branding and core values, engage with funders, trustees, volunteers and the general public and drive traffic to the website. This involved managing the social media accounts, producing consistent content and doing a monthly blog to keep the website active (static sites get poor ratings when it comes to search engines).

The Facebook page (<https://www.facebook.com/ShropshirePCAS>) was set up but had no information so using images, key words in the descriptions page I ensured the page looks engaging and can be easily found. Content in the form of posts and videos, case studies, appeals for donors etc. is posted 3 times a week. The page now has 100 followers (96 likes). Engagement varies but the average reach (how many times it appears in the news feed of followers) is around 50, which is good considering there are only 100 followers. Generally, reach is around 5% of followers. More data will be available when the page reaches 100 likes.

A Twitter account was already set up, which now has 140 followers, shortened versions of the Facebook posts are tweeted 3 times a week. In addition, the charity is supported by Shrewsbury Morris, with over 110,000 followers, who re-tweets or posts original tweets as part of a low-cost sponsorship deal. Again this is about raising awareness and reinforcing the branding and core values. With the additional support, posts are getting on average of 13 engagements per posts.

A LinkedIn Company Page was also set up from scratch which has 76 followers. Content is posted twice a week to the Company Page and once a week to Simon Harris's personal profile as a trustee. Staff members are good at sharing the content from the Company Page but there is little engagement from others. However, the page is showing up in searches (e.g. 70 in this current week), this means that the keywords are working. Organic reach is hard to measure as each post has to be analysed individually, however each post is getting some impressions (reach).

A Google Business Profile is another way that customers can find and review the charity. It can also be used as a social media platform and therefore key information was entered and one post a week is done on this platform to ensure the charity looks active.

Over the last 12 months there have been 9 blogs of news releases on the site which is helping with making the site more visible to search engines. Topics have ranged from announcements on funding to 'What is Independent Advocacy' to blogs about the charity's responds to the pandemic.

Kim Gilmour

Director, Connect Marketing

**We have engaged The Shrewsbury Morris Dancers on a rolling monthly basis to help us increase our following and raise awareness of PCAS. Their report follows:**

In April 2021, Shrewsbury Morris Dancers (SMD) were approached by Shropshire PCAS with a view to "partnering up" in order to help spread the word about PCAS, their organisation and their work in the local community, to be done via the SMD Twitter social media account. The SMD Twitter account is a very active, proactive and well followed account, currently (at time of writing) with over 110,000 followers all over Shropshire, the UK and the rest of the world. The PCAS Twitter account at the time of the approach was relatively small, having just started and the idea was to effectively allow SMD to "take over" the promotion of the PCAS account via regular, targeted tweets, use of apps to highlight the PCAS logo in different, eye catching ways and to promote the organisation as much as possible on a day to day basis.

Shropshire PCAS very kindly granted SMD a "sponsorship" of £40/month following a Board Meeting and discussion in order to conduct this publicity campaign. This arrangement is still currently in place as at 12 Apr 2022.

SMD do not physically control the PCAS Twitter feed and therefore cannot increase its following directly, but are in a position to widely spread knowledge and the associated needs of Shropshire PCAS via their own.

Since the beginning of this arrangement, the SMD Twitter account has included at least on a weekly basis (and most times even more frequently) specific, tailored messages about Shropshire PCAS, its activities, needs, information on donation and requests to local businesses to go into partnership with Shropshire PCAS. These are then forwarded on by the followers of the SMD account, thus reaching an even wider audience.

We believe that the profile of Shropshire PCAS has been greatly raised by the partnership arrangement with SMD and we sincerely hope that some of this enhanced publicity is translating into positive, tangible benefits to Shropshire PCAS.

We would be very pleased to continue helping Shropshire PCAS and wish to extend our sincerest thanks to all there, for their kind partnership. We hope that this arrangement may continue into the future.

Shrewsbury Morris Dancers

## Our dedicated Advocacy staff



Lynne Davis, Jackie Copson, Simon Arthur (Manager), Glenda Crawshaw (assistant Manager), Maura Atterbury, Wendy Timmis & Ann Shaw

### Another year at PCAS - Glenda Crawshaw, Assistant Manager

Another busy year at PCAS, with more disabled people than ever wanting to access our services. Mental health in general has deteriorated amongst our clients, the escalating costs of fuel, gas and electricity has started to take its toll on the community. Our clients are genuinely scared of how they are going to cope with their bills doubling in some cases. Of course, at PCAS, we are doing all we can to help and support, by accessing charities and big organisations to help fund their essential services, such as water, gas and electricity. Organisations such as The Big Difference Scheme, Severn Trent Water, Warm Home Discount Scheme, to name a few.

We have been back visiting our clients for quite a while now, and still we feel the impact of Covid, waiting lists and delays in most areas we work in. But hopefully, this will ease in the coming months.

On the plus side, it is nice to see some of our clients being able to get out and about again, meeting people and socialising, something that has been sorely missed over the past couple of years.



## **Another year at PCAS – Jackie Copson, Advocate**

February 2022 saw the beginning of my fifth year working for PCAS and I enjoy my role and find it every bit as fulfilling as when I first started and it continues to be a privilege to work with my clients.

There is never a day when I get up and think – I don't really want to go to work today and that I think, is job satisfaction indeed.

I still work with some of the same clients as when I started with PCAS and strong, trusting bonds have been established.

I can think of two clients who once were in what could best be described as financial chaos but are now living with financial stability.

One client is almost completely financially independent now having set up and taught the client how to use telephone banking – just the kind of outcome that we want.

One of my other long term clients does try to do things independently but often things go wrong because of not following processes etc. (this was particularly the case when we were not able to carry out face to face meetings during Covid-19 pandemic) but the client knows I am always there to get things back on track.

Unfortunately, I have also seen some long term clients deteriorate in health and become even more dependent on advocacy support and some sadly have passed away.

We are now working in a new world of face coverings and lateral flow tests like many other workers but at least we can see our clients in person now and if there is one thing that we learned during the Covid-19 pandemic, it was that telephone contact was a very poor substitute to seeing people in person.

There are still some frustrations, particularly in reaching other services for clients by 'phone when we are with them, anyone who has tried to talk to someone in the DVLA will know what I mean! Things don't really feel 'normal' and we have to keep on being flexible and adapt to do the best for our clients whatever this year presents us with.

## **Another year at PCAS – Maura Atterbury, Advocate**

It has been very exciting since coming out of lock down and being able to arrange regular visits seeing our clients face to face on a more regular basis.

It is evident that there have been lots of changes and the way the clients have struggled through COVID19 so really reassuring that we are now back supporting them and making their life a little easier.

I feel the greatest impact on the clients has been isolation and their feelings of being deserted? And for me I also struggled with knowing that clients were not being supported in the usual way due to restrictions, However I can now see the change on their faces and their growing confidence when we meet to discuss the support they require.

Thoroughly enjoy being in the position of working for PCAS and ensuring we continue the good work with the general public

### **Another year at PCAS – Wendy Timmis, Advocate**

I have worked for Shropshire PCAS for the last 3 and a half years but it seems so much longer as time has gone so quickly. The clients that I meet are all unique with their own issues and this keeps my role varied, very busy, sometimes challenging but always rewarding. This job is completely different to previous jobs I have had but is a role where I can use my gained life experience to help people, especially for some, at very traumatic times in their lives.

During my time with PCAS we have had the Covid pandemic which did put a restriction on how I reached my clients but it meant I had to be more resourceful. Clients still expected a level of support but by keeping in contact by phone and helping point them in the right direction for other sources of relief, I helped them find a way through. PCAS's dedication to maintaining the Advocacy service with mine and my client's safety in mind was paramount. Liaison with other local services was problematic at times as they were more closed off but persistence was key to keeping going. Despite the challenges I was still able to assist clients with sorting legal issues, assessments with Social Workers, sorting help to complete forms and apply for replacement driving licences, bus passes etc.

Since coming out of lockdown it has got easier to assist my clients and has also opened up the world again to helping them. It has also made me appreciate how much society now relies on technology and that for some clients this is an extra hurdle to overcome. It makes me more determined to battle on on their behalf and why Advocacy is so important.

### **Another year at PCAS – Lynne Davis, Advocate**

The past year working with PCAS has been enjoyable, interesting, stressful at times and frustrating due to Covid restrictions and the effect these have had, and are still having, on being able to make contact with the Local Authority and many other organisations and be able to get a response within an acceptable amount of time to enable me to support my clients properly.

I am working with client groups I have had no previous experience of working with, in particular around Child Protection issues, Mental Health and people struggling with debt. It has been an eye-opener to realise how many people desperately need some support but fail to meet the strict criteria to get any assistance from the Local Authority and consequently without the support of organisations such as PCAS they are just left to flounder and their problems just get worse.

I have always felt that I can get support from my manager and colleagues if I am unsure about anything or just need a listening ear if something has arisen that I have found upsetting and I find our Team Meetings help a great deal as we can all support each other by sharing information and experiences. I really appreciate the fact that PCAS understands that the only way you can do your best for a client is to meet with them face to face and that they can keep the same advocate so that they do not have to deal with more than one person. The importance of this seems to have been lost within a lot of other organisations and I feel this has been detrimental to the services they provide.

### **Another year at PCAS – Ann Shaw, Advocate**

This year has again been a challenging one due to Covid restrictions. It seemed no sooner than we were back into the routine of working, we went into lockdown again. It is a relief now to have many restrictions lifted.

There have been highs and lows again this year. Three of my clients passed away suddenly within a three-week period. When you are supporting people living with different disabilities, this is to be expected. However, it is still upsetting to learn that someone you have had a close working relationship with has died.

There are those times when you feel as if you are making a massive difference in people's lives, especially for those who are dependent on benefits. I have been able to get huge refunds for people

with dementia who have been paying council tax erroneously. I have been working with a client who has been in debt for some time. There was a query over his financial capacity, but he was deemed capable by Adult Social Services. The client and I set out a plan of action for making payments to his creditors every month. This has been in place for one year. He is still sticking to the plan and his debts are reducing accordingly.

My job is not always an easy one. Enabling clients to become self-sufficient may never become a reality for some. However, it is really rewarding to sign off on those clients who have managed to achieve this.

### **Jackie Copson:**

#### **Experience of clients with learning disability /difficulty involved in child protection and Family Court proceedings during the covid-19 pandemic.**

I currently have four clients on my caseload who have learning disability/difficulties and who are involved in child protection processes and court proceedings in respect of their children.

This is difficult and distressing at any time, but throw in the Covid-19 pandemic and the difficulties escalate enormously.

Almost overnight clients were expected to participate in statutory meetings and Court hearings remotely by Micro Soft Teams or by mobile phone, but here is the problem; many clients do not have the necessary devices or internet connection or the wherewithal to use such technology.

These clients were forced to join meetings by mobile phones, thus making them more isolated and remote from everyone else participating in the meeting, not being able to know or see who was speaking, making for greater confusion and lack of understanding for those with learning disability or difficulty.

At PCAS, we are fortunate in being able to meet our clients face to face in their homes and we know from experience that there is no substitute for face to face contact.

I have been able to help my clients participate in statutory child protection meetings and Court hearings by taking my lap top to their homes so that they can join meetings on the same level as other participants with my support.

All of a sudden they are almost literally 'back in the room' and able to participate in the meeting on a more equal standing.

Recently I supported a client to participate in a five-day court hearing via my laptop from her home, without my support she would have had to participate via her mobile phone.

Can you imagine participating in a meeting from 10.00 till 17.00 by mobile phone?  
It seems unthinkable and yet it is expected.

Even the president of the Family division of the High Court, Sir Andrew McFarlane spoke out about how parents were being disadvantaged by this system and that was more than a year ago- but it is still happening because Covid-19 has not gone away.

I have to acknowledge the commitment of the Local Authority social workers in children's services and their admin staff, Independent Reviewing Officers and other partners such as Solicitors who have ensured that I have received links to join meetings by email in order for me to be able to support my clients to the best of my ability.

The sad thing is, I don't see change coming for our clients anytime soon.

## Advocates Case Studies

<b>Initials &amp; number</b>	<b>1384</b>
<b>Gender</b>	<b>F</b>
<b>Age</b>	<b>71</b>
<b>Disability</b>	<b>Mental Health and Physical disability, Communication Difficulties.</b>
<b>Length of time from identifying issue to outcome</b>	<b>2 months of fortnightly meetings</b>
<b>The issue</b>	
<p>The client was referred to PCAS by a clinical psychologist who was meeting with the client regularly and who identified multiple barriers to client's recovery.</p> <p>This was compounded by communication difficulties and the possibility of the client presenting as angry which has led to services declining to support her in the past.</p> <p>Client was becoming overwhelmed with dealing with her correspondence, filling out forms and finding information to access services and this was causing her great anxiety and combined with social isolation and having no one to support her she was feeling that she couldn't move forward with her life.</p> <p>Client living alone and has no family.</p>	
<b>The steps taken to address the issue</b>	
<p>After meeting with the client and having developed a good rapport, it was clear that the client just needed someone to help her sort her correspondence and set up a filing system so she knew where her documents were and to complete some forms with her that she needed to do but couldn't face them, causing further anxiety.</p> <p>It appeared that all paperwork posed a challenge to the client and she was struggling with understanding.</p> <p>Client was thinking about settling her affairs in order and was needing information about making a simple will and making provision for her pets in the event of her death.</p>	
<b>The outcome</b>	
<p>Over two months of fortnightly visits, paperwork and correspondence was sorted in to a filing system so that client knew where to find it.</p> <p>Registration forms for animal charity completed so that pets would be rehomed if she couldn't care for them.</p> <p>A simple will template was discussed that client could write herself given that she has no bequests and no money or property to bequeath and only wished to address the clearance of her property and sale of some furniture (She had someone who could do this for her).</p> <p>Client had worried for so long about addressing these issues and was grateful to have advocacy support and most importantly, someone to listen to her.</p>	
<b>The challenges and how they were met</b>	
<p>There were no real challenges, the client knew what she wanted to do and was just so grateful to have someone to help her to do it.</p> <p>I use this case study to demonstrate that sometimes support with seemingly simple things can make a huge difference and Independent Advocates do not always have to be tackling complex issues for clients to make a difference to someone's life.</p>	
<b>Conclusion</b>	
<p>At my latest visit, I reviewed our work together to date with the client, she told me that she felt less anxious, less alone and that she definitely felt like she was now moving forward with her life and wasn't being held back.</p> <p>She felt relief at having addressed issues that she needed to but hadn't known how to do herself.</p>	

<b>Initials &amp; number</b>	<b>DC 1300</b>
<b>Gender</b>	<b>MALE</b>
<b>Age</b>	<b>75</b>
<b>Disability</b>	<b>SEVERELY SIGHT IMPAIRED</b>
<b>Length of time from identifying issue to outcome</b>	<b>ONGOING</b>
<b>The issue</b>	
I support an elderly gentleman who is severely sight impaired due to a diabetic diagnosis. He is extremely independent, lives alone, with minimal care, and manages exceptionally well. He has recently had a bit of work completed on his property, which has prompted some 'tidying up' of paperwork, some of which is years old. Due to his disability, this is something that is not achievable on his own, and needs support to read through the documents, to enable him to choose what to keep, what to discard. He wanted someone he could trust to sort through with him. Obviously, some of this paperwork is of a personal and private nature.	
<b>The steps taken to address the issue</b>	
I supported the client to sort through a huge amount of paperwork, lots of which he was able to discard, he found a few things that he thought had long gone. Some important documents were found, and subsequently filed away for future use.	
<b>The outcome</b>	
The outcome was that we have made a start on the issues, and he is very pleased that he has found some important documents, and also that he has been able to discard of lots of unwanted paperwork with confidence.	
<b>The challenges and how they were met</b>	
The challenges were mostly to do with his disability. I sometimes had to describe objects that I found in amongst paperwork e.g. ornaments, diabetic paraphernalia, etc. – this could be quite tricky at times, but we made light of things to keep things upbeat, when we were both struggling to make each other understood.	
<b>Conclusion</b>	
Lots has been done to resolve the paperwork issue, however, there is still an awful lot to sort through, so this case is ongoing	

<b>Initials &amp; number</b>	<b>CL 1071</b>
<b>Gender</b>	<b>Female</b>
<b>Age</b>	<b>62</b>
<b>Disability</b>	<b>Severe physical disability</b>
<b>The issue</b>	
Client is a lady with severe physical disabilities that I have worked closely with for some time. Both my client, and her daughter, were concerned that she would not have enough money to pay for her funeral and her daughter in particular was becoming upset, as her mother had stipulated that she wanted to be buried rather than cremated which was more expensive and, as neither of them had any savings it was something that was a constant worry.	
<b>The steps taken to address the issue</b>	
As I had worked to get the cost of her telephone contract reduced and also got her accepted on The Big Difference Scheme to get her payments to Severn Trent reduced, we discussed that the money she was saving each month could be used to take out a suitable Life Insurance policy that would provide enough to pay for her funeral costs and take away the worry both her and her daughter had about how this would be paid for.	
<b>The outcome &amp; Conclusion</b>	
After shopping around for the best deal, this is now in place and has taken away the worry and stress of how her funeral costs will be met.	

<b>Initials &amp; number</b>	<b>MC 1283</b>
<b>Gender</b>	<b>FEMALE</b>
<b>Age</b>	<b>55</b>
<b>Disability</b>	<b>MENTAL HEALTH</b>
<b>Length of time from identifying issue to outcome</b>	<b>ONGOING</b>
<b>The issue</b>	
I support a lady with mental health diagnosis. She had also recently been diagnosed with a condition that affected her physically, and took some time to accept. In the meantime, she had not been able to deal with her bills. She had got into significant debt with utilities and Council Tax, she felt totally overwhelmed with it all.	
<b>The steps taken to address the issue</b>	
I sat down with her, prioritised her debts and suggested she contact CAB for help – which I said I could support with. I said I could phone some of the utility companies with her, to find out the current state of play with her bills, which we did. I wrote down what she owed to each company, and liaised with her via text and email and on a visit, when she was well enough to see me. This gave her the confidence to sort these debts out, and now has set up payment plans with them, and feels she is now back in control of her life.	
<b>The outcome</b>	
Although the debt issues are not completely resolved, there is now real clarity on what she owes, and to whom, which has given her the clarity she needed to start sorting out the debts, and now has set up payment plans with them, and feels she is now back in control of her debts.	
<b>The challenges and how they were met</b>	
The client did not want to approach the CAB, she said that she had tried CAB previously, but did not find them useful, and chose not to approach them again. I said that I was happy to attend with her at CAB, but she was adamant that she would not work with them. So, we tried to ring Stepchange, but they were really difficult to make contact with, and eventually gave this up, as it was too stressful for my client, she was more comfortable with myself, and the way that we worked together.	
<b>Conclusion</b>	
Lots has been done to resolve the debt issue, and most of this was done by the client, when the debts were identified, and made clear to her. This gave her the confidence to go through them, and is well on the way to become debt free.	



<b>Initials &amp; number</b>	<b>1289</b>
<b>Gender</b>	<b>F</b>
<b>Age</b>	<b>50</b>
<b>Disability</b>	<b>Learning Disability</b>
<b>Length of time from identifying issue to outcome</b>	<b>Six months</b>
<b>The issue</b>	
<p>The client was being supported through child protection processes which mainly involved taking time to help client to read and understand lengthy documents in reference to her child before a Court hearing. The Local Authority plan was for child to be removed from her care and placed with connected carers (family members). A Court hearing was to follow.</p> <p>The client did not agree with the Local Authority plan and therefore the Court hearing would be a contested hearing.</p> <p>A date for the hearing was set and it was to be a five-day hearing, because of Covid-19, the hearing was to be held remotely by Microsoft Teams.</p> <p>The client was supported in meetings with a barrister and her solicitor in the lead up to the Court hearing. The client's solicitor's office was not allowing clients to attend in person so joining the Court hearing from there was not an option and the expectation was that the client would join the hearing via her mobile phone.</p> <p>So that expectation was that the client would attend a remote Court hearing from 09.00 – 17.00 for five consecutive days via a mobile phone.</p> <p>Clearly this is not very easy for anyone, let alone someone with a learning disability who is also nervous and stressed about the whole process, not least the likely outcome and not really able to deal with the technical and technology involved.</p>	
<b>The steps taken to address the issue</b>	
<p>Fortunately, the client did have internet connection so a plan was arranged for me to take my PCAS laptop to her home each day so that she could join the Court hearing.</p> <p>A link to join was sent by the Court each day and the client participated that way.</p> <p>Clearly these were long and intense days for the client, but I was able to request that the Judge allow the client to have regular breaks.</p>	
<b>The outcome</b>	
<p>Judgement was expected to be given on day five but the Judge was ill and it took another two weeks for the client to receive the Judgement in writing, the client received this via her solicitor.</p> <p>The Judgement was in agreement with the Local Authority recommendation and the child was moved to live with connected carers.</p>	
<b>The challenges and how they were met</b>	
<p>Each day there was some anxiety that the internet connection might be disrupted as the client lived in a rural location and the client had to make child care arrangements for each day.</p> <p>It was also necessary to help the client understand that other family members could not be in the home. From an Advocate's point of view, it was not easy to be in someone's home for a lengthy period each day as well as trying to support the client and reassure her.</p> <p>On day three of the Court hearing, the Judge decided that she wished to see the client in person so I accompanied the client to the Court (with all Covid-19 precautions in place) and the client gave evidence in person with all other parties joining the hearing remotely which was very stressful for the client.</p>	
<b>Conclusion</b>	
<p>Although the outcome was deeply traumatic for the client, I believe that the advocacy support she received did make the process somewhat easier for the client and she did not have to navigate the process on her own for which she was very grateful.</p>	

<b>Initials &amp; number</b>	<b>GS 1133</b>
<b>Gender</b>	<b>Male</b>
<b>Age</b>	<b>79</b>
<b>Disability</b>	<b>Physical disability, Dementia</b>
<b>The issue</b>	
<p>Is an elderly gentleman with physical disabilities and a diagnosis of dementia? He resides in a nursing home and has no family or friends to visit or support him.</p> <p>I visit to explain and file all his post and deal with any requests or queries he may have. This ensures he doesn't miss anything and stays on top of his bills, appointments and general welfare.</p> <p>As I was about to leave after a visit he asked me where I was going next. When I told him I was going to Whitchurch he asked me if I would go to the antique centre there and get him a signed photograph of Christina Trevanion who was one of the owners of this business. She is a well-known TV personality and one of the presenters of Bargain Hunt. He explained that he thought she was lovely and always watched the programme and that he had asked some of the staff at the nursing home who lived in Whitchurch if they would try to get him a signed photo but none of them had done anything.</p>	
<b>The steps taken to address the issue</b>	
<p>I emailed Trevanion and Dean, the antique business in question and they responded to say they had forwarded my email to The Bargain Hunt Team at the BBC who would do their best to help. A few days later I received signed photographs of all of the Bargain Hunt Team, including Christina Trevanion, plus a selection of Bargain Hunt keyrings and pens.</p>	
<b>The outcome &amp; Conclusion</b>	
<p>When I gave these items to client at my next visit he was absolutely thrilled and is keeping them all in the drawer of his bedside cabinet. This demonstrated to me how by doing that little bit extra you can brighten up someone's life. All it took was one simple email!</p>	

<b>Initials &amp; number</b>	<b>KM 1149</b>
<b>Gender</b>	<b>F</b>
<b>Age</b>	<b>67</b>
<b>Disability</b>	<b>Mental Health/Elderly</b>
<b>Length of time from identifying issue to outcome</b>	<b>9 months approx.</b>
<b>The issue</b>	
<p>Client was unable to set up a Direct Debit to pay her utility provider.</p>	
<b>The steps taken to address the issue</b>	
<ul style="list-style-type: none"> <li>Identified that the Meter/Smart Meter was not compatible with meter fitted in property</li> <li>Contacted provider giving meter reading</li> <li>Numerous calls and promises</li> <li>Obtained managers name and emailed her direct, asking for support, identified timescale and informed manager that I would be taking this to the Ombudsman if not settled ASAP due to the stress this was causing the client</li> </ul>	
<b>The outcome</b>	
<ul style="list-style-type: none"> <li>New meters fitted</li> <li>Obtained meter and serial no and forwarded in email to manager</li> <li>Direct Debit set up first payment due to 01-04-2022</li> <li>Good will gesture reducing monies owed by hundreds of pounds</li> </ul>	
<b>The challenges and how they were met</b>	
<ul style="list-style-type: none"> <li>Time calling call centre and them not understanding what I was saying or being cut off after nearly an hour wait</li> <li>Failed promises</li> <li>Timescales</li> </ul>	
<b>Conclusion</b>	
<p>Client extremely happy that this issue has been addressed</p>	

<b>Initials &amp; number</b>	<b>VP 1141</b>
<b>Gender</b>	<b>Femail</b>
<b>Age</b>	<b>46</b>
<b>Disability</b>	<b>Learning Difficulties</b>
<b>Length of time from identifying issue to outcome</b>	<b>3 months</b>
<b>The issue</b>	
Client has learning difficulties and had been living with her partner who was over pension age and had significant health issues. The couple were living on the partner's pension age benefits. Sadly, the partner passed away and this meant that my client did not have any benefits apart from her own disability benefit. As she was under pension age she needed support to apply for support in her own right. Due to the Covid pandemic she was unable to attend a face to face meeting with Citizens Advice Bureau and needed support to make any telephone application. She did also not have use of online technology.	
<b>The steps taken to address the issue</b>	
I supported the client to access the telephone claim system to apply for Universal Credit which included housing benefit to pay her rent. As it was a clerical claim it took some liaising between the local job centre and Universal Credit dept. It required dropping off copies of required documents such as her Tenancy agreement, at the local job centre. I also helped her then apply by telephone for council tax support and also a reduction in her water bill by helping her apply for the Severn Trent Big difference scheme.	
<b>The outcome</b>	
Client is now in receipt of the correct benefits and able to pay for care support through her disability benefits.	
<b>The challenges and how they were met</b>	
Client could not always concentrate when speaking with the relevant departments and she needed to give the correct information to verify her identity. I had to create a crib sheet of her personal information and prompt her to give the response they needed. Once this hurdle was overcome she could give her permission for them to speak to me on her behalf. As the claim was clerical and not online it took more time to process the application especially when the job centre cancelled planned telephone appointments without notice.	
<b>Conclusion</b>	
Although the process to get my client's affairs sorted was time consuming it had a positive result. Unfortunately ,the system for claiming benefits is primarily set up for online processing and with lack of access to funded support services like the CAB there are lots of clients like mine that find it hard or impossible to navigate the system without a great deal of support.	

<b>Initials &amp; number</b>	<b>GR 1174</b>
<b>Gender</b>	<b>Female</b>
<b>Age</b>	<b>39</b>
<b>Disability</b>	<b>Learning Difficulties</b>
<b>Length of time from identifying issue to outcome</b>	<b>12month</b>
<b>The issue</b>	
My client is a single mother with slight learning difficulties. She has three children. The youngest two are at primary school and both have learning disabilities. Her eldest child is at senior school and is classed as a young carer. My client is trying to parent but her son is testing the boundaries and trying to manipulate his mother. He is telling her that he wants to kill himself and self-harm. My client was under the support of Early Help but was signed off from Social services. His behaviour is having a detrimental effect on the behaviour of the younger children and this is coming out at school.	
<b>The steps taken to address the issue</b>	
Since last year I have been trying to get support for my client and her son through School, School nursing and her own psychologist has also tried to help. At last the junior school are aware of the situation and have helped by referring back to social services through Early Help.	
<b>The outcome</b>	
My client is awaiting them doing a review to see if she can get her son some help. Also his School have now done a referral for counselling that will hopefully come soon. This will allow me to continue with my support for client in other areas.	
<b>The challenges and how they were met</b>	
My client has trust issues with Early Help as she feels they have only criticised her in the past instead of listening to her concerns about her Son`s mental health. By persuading her that they can help and asking for a different social worker and now having me there to make sure she is heard she has agreed to let them back in.	
<b>Conclusion</b>	
My client is hopeful that some support for her son will help her whole family to be happy again and be able to do activities as a family safely.	

<b>Initials &amp; number</b>	<b>PS 1163</b>
<b>Gender</b>	<b>F</b>
<b>Age</b>	<b>40</b>
<b>Disability</b>	<b>Epilepsy, Cognitive difficulties</b>
<b>Length of time from identifying issue to outcome</b>	<b>3 years approx.</b>
<b>The issue</b>	
<p>Due to very low attendance at school Child protection have become involved. 2 Children with attendance of below 45%.</p> <p>Daughter is in secondary school – No disabilities or difficulties</p> <p>Son in primary school - has widespread eczema and some undiagnosed traits (tics etc)</p> <p>It would appear that both children decide when and if they are going to school and this fluctuates from day to day, week to week but very rarely do they attend for a full week.</p>	
<b>The steps taken to address the issue</b>	
<ul style="list-style-type: none"> <li>• Support client (mother) to engage in meetings, ensuring she has a full understanding of what is being expected of her as a mother, her responsibility to increase her children's school attendance, explaining minutes of meetings due to her cognitive impairment.</li> <li>• Referring onto other agencies i.e., Assistive Technology for support with equipment to remind her of appointments, giving her more control of her life and a feeling of self-worth</li> <li>• Liaising with other agencies and professionals to enable a holistic working</li> </ul>	
<b>The outcome</b>	
<ul style="list-style-type: none"> <li>• Completion of cognitive assessment</li> <li>• Police provided a criminal history on latest partner</li> <li>• Issued with memory minder, watch/alarm and phone which Telford &amp; Wrekin ILC have given advise on how to enter appointments dates etc.,</li> <li>• On the morning of meetings, I also send a text message as a reminder</li> </ul>	
<b>The challenges and how they were met</b>	
<ul style="list-style-type: none"> <li>• Due to memory issues I was concerned that the client had some cognitive impairment due to a history of seizures.</li> </ul> <p>An assessment was completed that identified this to be this case and a further in depth assessment has been requested</p> <ul style="list-style-type: none"> <li>• Client's choice of partners. The impact this has on the children and welfare of the client.</li> </ul> <p>There has been quite a lot of police involvement, the client does not see this as a problem (this probably stems from her own upbringing) however the latest partner police issued a crime report that identified in excess of 55 incidents of which 35 convictions to include an array of unacceptable behaviours including domestic violence he is seen as a predator. I read through the report with the client explaining as we went along what it meant and ask if she was a child (i.e., her son/daughter how she would have felt)</p> <ul style="list-style-type: none"> <li>• Despite asking at all Child Protection Review and case conferences that the minutes need to be forward to me in a timely manner to enable me to arrange a suitable appointment to go through these with the client this continues to be an issue</li> </ul>	
<b>Conclusion</b>	
<p>Due to the complexity of this case and the various escalated incidents the local authority have now issued the client with Pre Proceedings. This is to protect the children from any further harm but may well mean that the children are removed from the family home. Although the daughter now lives with her older sister she will also be part of any long term decision making.</p>	

# Structure, Governance and Management

## Governing Document

The charity is controlled by its governing document, a foundation model constitution for a CIO.

The charity did not become active until 1 June 2020, the date from which the CIO took over the activities, assets and commitments of its antecedent charity, Shropshire Peer Counselling and Advocacy (registered charity number 1102986)

PCAS (Shropshire Peer Counselling and Advocacy Service) covers the whole of Shropshire, Telford & Wrekin and is a registered charity (number 1187362)

PCAS supports any person aged 18 or over with ANY disability or multiple disabilities.

There is no charge to our clients for our service, which is something we feel very strongly about. Our clients are often the most vulnerable in society, many having multiple disabilities and who do not fit into the remit of other services.

## Recruitment and Appointment of New Trustees

Prospective trustees come from all walks of life. If you feel you would be interested in becoming a Trustee, please contact the PCAS office on 01691 658008. An informal chat about what we do is the first step, then you would fill in an application form if you are still interested. From there, you would meet a couple of Trustees, and the current board would then vote on your prospective application.

The Board of Trustees meet bi-monthly and at other times deemed necessary. Trustees serve as volunteers and receive no payment for their work/time. They are from a variety of backgrounds and bring varied skills and experience to the Board. We currently have 2 clients, people with disabilities themselves and those with a professional background. The Trustees have the ultimate responsibility for directing the affairs of the Charity and ensuring that it is solvent, well run and meets the charitable outcomes. Day to day operational decisions are taken by the PCAS Manager and staff of the organisation, within the delegated authority conferred by the Board.

## Risk Assessment

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure controls are in place to provide reasonable assurance against fraud and error, this has been done.

## Public Benefit

The Trustees have taken due regard of the Charity Commission's guidance on public benefit when planning the activities for the year.



## **Trustees**

Chair	Doreen Ellis
Vice Chair	Clare Harris
Treasurer	Peter Quinn
Trustee	Russell Jones
Trustee	Simon Harris
Trustee	Deborah Campbell

## **Staff - PCAS**

PCAS Manager/Advocate	Simon Arthur
Assistant Manager/Shropshire Advocate	Glenda Crawshaw
Shropshire Advocate	Wendy Timmis
Shropshire Advocate	Jackie Copson
Shropshire Advocate	Lynne Davis
T & W Advocate	Ann Shaw
T & W Advocate	Maura Atterbury
Evaluation Administrator	Allisone Arthur
Volunteer	Paul Newman

## **Professional Advisors**

Bank	Unity Trust Bank
Building Society	The West Bromwich
Independent Examiners	AZETS 5-7 Beatrice Street, Oswestry, Shropshire, SY11 1QE 01691 661144

# Financial Review

## Reserves Policy

The free reserves of the charity were £52,316 at the year end and the Trustees consider this amount to be sufficient for their immediate operating requirements. Included in the £52,316 is £30,000 which has been designated for operating costs should funding cease to allow the charity to continue to function whilst further funding is applied for.

## Principal Funding Sources

The charity has been funded by various grants this year from:

The Henry Smith Charity	Postcode Neighbourhood Trust
Private Donation	Independent Age
Lloyds Bank Foundation	The Albert Hunt Trust
Garfield Weston Foundation	The Edward Gostling Foundation
Trusthouse Charitable Foundation	
Select Healthcare	
Severn Trent Community Fund	

The above funders and supporters are the backbone of our charity and without their generous funding we would not be able to provide the service we do.

## Future Developments

We continuously strive to develop our services in order to meet the need of our clients. Funding is always an issue. However, we endeavour to be proactive as we fight for the rights of our vulnerable client group.

On behalf of the board of trustees

.....

Mrs D. Ellis

**Chair**

Dated:

## **Our Contact Details :-**

### **PCAS (Shropshire Peer Counselling & Advocacy Service)**

**Suite 1**

**The Willow Tree**

**Willow Street**

**Oswestry**

**SY11 1AJ**

**Telephone:               01691 658008**

**Web Site:       [www.shropshirepcas.co.uk](http://www.shropshirepcas.co.uk)**

**Email:           [simon@shropshirepcas.co.uk](mailto:simon@shropshirepcas.co.uk) (PCAS Manager)**

**[alli@shropshirepcas.co.uk](mailto:alli@shropshirepcas.co.uk) (Evaluation Administrator)**

Independent Examiner's Report to the Trustees of  
Shropshire Peer Counselling & Advocacy  
For the year ended 31<sup>st</sup> March 2022

I report to the trustees on my examination of the financial statements of Shropshire Peer Counselling and Advocacy Service (the charity) for the year ended 31 March 2022.

**Respective responsibilities of trustees and examiner**

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Your attention is drawn to the fact that the charity has prepared accounts in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference with the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn. I understand that this has been done in order for the accounts to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I conform that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. Accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
2. The financial statements do not accord with those records; or
3. The financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

J M Ollier FCA  
Azets Audit Services Limited  
5-7 Beatrice Street  
Oswestry  
SY11 1QU

Dated

Shropshire Peer Counselling & Advocacy  
Statement of Financial Activities  
for the year ended 31<sup>st</sup> March 2022

	Notes	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
<b>Incoming resources from generated funds</b>					
Donations and legacies	3	429	-	429	4,017
Charitable activities	4	-	194,929	194,929	170,398
Investments		250	-	250	192
Other income		-	-	-	2,925
Transfer of funds from antecedent		-	-	-	67,266
<b>Total incoming resources</b>		<b>679</b>	<b>194,929</b>	<b>195,608</b>	<b>244,798</b>
<b>Resources expended</b>					
Charitable activities	5	4,275	173,987	178,262	152,048
Other	9	-	6,000	6,000	5,000
<b>Total resources expended</b>		<b>4,275</b>	<b>179,987</b>	<b>184,262</b>	<b>57,048</b>
<b>Net incoming resources before transfers</b>		<b>(3,596)</b>	<b>14,942</b>	<b>11,346</b>	<b>87,750</b>
Gross transfers between funds		-	-	-	-
<b>Net income for the year/ Net movement in funds</b>		<b>(3,596)</b>	<b>14,942</b>	<b>11,346</b>	<b>87,750</b>
Fund balances at 1 April 2021		55,912	31,838	87,750	-
<b>Fund balances at 31 March 2022</b>		<b>52,316</b>	<b>46,780</b>	<b>99,096</b>	<b>87,750</b>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

Shropshire Peer Counselling & Advocacy  
Balance Sheet  
At 31<sup>st</sup> March 2022

	Notes	Unrestricted £	Restricted £	2022 Total £	2021 Total £
<b>Fixed assets</b>					
Tangible assets	11	265	-	265	354
<b>Current assets</b>					
Debtors		-	-	-	-
Cash at bank and in hand		52,051	141,201	193,252	226,946
<b>Creditors: amounts falling due within one year</b>	12	-	(94,421)	(94,421)	(139,550)
<b>Net current assets</b>		<u>52,316</u>	<u>46,780</u>	<u>99,096</u>	<u>87,396</u>
<b>Total assets less current liabilities</b>		<u>52,316</u>	<u>46,780</u>	<u>99,096</u>	<u>87,750</u>
<b>Income funds</b>					
Restricted funds	13			46,780	31,838
Unrestricted funds				22,316	25,912
Designated funds				30,000	30,000
				<u>99,096</u>	<u>87,750</u>

The accounts were approved by the Trustees on

Mrs Doreen Ellis – Chair

Shropshire Peer Counselling & Advocacy  
Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2022

**1 Accounting policies**

Shropshire Peer Counselling & Advocacy is controlled by its governing document, a constitution and constitutes a Charitable Incorporated Organisation.

**1.1 Accounting convention**

The financial statements have been prepared in accordance with the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cashflows.

The accounts have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The accounts are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

**1.2 Going concern**

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees' continue to adopt the going concern basis of accounting in preparing the accounts.

**1.3 Charitable funds**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

#### **1.4 Incoming resources**

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known and the receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

#### **1.5 Resources expended**

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

#### **1.6 Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following basis:

Fixtures, fittings and equipment	25% on a reducing balance
----------------------------------	---------------------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset and is recognised in net income/(expenditure) for the year.



### **1.7 Impairment of fixed assets**

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than the carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in previous years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

### **1.8 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, Other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Basic financial assets, which include debtors and cash and bank balances, are initially recognised at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

***Basic financial liabilities***

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

***Derecognition of financial liabilities***

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**1.9 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

**1.10 Leases**

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

**1.11 Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds can only be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

**1.12 Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**1.13 Deferred income**

Deferred income is released to the Statement of Financial Activities in the period that the income relates to.

Shropshire Peer Counselling & Advocacy  
Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2022

**2 Critical accounting estimates and judgements**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

<b>3 Donations and legacies</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Donations and gifts	429	4,017
	<u>429</u>	<u>4,017</u>
 <b>4 Charitable activities</b>	 <b>2022</b>	 <b>2021</b>
	<b>£</b>	<b>£</b>
Services provided under grants	194,929	167,415
Services provided under contract	-	2,983
	<u>194,929</u>	<u>170,398</u>
 Analysis by fund:		
Unrestricted funds	-	2,983
Restricted funds	194,929	167,415
	<u>194,929</u>	<u>170,398</u>

Shropshire Peer Counselling & Advocacy  
Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2022

<b>5 Charitable activities</b>	<b>Counselling &amp; Advocacy services</b>	<b>2022</b>	2021
	£	£	£
Staff costs	160,026	160,026	139,163
Depreciation and impairment	89	89	210
Rent	5,000	5,000	5,861
Insurance	644	644	451
Telephone	2,739	2,739	3,948
Postage and stationery	3,292	3,292	1,633
Light and heat	2,856	2,856	-
Repairs and renewals	3,458	3,458	76
Subscriptions	-	-	35
Sundry	158	158	671
	<u>178,262</u>	<u>178,262</u>	<u>152,048</u>

**6 Trustees**

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

**Trustees' expenses**

During the year there were no expenses reimbursed to trustees (2021: £0).

**7 Employees**

<b>Employment Costs</b>	<b>2022</b>	2021
	£	£
Wages and salaries	143,568	121,967
	<u>143,568</u>	<u>121,967</u>

Shropshire Peer Counselling & Advocacy  
Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2022

**8 Employees**

*Continued...*

**Number of employees**

The average monthly number of employees during the year was:

	<b>2022 Number</b>	2021 Number
Advocacy work	<b>7</b>	7
Administration	<b>1</b>	1
	<b>8</b>	8

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000.

There were no employees whose annual remuneration was £60,000 or more.

**9 Other expenses**

	<b>2022 £</b>	2021 £
Accountancy	6,000	5,000
	6,000	5,000

**10 Taxation**

The charity is exempt from tax on its charitable activities.

**11 Tangible fixed assets**

	<b>Fixtures, fittings &amp; Equipment £</b>
<b>Cost</b>	
At 1 April 2021	2,376
At 31 March 2022	2,376
<b>Depreciation</b>	
At 1 April 2021	2,022
Depreciation charge for the year	89
At 31 March 2022	2,111
<b>Carrying amount</b>	
At 31 March 2022	265
At 31 March 2021	354

Shropshire Peer Counselling & Advocacy  
Notes to the Financial Statements  
for the Year Ended 31<sup>st</sup> March 2022

<b>12 Creditors: amounts falling due within one year</b>	<b>2022</b>	2021
	<b>£</b>	<b>£</b>
Other creditors	-	320
Accruals	740	2,240
Deferred income	93,681	136,990
	<u>94,421</u>	<u>139,550</u>

All restricted funds for the year are to be used on the advocacy project.

### 13 Movement in funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes (all funds are held as cash):

	<b>Movement in funds</b>				
	<b>Balance at 1 April 2021</b>	<b>Incoming resources</b>	<b>Resources Expended</b>	<b>Transfers between</b>	<b>Balance at 31 March 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Garfield Weston	6,052	15,000	(11,026)	-	<b>10,026</b>
Lloyds	1,151	15,681	(17,766)	-	<b>(934)</b>
Independent	-	13,602	(13,562)	-	<b>40</b>
Henry Smith	2,922	19,000	(19,424)	-	<b>2,498</b>
Private Grant	3,782	66,667	(55,565)	-	<b>14,884</b>
Reaching Communities	-	36,912	(33,117)	-	<b>3,795</b>
Postcode Lottery	-	9,667	(11,236)	-	<b>(1,569)</b>
Trusthouse	-	10,000	(9,008)	-	<b>992</b>
Others	17,931	8,400	(9,283)	-	<b>17,048</b>
	<u>31,838</u>	<u>152,458</u>	<u>(148,887)</u>	<u>-</u>	<u><b>46,780</b></u>

### 14. Related Party Transactions

There were no related party transactions in the year, nor in the year to 2021.

## **Independent Examiners**

A resolution will be proposed at the Annual General Meeting that **AZETS** be re-appointed as independent examiners for the ensuing year.

## **Trustees' Responsibilities**

Charity law requires the Trustees to prepare Financial Statements for each financial year, which give a true and fair view of our Registered Charity, as at the Balance Sheet date and of its incoming resources and applications, including income and expenditure for the financial year. In preparing these Financial Statements, the Trustees should follow best practice and:

- ❖ Select suitable accounting policies and then apply them consistently
- ❖ Make judgements and estimates that are reasonable and prudent
- ❖ State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the Financial Statements; and

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the Registered Charity and to enable them to ensure that the Financial Statements comply with the Registered Charities Act of 2011. They are also responsible for safeguarding the assets of the Registered Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## **Statement of Disclosure**

So far as the Trustees are aware, there is not any relevant accounting information of which the charities examiners are unaware. Additionally, the Trustees have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant accounting information and to establish that the Charity's examiners are aware of said information.

**This Annual Report was designed and compiled by Allisone Arthur**

## **Thank You to all our funders and donors**

The National Lottery Community Fund (reaching Communities)

Private Donation

Nationwide Community Grants

The February Foundation

Arnold Clark Community Fund

Lloyds Bank Foundation

The Henry Smith Charity

Garfield Weston Foundation

Trusthouse Charitable Foundation

Select Healthcare

Postcode Neighbourhood Trust

Independent Age

Sylvia Waddilove Foundation UK

Neighbourly

Other Donations