



Advocacy

ANNUAL REPORT



PCAS

Person Centred
Advocacy & Support

Together We Can

OCTOBER 2025

**A FREE TO USE, 100% INDEPENDENT,
CONFIDENTIAL, ADVOCACY SERVICE**

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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 a difficult meeting with you.

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 assist 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
- Support 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 30 years now
- PCAS helps clients through Adult Safeguarding processes
- Child Protection/child in need work.

Our compassionate team will empower and uplift clients to enhance their quality of life, ensuring every voice is valued.

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 Advocate's job to be realistic with their client, as not all things a client may want will be possible.

BACKGROUND, MISSION AND AIMS

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 holds a strategic role, having responsibility to oversee effective governance by ensuring PCAS meets its legal and charitable obligations. **www.shropshirepcas.co.uk**

OUR MISSION

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.

OUR AIMS

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, by giving them the information they need
- Help rebuild confidence and self-esteem through being valued as a person
- 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.

WELCOME FROM OUR CHAIR

"PCAS WILL CELEBRATE BEING 30 THIS YEAR"

Hello again and welcome to our Annual Report 2025. After a spell as Treasurer I am now back in the 'hot seat'.

I have spent most of the past couple of years looking after my daughter, who was in hospital with a mental and physical breakdown from February 2023 until March 2024. Her recovery has been slow, but thankfully, she is now making good progress.

This personal experience has given me further insight into the work of our Advocates.

My friend and I have applied for the television show 'Bargain Hunt'. We are through to the audition stages, having been selected from hundreds of applicants. Fingers crossed that we make it to the final round and can look forward to our five minutes of fame on the tv!

The charity's Advocates support clients to speak up for themselves, get the information they need to make choices about their circumstances, often at the most difficult times in their lives.

Very often people with a disability are overlooked. They often struggle to get their voices heard or can struggle with things that many of us take for granted, but, **PCAS can offer a shoulder to lean on and a vital lifeline to some of the most vulnerable people in our community.**



DOREEN ELLIS, CHAIR OF PCAS

PCAS will celebrate being 30 this year and this is an amazing achievement for such a small charity. We are very proud to still be here in these difficult times. Our charity is so needed, we are unique and provide a bespoke service to each and every client.

We listen to their issues and stay with them until we have got them sorted. No other service visits people in their own homes as we do, this makes such a difference as many clients are unable to come to an office and feel much more comfortable in their own environment.

The charity has supported more than 11,800 people during its 30 years and has helped clients access more than 14,738 new services in the last 10 years alone. This is becoming ever more difficult as many services no longer exist for our clients to engage with or gain assistance from.

MANAGER'S REPORT

"THIS YEAR IS OUR MOST CRITICAL... SURVIVAL IS AT THE FOREFRONT OF OUR WORK"

Hi everyone

Wow...PCAS has reached 30 years old, time really does fly when your enjoying yourself!

Over the last 30 years we are **proud to have helped and supported over 11,800 people.**

Without our **amazing workforce** this would not have been possible, so this is a huge heartfelt **THANK YOU** to each and every one of you.

This year we have welcomed two new workers onboard to help us with the huge waiting list that just never ends, a massive welcome to Ben and Sam.

There are huge changes going on in the world, and here in our county of Shropshire we have had MANY changes. **This year we have helped each of our clients with the biggest number of issues in 30 years.** The increase to 17 issues per client just shows the state of services and the problems disabled people face every single day of their lives.

This year is our most critical and I really hope that I am here to write my report next year because all our grant funding runs out at the end of November 2025. Our fear?



SIMON ARTHUR, MANAGER

What will people with disabilities, with such complex issues, do if we close? (Answers on a postcard please!).

We have been looking into a five year plan, but as we speak **survival is presently at the forefront** of our work.

Then hopefully, with survival secured, we can move into looking at a plan for future sustainability. We aim to look at our way of working from the top down as we think after 30 years, we need to investigate the whole service – what currently works and what doesn't, how we need to adapt to ensure we are around for the future – every single aspect.

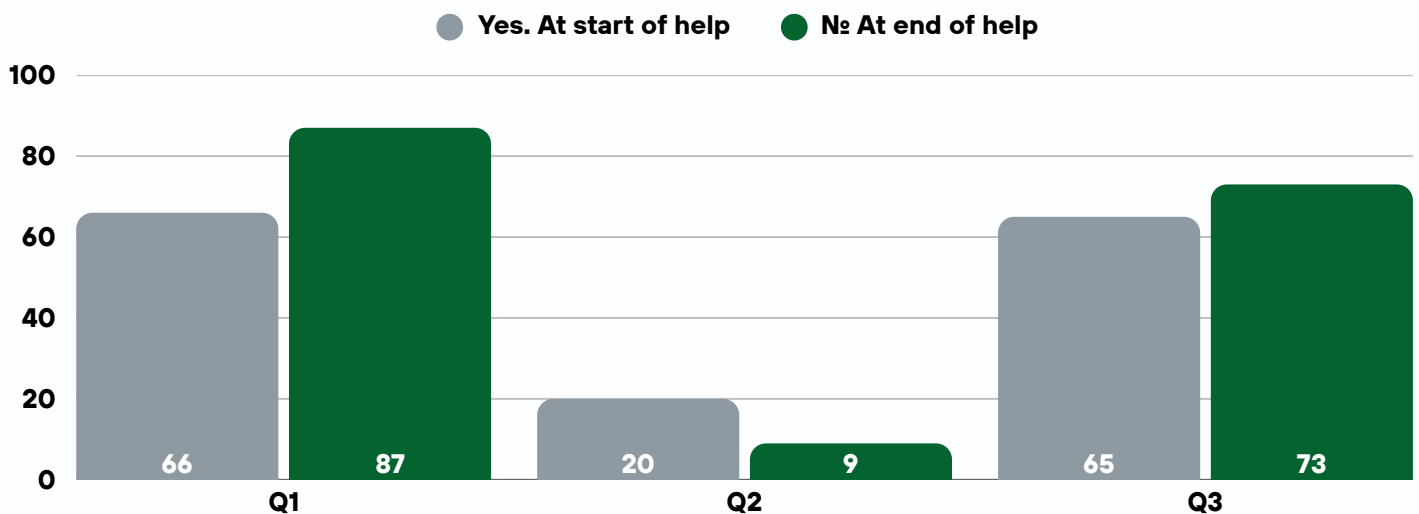
I can only assure everyone reading this that myself and the wonderful team are doing everything we can to carry on the amazing work we have done in the county of Shropshire these past 30 years. We are fighting to secure our future.



Financial year April 2024 - March 2025

PCAS HELPED 228 INDIVIDUALS*

Start and End Questionnaire results



Q1. Are you at risk of losing your tenancy?

Q2. Are you able to manage your own money/banking?

Q3. Are you in any debt?

Note

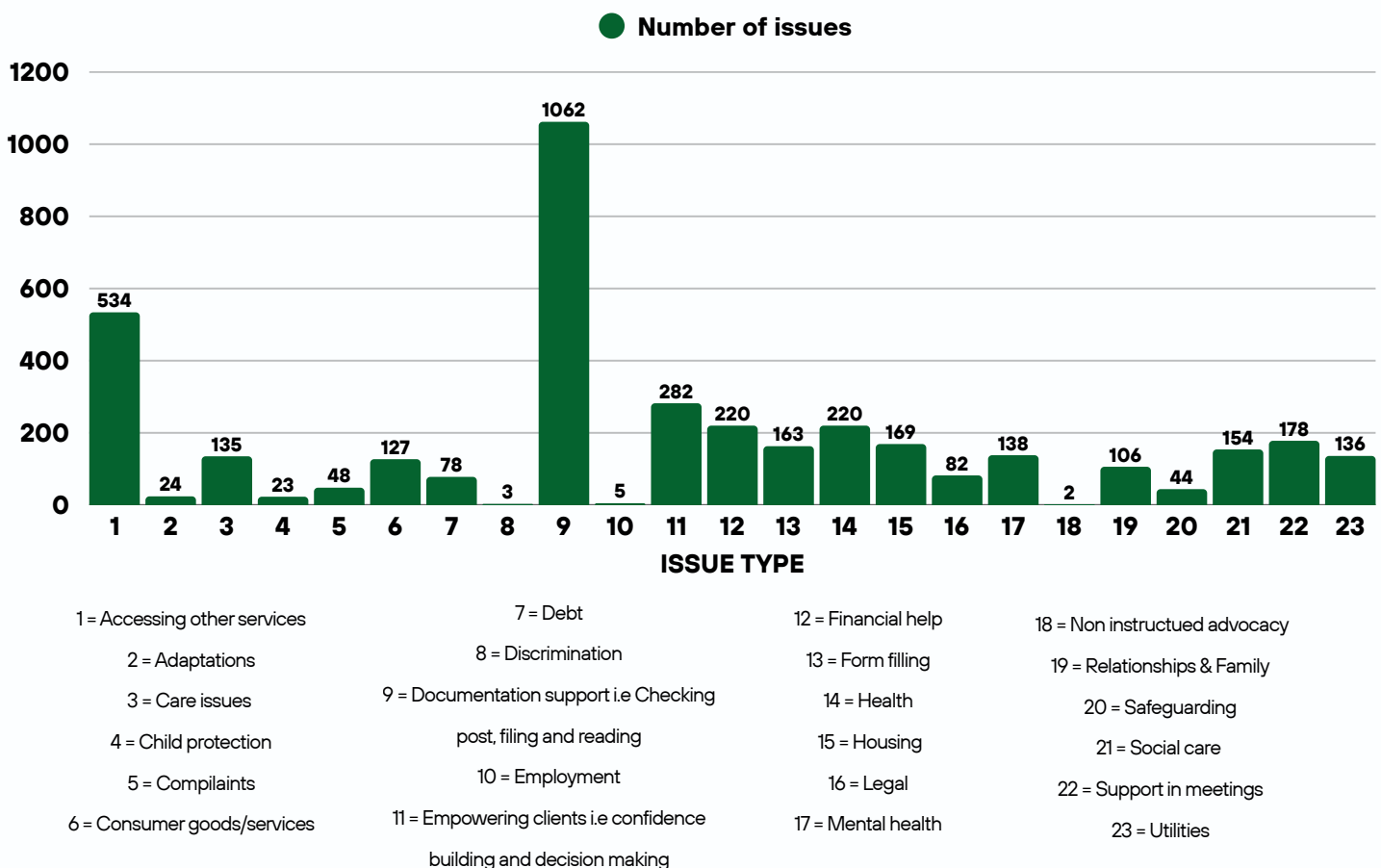
More clients thought they could manage their own money until their Advocate started working with them. The Advocate and the client then agreed they could not manage their money without guidance to avoid debt.

* 17 less than last year as PCAS offer long term help and have many complex cases

Financial year April 2024 - March 2025

PCAS SUPPORTED 3933 CLIENT ISSUES

A 132 ISSUE INCREASE COMPARED TO LAST YEAR



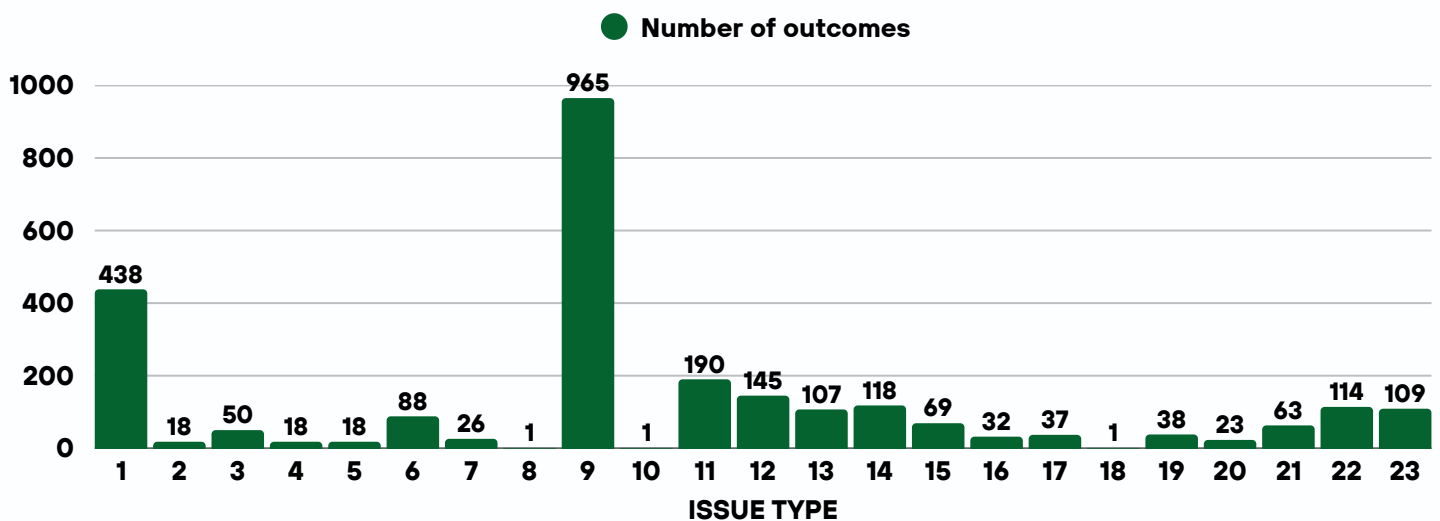
Over this financial year PCAS have helped clients with a huge 3933 client issues, which show the complexity of cases that we have been working with. Our advocates are working tirelessly to support our clients as they sort through the complex issues to enable our clients to be in a more stable place.

Dividing the amount of issues (3993) by the amount of clients helped (228) gives
an average of each client having over 17 issues
 that they needed support with.



PCAS SUPPORTED 2669 POSITIVE OUTCOMES

AVERAGE 12 PER CLIENT



1 = Accessing other services

2 = Adaptations

3 = Care issues

4 = Child protection

5 = Compliants

6 = Consumer goods/services

7 = Debt

8 = Discrimination

9 = Documentation support i.e Checking
post, filing and reading

10 = Employment

11 = Empowering clients i.e confidence
building and decision making

12 = Financial help

13 = Form filling

14 = Health

15 = Housing

16 = Legal

17 = Mental health

18 = Non instructed advocacy

19 = Relationships & Family

20 = Safeguarding

21 = Social care

22 = Support in meetings

23 = Utilities



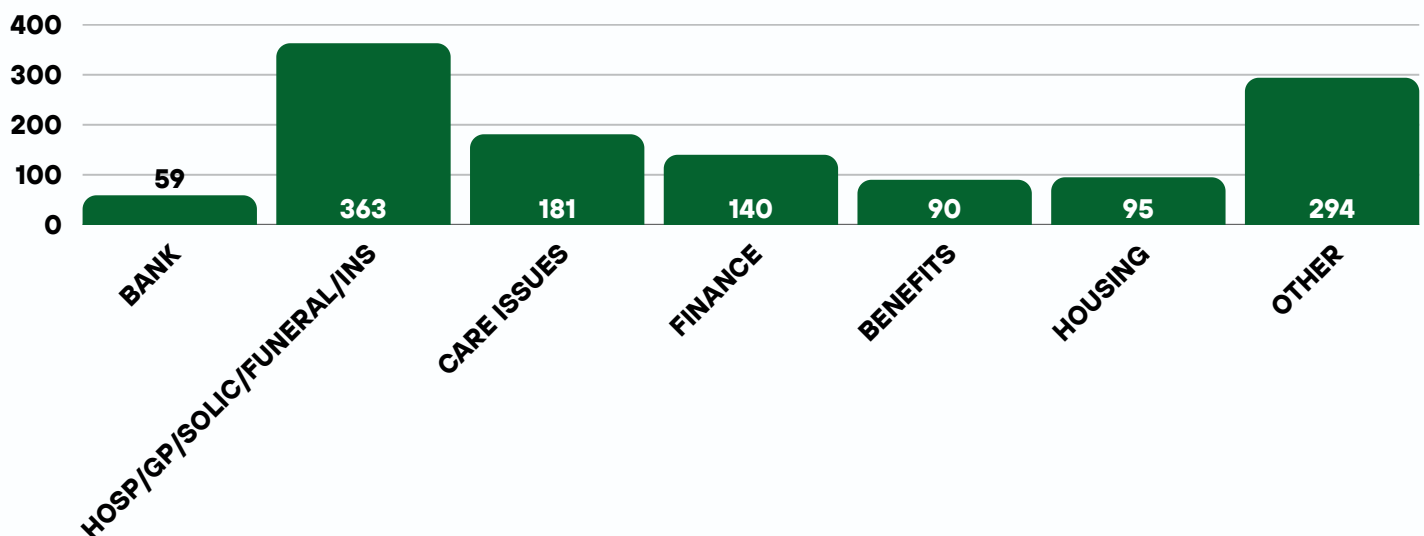
Financial year April 2024 - March 2025

PCAS SUPPORTED 1222 CASES

FOR ADDITIONAL SUPPORT SERVICES

TOTAL = 1222 (AVERAGE 6 PER CLIENT)

● Number of cases



Clients often require many other services to put their life back on track, **an average of 6 other services per client this year.**

Our Advocates are very skilled and persistent at getting other services involved to help their clients. This can be very challenging, as many are still working from home, or have closed, or are at capacity because of high demand. Advocates can get frustrated by some services who seem unable to do what they should be doing and are funded for.

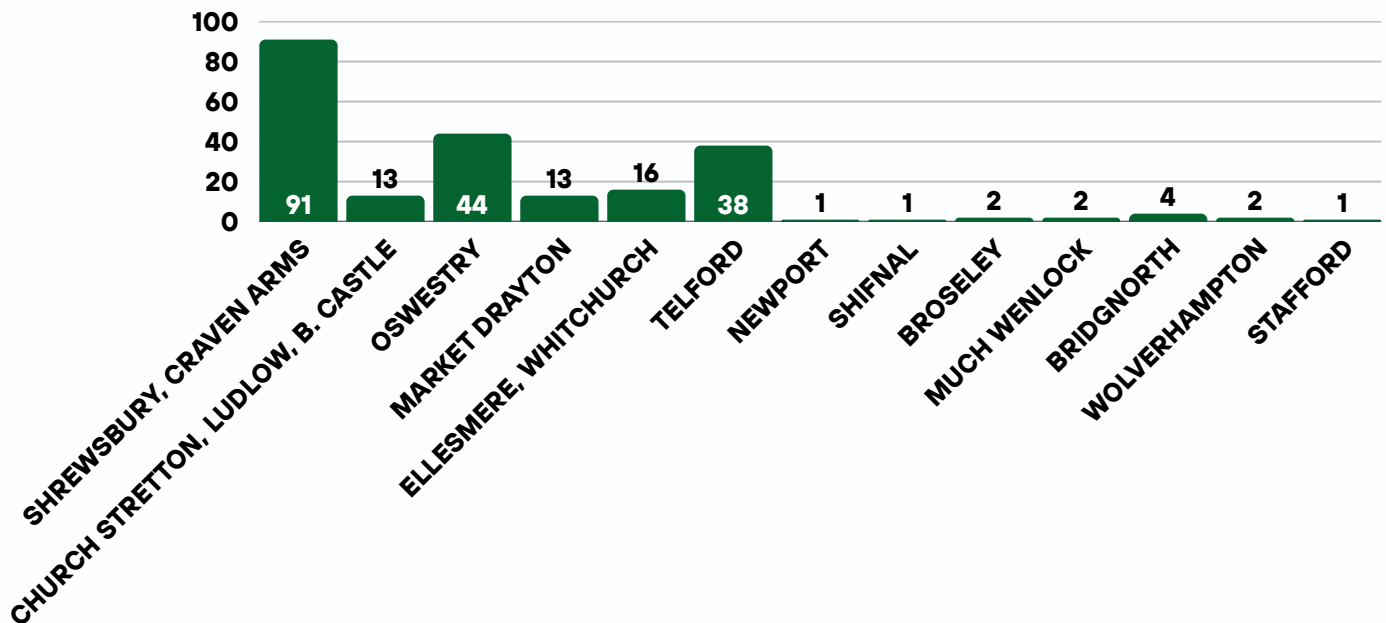


Financial year April 2024 - March 2025

PCAS VISITED 228 POSTCODES

1605 INDIVIDUAL VISITS
AVERAGE 7 VISITS PER CLIENT

● Number of clients





Financial year April 2024 - March 2025

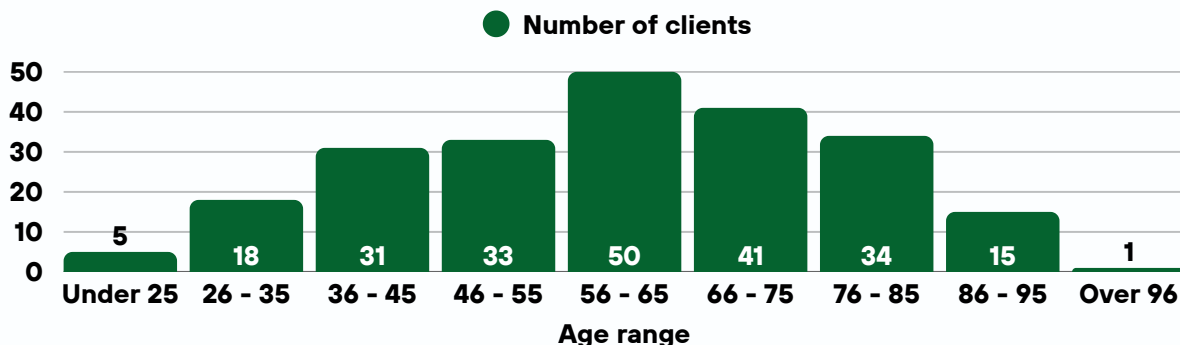
PCAS SUPPORTED

621 DISABILITY CASES

OVER A WIDE RANGE OF AGES AND DISABILITY TYPES

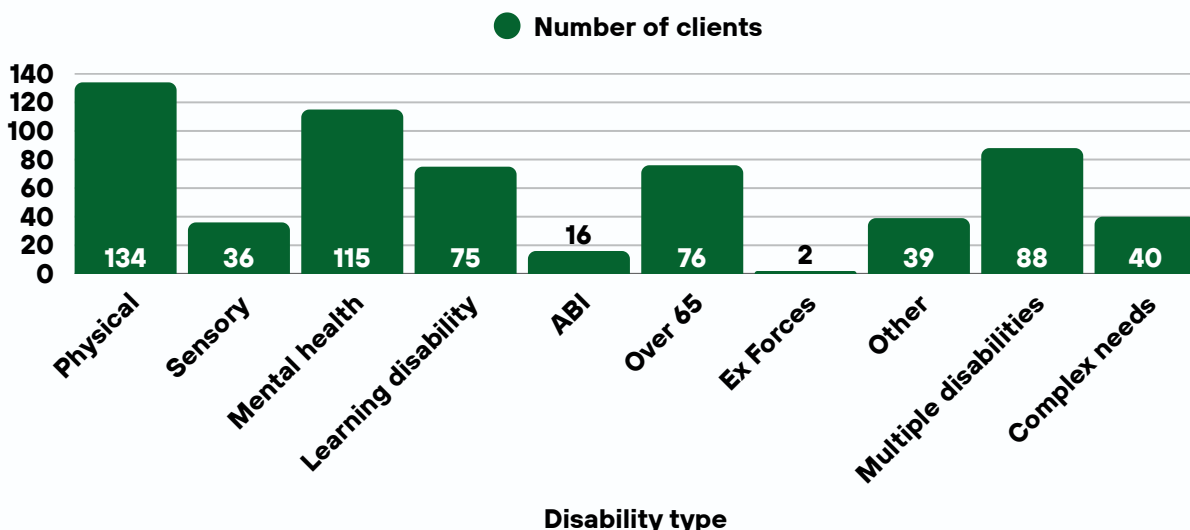
Client Age Range

TOTAL = 228 Clients



Client disabilities

TOTAL = 621 (Average of 2.7 per client)



IMPACT SUPPORT - TRUSTEE SPOTLIGHT

"THE ADVOCATES SHOWED ASTOUNDING COMPASSION, AND SKILLS IN HELPING THEIR CLIENTS..."

This week is volunteers' week, I am extraordinarily privileged that in my role for Wesleyan I am able to volunteer and support so many fantastic causes across the UK.

Alongside the volunteering I do with Wesleyan's partners, I use my volunteer leave entitlement of 2 days a year to work with Shropshire PCAS as a trustee.

Advocacy has been a huge part of my career and it's been a great experience continuing in the industry as a trustee. Last month I used half a volunteer day to join a team meeting, where the team discussed the issues PCAS clients are facing, the advocates showed astounding compassion, and skills in helping their clients navigate the care system, getting their housing needs met and challenging care providers.

PCAS recently rebranded their name to be Person Centered Advocacy and Support, this name really is a great reflection on the enhanced advocacy service they are delivering, which is vital to communities across Shropshire, Telford and Wrekin.



JACOB AYRE (BACK LEFT) WITH ALL THE OTHER TRUSTEES

A huge thank you to Wesleyan for supporting me to continue my advocacy career alongside my paid role and to PCAS for allowing volunteers within their service to gain purpose in their role and to feel really valued.

[Find out more about Jacob and his role as a Trustee](#)

IMPACT SECTION: CASE STUDIES



My client is a 62-year-old gentleman with literacy difficulties. I have supported this client over the last couple of months.

Prior to my involvement my client's wife sorted all household bills and any benefits queries they had. Unfortunately, my client's wife sustained a dense stroke which has affected not only her mobility but her speech (dysphasia). This has had a huge impact on their lives, and my client has tried muddling through with support from his children.

However, I am unsure whether they are aware of the full impact his difficulties have on him trying to sort through a maze of changes and taking on the role that was previously completed by his wife. I am currently supporting my client to ensure all utilities etc are up-to-date and in payment.

My client is a 73-year-old gentleman with a learning disability and literacy difficulties. I have supported this client and his wife for several years. Unfortunately, last October, my client's wife sadly passed away, leaving him feeling extremely low in mood and not wanting to carry on with life in general.

During this time, my client spent a couple of months in respite. When he returned home, we discussed how he felt and initially he felt he wanted to move as he had too many memories in the bungalow.

We discussed extra care, and what that may look like with support available onsite, also explaining that with time his feelings about moving may change and that he shouldn't rush any decision making.

My support increased to ensure all companies for benefits and utilities were notified of the change in circumstance.



IMPACT SECTION: CASE STUDIES



Sheelagh is a 72-year-old lady who lives independently, in her 20's she suffered an acquired brain injury as a result of a car crash. This has left her with poor memory and she sometimes struggles to understand letters, forms etc.

She has ongoing health issues with her blood pressure, cholesterol and pain from a prior hip operation causing problems with mobility. I have helped her obtain disability aids that have meant she can remain in her own home.

I often accompany Shellagh to GP and hospital appointments to record what is being said by professionals and helping gather any requested information. I also help her make phone calls as she can struggle to understand and retain what is being said to her if there is too much information.

In the past she has been subject to harassment by her very unpleasant next-door neighbour who has tried to take advantage of her good nature, but I have helped her report this to the police and her housing association. Thankfully he seems to have been rehomed now. She is always happy to see me and always welcoming and appreciative of my help.

Gemma is a single working mum of three children, two of whom have learning disabilities. She has no family or friend support. She is hard working and caring but struggles with reading due to her own dyslexia and mild learning disability. She has struggled to negotiate her way through dealings with Social Services and her children's schools. She has suffered from domestic abuse in the past so is very mistrusting of people and professionals who should be helpful but haven't always listened to her.

I have helped her sort out many issues around her home and regularly help her with letters, forms, emails etc. I attend school meetings with her, medical appointments and recently helped her transfer over to universal credit by helping her to complete her online form. This has encouraged her to budget her money better.

She is a good caring mum, but struggles to believe in herself so some of my time is spent encouraging her to see the positive in herself. She is always striving to make her home better for her children.



Recently I was able to help her find a solution to get rid of unwanted goods and rubbish by helping her arrange a household rubbish collection from her garden. This allowed her to tidy and decorate her home to make it more homely for her and her children. She is always grateful and thankful for my support.

IMPACT SECTION: CASE STUDIES

James is 38-years-old and has learning disabilities.

He currently lives with his father who is terminally ill and receiving support from Severn Hospice and has a social worker from the hospice providing support to him. The referral to PCAS came from the hospice social worker asking for support for James to look towards the future when his father would no longer be around in terms of where he would live and what support he would need.

When I became involved James and his father explained that James worked for 6 hours per week as a cleaner at the local fitness centre and has been there for more than 10 years.

They also explained that he received support from a care agency for two 3-hour sessions per week but James was not enjoying this as they either took him shopping or out for a walk and he commented that it felt more like work rather than social support.

I discussed other options with him and suggested he may prefer to attend Greenacres Farm as he preferred to be outdoors and was interested in animals.

I made a referral for a social worker to become involved who has been very supportive and after taking James to look around Greenacres Farm, he is now attending one day a week. He chose to go on Friday's as this is fish and chip day!

I supported James at meetings with his new social worker to discuss what kind of support he felt he would need when his father was no longer around, and we all felt that he could not live by himself, even if he had some support coming into the home as he needed someone around most of the time.

It was agreed that a supported living house would be the best option where he would live with other people who have learning disabilities and required support. I accompanied James and his father to look at two properties in Shrewsbury, both of which had a vacant place.



James has chosen one of these houses and he made the choice because he already knows one of the residents and it is very close to Shrewsbury Town Football Stadium, and he is a keen fan and season ticket holder.

He has been visiting the house to spend a few hours getting to know the other residents and staff and they all have a take away and watch a film. He is looking forward to moving there in the near future.

IMPACT SECTION: CASE STUDIES

My name is Tom and after having a house fire and spending two months in hospital I was discharged into a nursing home.

I had no real idea what was going on and was just happy that I was not sent back to my home as I had been unable to cope there before the fire.

My only means of heating or hot water was a coal fire which meant I had to get out to the coal shed to keep my fire going so that I could be warm and comfortable.

My eyesight is very poor and my mobility not good and it was due to these difficulties that my house caught on fire as I could not see properly to get down to lay the fire safely. I also now have the diagnosis of Dementia.

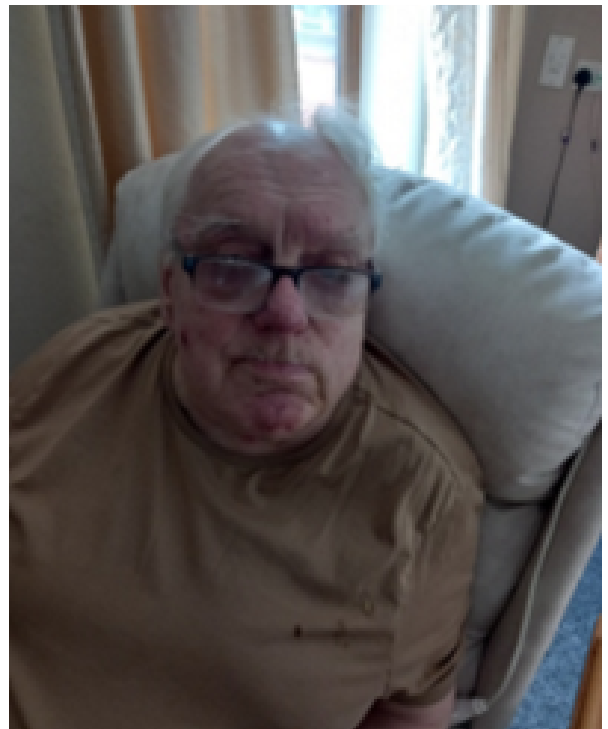
The nursing home made a referral to PCAS as they were concerned about my welfare as a social worker has been to visit me and said I would be going home.

A relative had flagged up to the nursing home staff that my house was in a state and I had been self-neglecting.

I was given Lynne as my Advocate and she spoke to two social workers from the ICS Team on my behalf who were adamant that I could go back home and have a bed and commode in my living room and they would have a ramp constructed which would let me get down the back doorstep to get to the coal shed using my walking frame with a bucket of some sort attached to carry the coal.

They also said they would make a referral to the adult social work team to take over my case and would not be visiting me again. The social workers said that by not returning home I had made myself homeless so I would now be self-funding and I would have to pay £1200 per week to cover the nursing home fees which I did for a few months.

Lynne arranged to visit my house with a relative and took photographs of every room and sent them to Shropshire Council's Adult Social Care Team to make them aware of the horrendous living conditions I had been living in at home but when she spoke to them she was informed that they had not received a referral from the ICS Team to take on my case and it had just been closed down.



Lynne then made a formal complaint against the ICS Team on my behalf and finally I was allocated a social worker from Adult Social Care. This social worker came and assessed me and agreed that I would be unable to manage back at home or anywhere out in the community and I was awarded a permanent place in the nursing home funded by Shropshire Council, less my assessed contribution.

I am now safe, secure and very content and happy.

IMPACT SECTION: CASE STUDIES



What a delightful case this was to work on – a young client with a learning disability, who had a difficult homelife with his family, wanted to explore his options around living away from the family home.

Working with other professionals, several options were looked at. Supported living, living with other people, Shared Lives or living alone. All these options were discussed with the client, myself and other professionals. It was made very clear to the client that these were his choices, we were merely there to support and explain further what these choices looked like for him.

The client was given as much time as he needed to talk, ask questions and explore further what these different options were, and how they could work for him going forward. He was encouraged to speak openly and freely and to ask questions. After many weeks of going over each option, a trial was offered with Shared Lives, which was his preferred option.

He was supported all along this journey and I am sure because of this holistic approach to support, the Shared Lives option has been a total success. He now lives a fuller, meaningful life with his Shared Lives family.

From: angela mcnamara
Sent: 13 June 2024 17:30
To: Simon Arthur <Simon@shropshirepcas.co.uk>
Subject: Support

Simon at PCAS
Hi, hope I've got right email address

I just want to say thank you for Jacki my lifeline worker Jackie cousin a star of support in every way

My rock and I'm so grateful for her I've found life shared ether is bearable where it was impossible before put it like that!

Thank you for the wonderful service, second to none

Ange Tranter

IMPACT SECTION: QUOTES FROM CLIENTS



I wanted to say Thank You to PCAS for all the support I have had in every way. I am so grateful and have found a life shared is bearable where it was impossible before. Thank you for the wonderful service.

Angela McNamara

PCAS has made my life easier with more understanding for me.

Chloe Bennett

I feel better because I know I have someone I can contact, I'm not so alone. Without PCAS I would be really stuck and even more isolated. I think without my advocate I would have lost my tenancy, be in a lot of debt and in serious trouble.

Robin Passey

PCAS helped me to challenge the landlord and saved my tenancy in Ludlow. Without help I would have been evicted.

Paul Didlick

I know I have someone who will support me. This enables me to attend appointments that I would not cope with by myself. I would not have been able to sort my medical issues without my advocate.

Chelsea Moore

I can understand lots of things better and know I can get support if I need it. Without this help, I would be extremely depressed.

Gillian Chapman

Everything has changed because of having an advocate. I would have sunk & probably have had a nervous breakdown as I felt overwhelmed with the stuff knocked out of me.

Zoe Breiner

Through PCAS involvement, my bills are in order and no money owed. If my advocate didn't help me I would be in a hell of a mess as I don't have the ability to sort things alone.

Phil Barrett

My advocate supported me to have my voice heard when making decisions on where to live. Without help, I would not have had the outcome I wanted and my family would have taken all decisions out of my hands.

Bryan Williams

I am no longer being financially abused by my family. I can now access my shower & open my front door, handrails outside have been replaced. I would be in a mess financially without help from PCAS.

Christopher Beaver

I always feel apprehensive before my advocate visits, and much happier and relieved of stress after the visit. I am less confused and feel more in control and reassured. I would be in a complete muddle without my advocate, I would probably have needed more family involvement, which I didn't want, I prefer someone independent.

Judith Webster



OUR DEDICATED ADVOCACY STAFF



SIMON ARTHUR, WENDY TIMMIS, LYNNE DAVIS, MAURA ATTERBURY, JACKIE COPSON, GLENDA CRAWSHAW

PCAS passed our NEW QPM award in July 2023, which is our 3rd continued (2016, 2020) QPM award. We are very proud to have passed once again. Many things have changed over the years to reflect the change in the way Advocacy Services are provided.

“ —

The QPM is only awarded to organisations who can demonstrate that they provide excellent services in line with QPM standards and the advocacy charter. The QPM is a quality assurance assessment for providers of independent advocacy in England, Wales and Northern Ireland.

Advocacy Quality Performance Mark (QPM)



STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Shropshire Peer Counselling & Advocacy Service covers the whole of Shropshire, Telford & Wrekin and is 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 previous clients, people with disabilities themselves and those with a professional background, as Trustees. 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 AND PRINCIPLE OFFICERS

TRUSTEES

CHAIR: Doreen Ellis

VICE CHAIR: Clare Harris

TREASURER: Clare Harris

TRUSTEE: Russell Jones

TRUSTEE: Neil Pulker

TRUSTEE: Jacob Ayre

PCAS STAFF

PCAS Manager/Advocate: Simon Arthur

ASSISTANT MANAGER/SHROPSHIRE ADVOCATE: Glenda Crawshaw

SHROPSHIRE ADVOCATE: Wendy Timmis

SHROPSHIRE ADVOCATE: Ben Payne

SHROPSHIRE ADVOCATE: Lynne Davis

SHROPSHIRE ADVOCATE: Sam Elliott

T & W ADVOCATE: Maura Atterbury

EVALUATION MANAGER: Allisone Arthur

PROFFESIONAL ADVISORS

BANK: Utility Trust Bank

BUILDING SOCIETY: The West Bromwich

INDEPENDENT EXAMINERS: Border Accountants, 5 Lower Brook Street,
Oswestry, Shropshire, SY11 2HG

DATE:

24/11/2025

FINANCIAL REVIEW

RESERVES POLICY

The free reserves of the charity were £64,651 at the year end and Trustees consider this amount to be sufficient for their immediate operating requirements. Included in the £64,651 is £40,000 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:

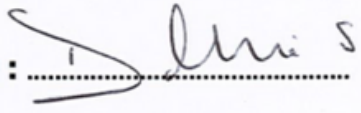
- The National Lottery Community Fund (Reaching Communities)
- The Henry Smith Charity
- Sir Robert Mcalpine
- Wesleyan Foundation
- Postcode Local Trust
- Lloyds Bank Foundation
- Select Healthcare

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 needs 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.

The Trustees' report was approved by the Board of Trustees

Doreen Ellis (Chair) : 
DATE: 24/11/2025

INDEPENDENT EXAMINERS REPORT

I report to the Trustess on my examination of the financial statement of Shropshire Peer Counselling and Advocacy Service (the charity) for the year ended 31st March 2025.

RESPONSIBILITIES AND BASIS OF REPORT

As the Trustess 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 statement 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 financial statements 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 to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1st April 2005 which is referred to in the extant regulations but has now been withdrawn.

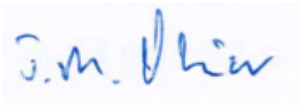
I understand that this has been done in order for financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1st January 2015. I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe 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.

Jon Ollier FCA

Border Accountants
5 Lower Brook Street
Oswestry
Shropshire
SY11 2HG
United Kingdom



Date: 26/11/2025

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31st March 2025. Including income and expenditure account

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Unrestricted 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and Legacies	3	2,918	-	2,918	3,443	-	3,443
Charitable Activities	4	-	181,067	181,067	-	197,830	197,830
Investments	5	1,240	-	1,240	750	-	750
Total Income		4,158	181,067	185,225	4,193	197,830	202,023
Expenditure on:							
Charitable activities	6	157	176,910	177,067	210	187,865	188,075
Other	9	-	6,000	6,000	-	6,000	6,000
Total Expenditure		157	182,910	183,067	210	193,865	194,075
Net income/(expenditure)							
For the year/							
Net movement in funds		4,001	(1,843)	2,158	3,983	3,965	7,948
Fund balances at 1 st April 2024		60,762	33,668	94,430	56,779	29,703	86,482
Fund balances at 31st March 2025		64,763	31,825	96,588	60,762	33,668	94,430

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

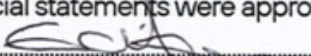
All income and expenditure derive from continuing activities.

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31st March 2025. Including income and expenditure account

Balance Sheet

Notes		2025		2024	
		£	£	£	£
Fixed assets					
Tangible assets	11		112		149
Current assets					
Cash at bank and in hand		156,942		132,535	
Creditors: amounts falling					
Due within one year	12	(60,466)		(38,254)	
Net current assets					
		96,476		94,281	
Total assets less current liabilities			96,588		94,430
Income funds					
Restricted funds	14		31,825		33,668
Unrestricted funds					
Designated funds:					
Shut down fund		40,000		40,000	
General unrestricted funds	15	40,000		40,000	
		24,763		20,762	
			64,763		60,762
			96,588		86,481

The financial statements were approved by the Trustees on: 24/11/25
 Trustee: 

NOTES TO THE FINANCIAL STATEMENT

For the year ended 31st March 2025.

NOTES TO THE FINANCIAL STATEMENTS

1 Accounting policies

Charity information

Shropshire Peer Counselling and Advocacy Service is a charitable incorporated organisation.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Charities Act 2011, FRS 102 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)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP not to prepare a Statement of Cash Flows.

The financial statements report on the income for Shropshire Peer Counselling and Advocacy Service CIO and Shropshire Peer Counselling and Advocacy Service under the Merger Accounting method as set out in SORP FRS 102 section 27.12-27.13

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

The financial statements 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 financial statements, 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 financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

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

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

1.4 Income

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.

NOTES TO THE FINANCIAL STATEMENT

For the year ended 31st March 2025.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

1 Accounting policies

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

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of asset's use.

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 bases:

Fixtures and fittings	25% 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 the statement of financial activities.

1.7 Impairment of fixed assets

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

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

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financial 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.

NOTES TO THE FINANCIAL STATEMENT

For the year ended 31st March 2025.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

1 Accounting policies

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 payments 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 to provide termination benefits.

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.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2025 £	2024 £
Donations and gifts	2,918	3,443

NOTES TO THE FINANCIAL STATEMENT

For the year ended 31st March 2025.

NOTES TO THE FINANCIAL STATEMENTS (continued)

4 Charitable activities

	Counselling & Advocacy 2025 £	Counselling & Advocacy 2024 £
Services provided under contract	181,067	197,830

5 Investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	1,240	750

6 Charitable activities

	Counselling & Advocacy 2025 £	Counselling & Advocacy 2024 £
Staff costs	138,374	148,797
Depreciation and impairment	37	50
Rent	6,601	6,344
Insurance	820	802
Telephone	2,778	2,065
Postage and stationery	2,328	2,252
Light and heat	4,794	2,453
Repairs and renewals	-	374
Travel	19,197	19,507
Sundry	160	160
Marketing	1,978	5,271
	177,067	188,075

Analysis by fund

Unrestricted funds	157	210
Restricted funds	176,910	187,865
	177,067	188,075

NOTES TO THE FINANCIAL STATEMENT

For the year ended 31st March 2025.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

8 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	8	7
Employment cost	2025 £	2024 £
Wages and salaries	138,374	148,797

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

9 Other

	Restricted funds 2025 £	Restricted funds 2024 £
Accountancy	6,000 6,000	6,000 6,000

10 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

NOTES TO THE FINANCIAL STATEMENT

For the year ended 31st March 2025.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

11 Tangible fixed assets

	Fixtures and fittings £
Cost	2,376
At 1 April 2024	
At 31 March 2025	2,376
Depreciation and impairment	2,227
At 1 April 2024	
Charge for the year	37
At 31 March 2025	2,264
Carrying amount	112
At 31 March 2025	
At 31 March 2024	149

12 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Deferred income	13	58,206	36,754
Accruals and deferred income		2,260	1,500
		60,466	38,254

13 Deferred income

	2025 £	2024 £
Other deferred income	58,206	36,754

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	58,206	36,754

Movements in the year:

NOTES TO THE FINANCIAL STATEMENT

For the year ended 31st March 2025.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

13 Deferred income

Deferred income at 1 April 2024	36,754	61,982
Released from previous periods	(36,754)	(61,982)
Resources deferred in the year	58,206	36,754
Deferred income at 31 March 2025	58,206	36,754

14 Restricted Funds

The income funds of the charity include restricted funds comprising the following unexpected balances of donations and grants held on trust for the specific purposes:

	Balance at 1 April 2023 £	Movement in funds Incoming resources £	Resources expended £	Balance at 1 April 2024 £	Movement in funds Incoming resources £	Resources expended £	Balance at 31 March 2025 £
Henry Smith	1,561	53,800	(46,838)	8,523	53,800	(57,426)	4,897
Postcode	-	-	-	-	6,250	(2,682)	3,568
Reaching Communities	6,340	114,034	(115,067)	5,307	113,013	(112,143)	6,177
Nationwide	385	25,000	(25,340)	45	-	(45)	-
Others	21,417	4,996	(6,620)	19,793	8,004	(10,614)	17,183
	29,703	197,830	(193,865)	33,668	181,067	(182,910)	31,825

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2023 £	Movement in funds Incoming resources £	Balance at 1 April 2024 £	Movement in funds Incoming resources £	Balance at 31 March 2025 £
Shut down fund	40,000	-	40,000	-	40,000
	40,000	-	40,000	-	40,000

NOTES TO THE FINANCIAL STATEMENT

For the year ended 31st March 2025.

NOTES TO THE FINANCIAL STATEMENTS (continued)

16 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2024 are represented by:						
Tangible assets	112	-	112	149	-	149
Current assets (liabilities)	64,651	31,825	96,476	60,614	33,667	94,281
	64,763	31,825	96,588	60,763	33,667	94,430

17 Related party transactions

There were no disclosable related party transactions during the year (2024 – none).

INDEPENDENT EXAMINERS REPORT

For the year ended 31st March 2025.

Independent Examiners

A resolution will be proposed at the Annual General Meeting that Border Accountants 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)

Postcode Local Trust

Lloyds Bank Foundation

The Henry Smith Charity

Select Healthcare

Wesleyan Foundation

Sir Robert McAlpine

Other Donations



CONTACT DETAILS



PCAS (Person Centred Advocacy & Support)
Suite 1
The Willow Tree
Willow Street
Oswestry
SY11 1AJ



01691 658008



simon@shropshirepcas.co.uk
(PCAS Manager)
alli@shropshirepcas.co.uk
(Evaluation Manager)



www.shropshirepcas.co.uk

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