



Taking Part



Annual Report 2017-2018



Shropshire
Clinical Commissioning Group
Telford and Wrekin
Clinical Commissioning Group



Telford & Wrekin
COUNCIL



Why good advocacy support makes all the difference....

'I felt they really "got" him especially using his own words'

'Being listened to made me feel much better'

'Very useful to have someone independent to talk issues through with'

'It's good to have someone not judge me and listen to me properly'

'Nobody gets back to me you always do, that makes me feel worthwhile'

'You were the 1st person make decisions in a person centred way'

'I feel more confident now'

'You explained things in a different way to make sure I understand'

'Thank you so much for the support you have given him & myself, I just wanted you to know it made all the difference'

Taking Part



Thank you!





Taking Part

Contents

Section	Title	Pages
1	Trustee's Message	1-3
2	Another Busy & Successful Year	4
3	Telford and Wrekin-My Choice	5-6
4	Shropshire –CAAN	7-9
5	County Wide, Regional and National work	10-15
6	Staff Team	16-17
7	Social Media	18
8	Networking	19
9	Accounts	20-21
10	A Message from the Charity Manager	22

Trustees

A Message
from
the Trustees



Taking Part can call this year a successful year for making a difference to people's lives. Our strengths come from a team which is able to adapt as the needs and concerns of our client group. Our response to change is always shaped by the verbal and written feedback collated from clients and peer advocates who regularly provide information as 'experts by experience'. This year we feel we have achieved our annually set business plan priorities of: promoting, personalisation, representing, supporting, training people and influencing professionals and policy makers.

We have grown stronger working in partnerships with other charity groups increasing our already excellent reputation as a charity which delivers a quality service. We evidence positive outcomes and reach a record number of people, surpassing set targets; seen from age groups ranging from children, to young adults and through to older clients.

Our staff team has achieved great successes this past year through training received and qualifications gained; as well as supporting clients to receive valuable training and be involved in development of training materials.

Our funding comes from local authorities, public funded commissions and other projects undertaken including workshops, research, education and training. Our monitoring reports and data collection allow us to show the number of clients seen in any given period along with more details of who and where we support clients throughout the whole of Shropshire.



Taking Part as an organisation really does demonstrate how much preventative work we achieve and how we support clients to have more choice and control over their lives whether they obtain statutory services or not. We have appointed a new trustee whose experience and skills are a welcome addition to the team. We have also seen changes to the staff team.

On the 1st July 2017 Taking Part was awarded Quality Performance Mark from NDTI for a period of 3 years. This was a welcome, formal endorsement of the high standards and principles that our charity and team of workers have always achieved in the delivery of services and wide range of projects undertaken. This includes advocacy, advice and information, workshops, research, education and training. The year 2017/18 brought our whole team an increased and in many cases more complex workload, due in part to the changing times we are experiencing with financial cuts to services and ongoing welfare reform. The data collection system we share within our partnerships across the county of Shropshire not only highlights areas and concerns to be addressed but the evidenced outcomes. The numbers confirm how as a charity we make a real difference for vulnerable people who like everyone only wish to have control and choice over how and where they live their lives with the knowledge and support they need to achieve it. In many cases our intervention has successfully prevented a crisis situation. The amount and diversity of work we have undertaken is an incredible accomplishment for a small charity. Partnership working with likeminded charities and organisations is going well, creating a network within the voluntary sector which is a real asset to our communities as a force for good, and on a national level, a strong voice as advocates for the people we support.

Our team consists of: Four volunteer trustees. A C.E.O. who oversees the daily management of the charity including networking and creating ongoing business plans. Six further contracted staff.

Five sessional workers.

8 Experts by experience.

Fifty volunteer citizen advocates.

All our staff receive ongoing training for the work they are involved in with successful results all round. Our experts by experience and volunteers also receive appropriate training and they are a great asset to Taking Part. The feedback from our experts by experience keeps us both informed and focused on issues of concern for our clients which is then shared among partnerships locally and sometimes at national level for a wider understanding of what and where real concerns need to be addressed.

Our Finances for the year 2016/17

Our funding came from local authorities, public funded commissions and other projects. Our 'Holding Reserves' should cover running costs for 18mths in compliance with our Reserves Policy. We have Restricted Redundancy funds for staff and liable costs in the event of charity closure.

Our accounts are available on Charity Commission website.

They are independently examined by Phillips Ltd. Chartered Accountant, Kingsland House, Stafford Park, Telford, TF3 3BD. Looking forward regarding future funding, we feel that Taking Part within our C.A.A.N and My Choice consortium and other partnerships is in a positive position. Our record of providing evidenced delivery of services, on time, hitting and exceeding targets and achieving successful outcomes is recognised and respected. This gives us as a charity good reason to look forward with confidence and optimism.

Trustees March 2018

Another Busy and Successful Year

For the whole year of April 2017 to March 2018 Taking Part provided information, advice, advocacy and guidance to a total of 2199 people which involved 4372 pieces of work with clients on a very wide range of issues.

Our very skilled, experienced and dedicated workers worked a total of 6998 hours and our volunteers gave up 3475 hours of their free time to support the delivery of the whole Taking Part service across Shropshire and Telford. This equates to £26 062 of additional added value work for Taking Part. We are very grateful for the time and energy our volunteers continue to provide to make Taking Part an ongoing success.

AGM 2017

Our AGM took place on 8th November 2018 at Louise House, in the evening. It was attended by 50 people including a range



of partner agencies and stakeholders who Taking Part work with on a regular basis.

Mary Johnson from Shropshire Joint Training Team was our Guest Speaker and gave a heartfelt presentation about how she has been working with Taking Part. Her presentation highlighted the impact and successes of this partnership over the years and the successes that has this has delivered.

This was a good opportunity for us to showcase some of the varied and diverse work we do at Taking Part and to share our Annual Report for 2016/2017 with delegates who attended.



Everyone appreciated the wine and cheese afterwards too!

Cheers!

Telford & Wrekin Work



The My Choice contract goes from strength to strength and all partners are working really well together.

Taking Part provide services for people who are working age 18 to 64 and who believe that they require help with their health and care. We are the first point of call to help these people find out what is available and what it is they can get or require to help them remain as independent as possible in their lives in their communities in Telford.

Other delivery partners include Age UK, Alzheimer's Society, SIAS and Citizen's Advice, Telford Wrekin, who are also the lead body. Our work within My Choice provides different levels of information and support.



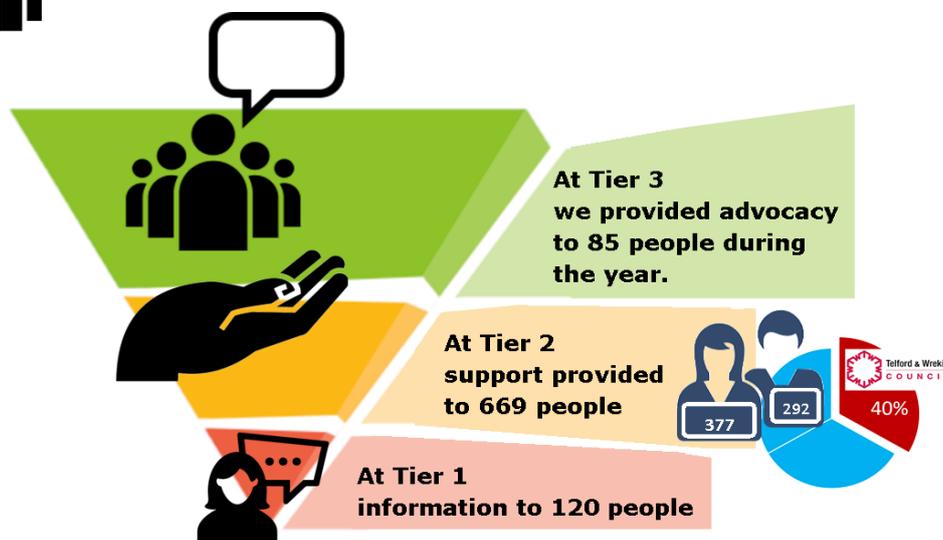
At **Tier 1** we provide information, leaflets, phone numbers and signposting to other services. We have also done a lot of promotion work of the My Choice service to a range of people and groups.



At **Tier 2** we provide more specialised information and advice. Of these 669 people supported during 2017/2018 only 40% were referred to Telford & Wrekin Adult Social Care for statutory assessments.



At **Tier 3** we provide advocacy for those who need support to have their voices heard and views taken into consideration. This includes general advocacy and Care Act Advocacy





In April 2017 we started a project called **My Choice, My Voice** which is run by a team of volunteers. They work on a Tuesday for 2 hours and provide a call back service to clients who have received a service from My Choice.

The amount of volunteer hours spent on this service for 2017-2018 was **208** hours equating to **£1560**.



The volunteers collected **129** Feedback Comments from customers of My Choice.

Staff time to deliver this complete service was **3328** hours for the year from 2 part-time Information, Advice and Advocacy officers and the Chief Executive Officer.

Do you think it is important for people to have The Right Help at the Right Time?

Do you have 3 hours a month to spare on a Tuesday evening?

You could volunteer with a new service which is starting in April 2017 at Citizen's Advice Centre, Tan Bank in Wellington

My Choice, My Voice

Providing telephone support to clients who have health and social care needs. Just a few simple questions to ask to get them

The Right Help at the Right Time

Interested??
Contact



Taking Part - 01743 363399
takingpart@takingpart.co.uk
or



My Choice - 01952 459252



My Choice
informed included in control

The Information Advice and Advocacy service for adults in Telford with care and support needs.
Phone us Monday to Friday 9.00am - 5.00pm
01952 459252

Happy to accept text relay. If you are unable to use a standard phone, please email My Choice for an enquiry form at: mychoice@telfordcab.co.uk

Alternatively, you can drop-in and speak to one of our My Choice Operators at:
Citizens Advice Telford & the Wrekin
40 Tan Bank, Wellington,
Telford TF1 1HW

Easy Read

We provide information and advice on:

- Access to carers services
- Welfare Benefits for carers and cared for
- Community care
- Services to promote and support independence
- Personal budgets
- Support and coping strategies for dealing with long term health conditions

We will support people with a range of disabilities including:

- Learning Disabilities
- Mental Health Issues
- Older People
- Sensory Impairment
- Stroke and physical disabilities

This service is provided by Telford Advice and Advocacy Alliance.

Supported by Telford and Wrekin Council



Shropshire Work

CAAN

Community Advice and Advocacy Network (CAAN) is a partnership of seven Shropshire based organisations specifically set up to deliver the Shropshire Council contract for 'Information, Advice and Advocacy Services for Adults'. The five year contract started in October 2014.

CAAN Mission: To provide access to appropriate advice and advocacy services which effectively meet the needs of people when they need it and to improve the policies and practices that affect people's lives.

CAAN Principles & Values: To be a partnership of organisations that share, and are committed to their values; where the client is at the centre of what we do and we are respectful of each other, providing a supportive and inclusive culture.

CAAN will also be supporting Shropshire Council in meeting its duties under the new Care Act which comes into force in April 2015.

As part of the contract with Shropshire Council, CAAN are developing a new advice and advocacy strategy for Shropshire which includes innovations in the way the partners work.

For example, alongside the uniform, person-centred approach to service delivery, CAAN have an agreed approach to diagnosis across the partnership with a seamless client journey through the service, supporting independence and the exercise of choice and control.

Jackie Jeffrey, Citizens Advice Shropshire CEO:
"We aim to provide a person centred, community focused and flexible service. That means we put the people we help at the heart of what we do."

Shropshire
Delivering a person centred, community focused and flexible service effectively delivered by an established network of information, advice and advocacy providers.

Bringing together a comprehensive track record in meeting the needs of diverse communities, ensuring client choice, promoting independence and achieving positive wellbeing outcomes in Shropshire.

All CAAN partners have a long established history of partnership working, most recently through the **advice & advocacy** SPAA is a two year project funded by the Big Lottery Advice Services Transition Fund.

Within SPAA, 13 advice providers are working together to be more efficient, more effective, and more enterprising in order to thrive and secure their future sustainability.

Citizens Advice Shropshire is the leading body for both CAAN and SPAA.

For more information regarding CAAN please contact:
Jackie Jeffrey
Citizens Advice Shropshire CEO
01743 284178
j.j@qmgshropshirecab.abnet.org.uk

Community Advice & Advocacy Network

Taking Part are an independent charity providing services for people with learning difficulties across Shropshire and Telford & Wrekin.
01743 363999

Citizens Advice Shropshire gives advice and information that helps people overcome their problems and come together to campaign on big issues when voices need to be heard.
03444 991100

Age UK Shropshire Telford & Wrekin works with and for older people to improve their quality of later life.
01743 231223

A4U is a Disability Advice Centre who provide free, confidential and impartial information, advice and advocacy on all aspects of disability, to people with disabilities, their families and carers as well as health and social care professionals.
01743 539201

MAYFAIR The MAYSI Project, part of Mayfair Community Centre, supports independence through information, opportunities, practical help and friendship.
01694 722077 / 722024

Peer Counselling and Advocacy Service (PCAS) provide advocacy support for adults with any disability, impairment or who are over the age of 65. They help those who have a problem and need help to speak up and access the help they need.
01691 630008

Since October 2014, Taking Part has been a delivery partner for advocacy in Shropshire as part of the Community, Advice and Advocacy Network (CAAN). Other delivery partners include Age UK, A4U, Mayfair Community Centre, PCAS and Citizen's Advice Shropshire, who are also the lead body.

From April 2017 to March 2018 we provided **3501** advocacy interventions to **1328** clients with a learning difficulty and/or autism throughout Shropshire.

Staff time to deliver this complete service was **3670** hours for the year from 4 part-time Advocacy Officers and the Chief Executive Officer.

Hospital Assessment

RED **AMBER** **GREEN**

"The Patient Passport"

This gives hospital staff important information about you.

Please take it with you if you have to go into hospital.

Ask the hospital staff to hang it on the end of your bed.

Make sure that all the staff who look after you read it.

This Patient Passport has been adapted by the Health Access Team, South Staffordshire & Shropshire Healthcare NHS Foundation Trust from the original with 'Taking Part Assessment' - Collaboration Partnership NHS Trust and taken from 'Working Together - Easy guide to improving your health' with a Learning Disability and Autism Team. Copyright for Hospital, Practice and NHS Foundation Trust. Updated November 2014.



Also during the year of 2017/2018 we handed out 240 Patient Passports to clients during our 1:1 work with clients to encourage them to complete and use this help document when attending medical appointments.



Volunteers

Our 50 Volunteer Citizen Advocates



Our Volunteer Citizen Advocates have provided **2619** hours of volunteer hours to their partners. This equates to **£19642.50** of additional work which is done in their free time.



In addition to paid staff time, **648** hours of volunteer time was provided by self-advocates and Experts by Experience who all have learning difficulties. Based on national minimum wage this equates to **£4860** from 8 clients.

Experts by Experience



In 2017-18 we have been looking at what Taking Part means to us, how important it is. We know that without the support we get from Taking Part we wouldn't have been able to do all the things we have achieved. It was good to start looking back!

- ◆ Campaigns and projects
 - ◆ Being robust reps - engagement Health, LA boards and Voluntary Sector
 - ◆ Lobby and work with Parliament
 - ◆ Peer reviews
 - ◆ Partnership work—such as Joint Training and Safeguarding
 - ◆ National recognition for our work and ideas
 - ◆ Being valued interviewers
 - ◆ Being good and strong peer and self advocates
- To name just a few!



What Next?

For 2018 summer we are developing this, looking at the history of our self-advocacy and becoming Experts by Experience.

Listen

to my

STORY



We know it has been tough.

We want to say a big thank you to Julie, to all the Staff and Trustees for all the help and support for us!



Country Wide, Regional and National Work

Care Act Advocacy



From April 2017 to March 2018, we accepted 17 referrals for Advocacy under the Care Act (2014) in Shropshire. The hours spent on this work equates to 128 hours. For the same period in Telford we accepted 11 referrals which took 41 hours of work.

Paid Relevant Person's Representative - 'Paid Reps'



Work undertaken by Gill and Diana as Paid Relevant Persons Representatives (RPRs) with clients who have a Deprivation of Liberty Safeguard (DoLS) Authorisation in place.



During the reporting period:

40 referrals for new clients received and 26 existing DoLS authorisations renewed.



104 clients seen during 160 visits over 385.5

hours. 9 cases referred to the Court of Protection (CoP) to challenge the DoLS authorisation on the clients' behalf.



Disability Independent Advisory Group

Michael Ratcliffe is an Expert by Experience and has been a member of the group for nearly five years.

All the members of the group have a disability—be it learning, physical or sensory impairment. Each member can offer the police expertise in their own particular area. This not only covers members of the public but also, in how the police engage with their officers and staff who have a disability.



The subjects we have looked at and discussed for the year 2017/8 has been wide and varied.



We always scrutinise the Disability Hate Crime incidents at each meeting and request more information from the police if we feel it is needed.



We were consulted with about the new call centre at Hindlip Hall especially around wheelchair access and the colour schemes and other reasonable



adjustments for people with disabilities. We also had the opportunity to look around the new call centre before it was fully operational. We are able to ask members of the police who have a particular responsibility to come and talk to the meeting and keep us aware of any changes.



We also looked at how people were treated in custody suites and the employment of

staff with Down Syndrome.

The Chairperson of the DIAG also attends the Strategic Advisory



Warwickshire
POLICE



West Mercia
POLICE

Board which is attended by very senior police officers.

Local Independent Advisory Group.



Both Michael and Diana are members of this Group and the structure is similar to the DIAG but we deal with more local items.



We have standing items at each meeting, Stop & Search, Hate Crime, (all protected characteristics), Domestic Violence and Rural Crime.



We also look more closely at Stop & Search incidents to check police officers who carry out the Stop & Search have reasonable grounds to do so.

A senior police officer from Shrewsbury always attends the LIAG meeting to answer any queries we may have and also, to keep us up to date with whatever is happening in the force area.

At the end of 2017 the Group urgently needed new members to be able to function properly and we had a recruitment drive to find new members. Fortunately, we now have the required number of members.

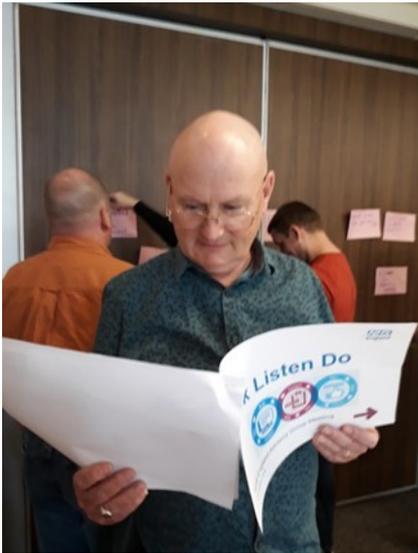
Like the DIAG, the chairperson of the LIAG also attends the  Warwickshire  West Mercia Strategic Advisory Group ensuring local information is fed to senior police officers and back again.



We have also on several occasions, Michael and Diana have attended the police cadet sessions at Shrewsbury police station to talk to the cadets about the work we do with both the LIAG and DIAG.

National Learning Disability Advisory Group

Michael Ratcliffe, Expert by Experience, has been a member of the National Learning Disability/Autism Advisory Group for two years, since October 2016 when it was first launched. He was selected from many applicants from across the country, to represent people who have learning disabilities.



During 2017/8 several issues which are important to making the lives of people with learning disabilities better have been discussed and acted upon by the Advisory Group.

We have covered subjects such as;-

- Care & Treatment Reviews, making extra resources available
- Making things better for people who have epilepsy
- Transforming Care Programme, checking how the Transforming Care Partnerships are working
- Toolkits to help support Quality Checkers in GP surgeries, dentists, community services, acute services and Accident & Emergency departments and Mental Health services



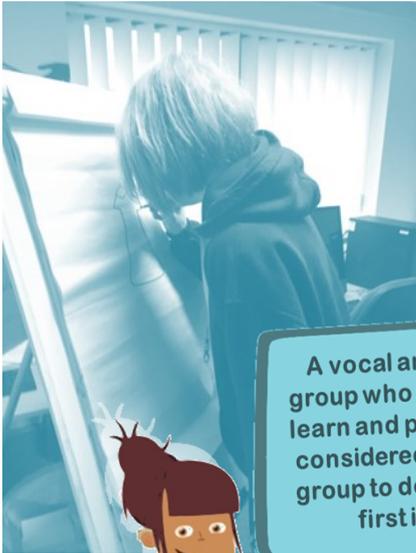
We also did a large piece of work called Ask, Listen, Do.

This is about helping people who might need to make a complaint about NHS England.



Independent Advice and Support Service (IASS)

After a successful pilot raising awareness about the IASS service which was completed in the summer term, Taking Part started working with Derwen College



A vocal and confident group who were eager to learn and participate. We considered them a good group to deliver to in the first instance.

The workshops began in November 2017 with 17 representatives from the Student Union attending. These students are elected by the college community, they work to represent the College in different groups and activities, including input into National Student Union boards and other such organisations.

Feedback from the students had been great and helped us adapt to keep adapting the workshops to make them more relevant.

Following the overall positive response from Students and Staff workshops were organised from late January through February, March and through 2018 delivering across all the programme areas and satellites.



We delivered a total of 12 workshops for 73 students during the Spring Term. This delivery has all been throughout Derwen College including students from Hospitality & Catering, Retail and Business Studies, Catering and Performing Arts and from the satellite site at Walford.



Really enjoyed the session

Brilliant very awesome

I liked the questions and what they say

more games

I enjoyed the sessions they gave us very informative advice about Shropshire IASS



More sessions and legacy work

Short Breaks

Moving and Grooving

Taking Part were lucky enough to obtain funding again for Moving and Grooving at the Sports Village Leisure Centre in Shrewsbury as part of the "All In" Programme of activities for disabled children.



The All-In Programme is part of the Early Help service for children aged up to the age of 18 who live in Shropshire and have a disability that prevents them accessing universal services without additional support. These sessions offer families and children the opportunity to enjoy activities with professional support from the M&G team.



Taking Part facilitated 51 sessions and supported 47 children to access different activities.

'The support and encouragement provided combined with the enthusiasm and understanding of my child's abilities has given my son a chance to join in game confidently'

Escape Social Nights



People just like to have fun and attendance at our social nights remains as active as ever. We are very lucky to have such support from local venues, The Hive and The Buttermarket.

During 2017/2018 we ran 21 social nights and a total of 917 people got their dancing shoes on. At The Hive we have 385 attendees for the year and at the Buttermarket we had 532 attendees for the year.



Staff Team



Staff Team

This year our staff team has remained the same however, some members have changed their working hours and taken on additional roles and responsibilities. This is to ensure that our staff team is robust and remains capable to deliver what is required of us as an organisation.

Taking Part Staffing Structure

Trustees

Chair	Peter Simmons
Secretary	Susan Godfrey
Trustee	John Godfrey
Trustee	David Willett

Taking Part Contracted Staff

Chief Executive Officer	Julie Mellor
Shropshire Advocate	Fiona Williams
Shropshire Advocate	Diana Morgan
Shropshire Advocate	Michelle Evans
Shropshire Advocate	Tash Gilmore
Shropshire Advocate	Keith Billson
Telford Advocate	Keith Billson
Telford Information & Advice Officer	Beth Brooker

Sessional Members of Staff

Business Support Officer	Gill Edmunds
Accounts Administrator	Kim Robbins
Social Night Co-ordinator	Jamila Thomas
Support Worker	Hollie Williamson
Support Worker	Sheila Hill

Professional Advisors

Solicitors	Wace Morgan, Shrewsbury
Independent Examiners	Phillips Accountants, Telford

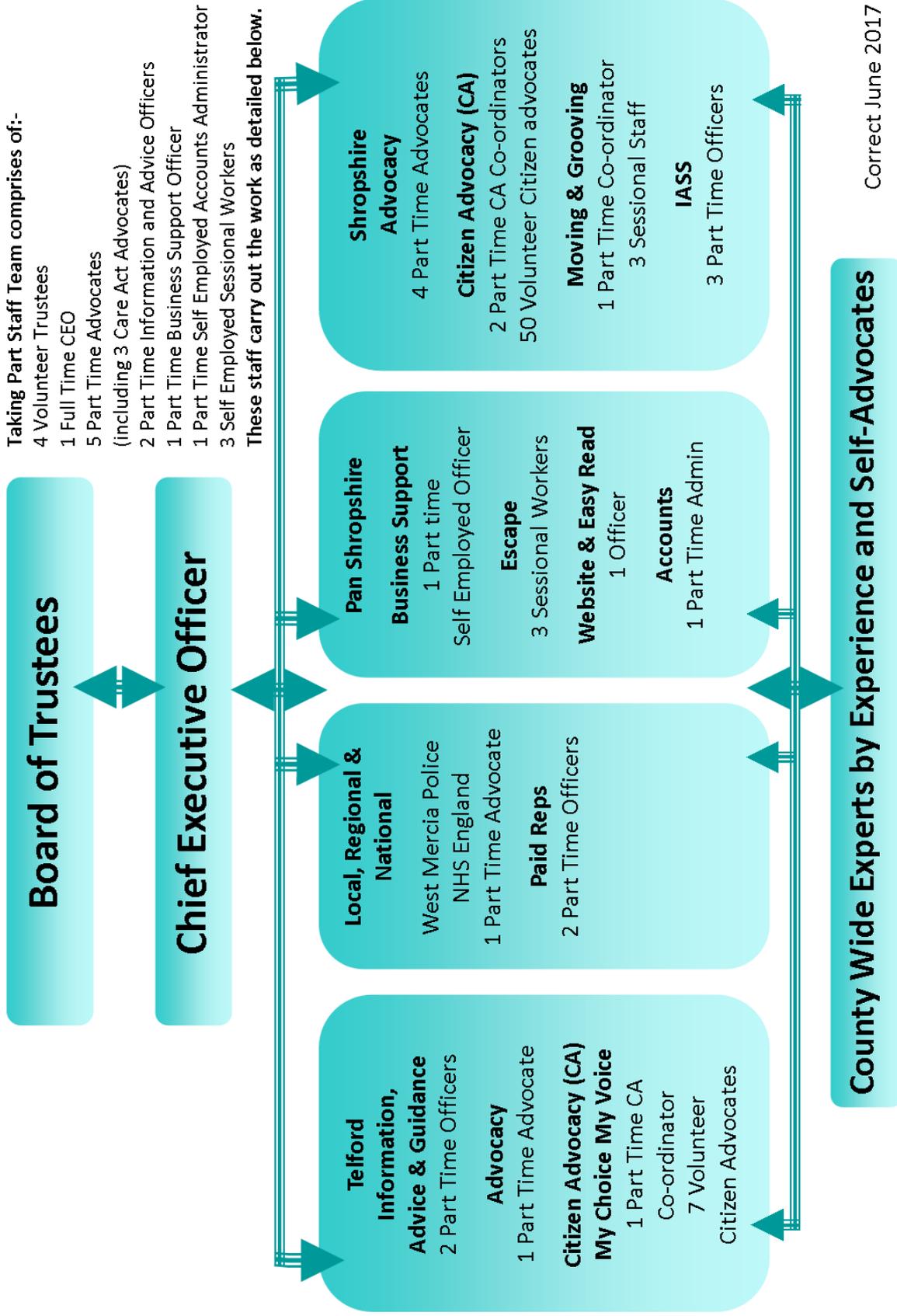


Staff Chart

Taking Part Staff Team comprises of:-

- 4 Volunteer Trustees
- 1 Full Time CEO
- 5 Part Time Advocates (including 3 Care Act Advocates)
- 2 Part Time Information and Advice Officers
- 1 Part Time Business Support Officer
- 1 Part Time Self Employed Accounts Administrator
- 3 Self Employed Sessional Workers

These staff carry out the work as detailed below.



Correct June 2017

Social Media



Website

During 2017-2018 we had 16,00 website visits.

You can find us at www.takingpart.co.uk



facebook

Facebook

We have 355 'Likes'

If you are on Facebook, visit our page and give us a like!

www.facebook.com/takingpart



Twitter

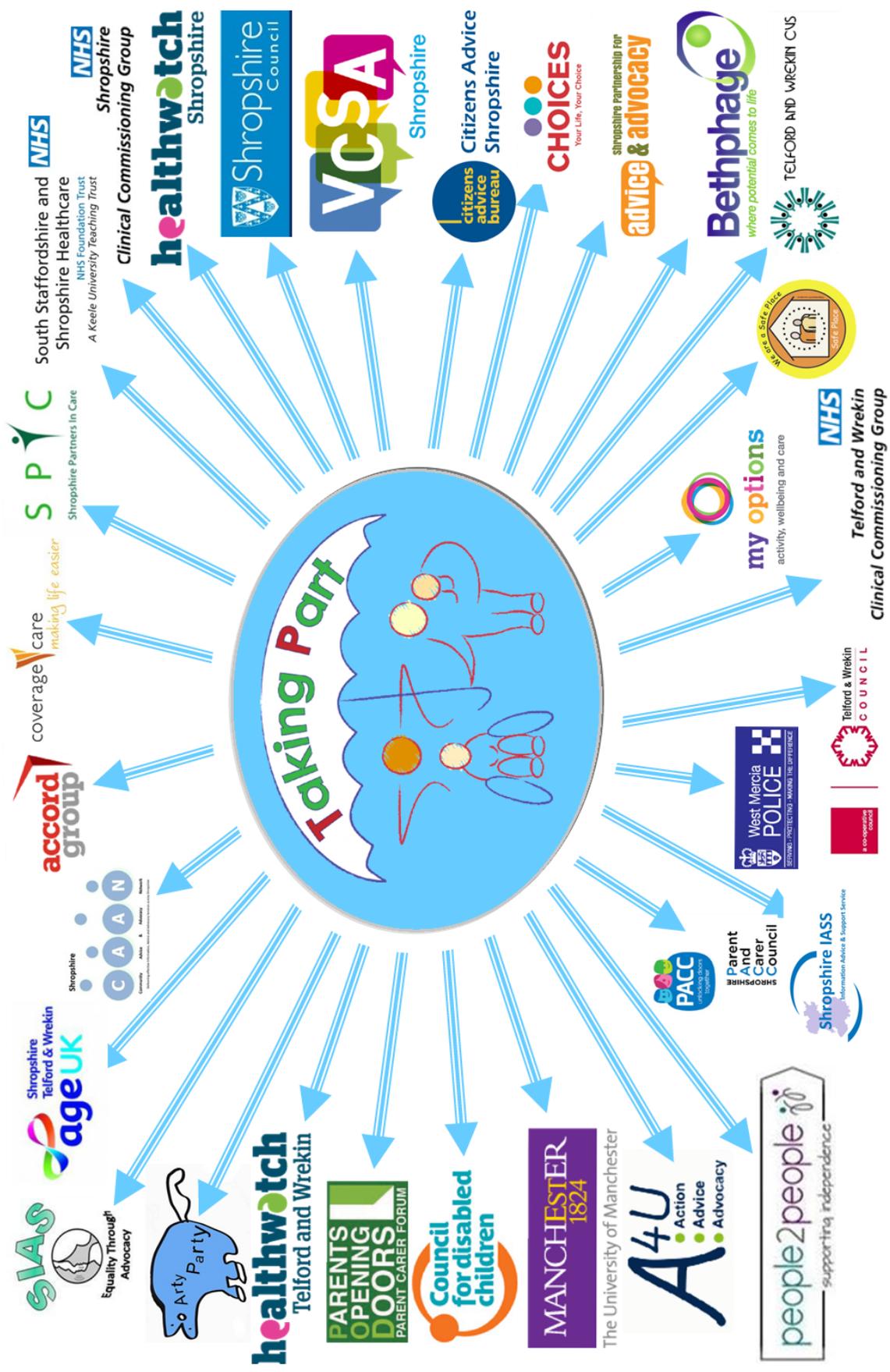
On Twitter we have 595 followers.

Find us at

www.twitter.com/takingpart



Networking



Accounts

Taking Part

Statement of Financial Activities

For the period 1st April 2017 to 31st March 2018



	Unrestricted Money £	Restricted Money £	2017 £	2016 £
Current assets				
Debtors	1,177	-	1,177	1,237
Cash at bank and in hand	153,598	150,493	304,091	311,184
Total current assets	154,775	150,493	305,268	312,421
Creditors	1,752	-	1,752	9,565
Net Current assets	153,023	150,493	303,516	302,856
Net assets	153,023	150,493	303,516	302,856
Funds if the Charity				
Opening Funds	152,419	150,437	302,856	293,421
Net incoming/(outgoing) resources	604	56	660	9,435
Total Funds	153,023	150,493	303,516	302,856



Changing Times, Changing Lives

Taking Part

Reserves Policy

Use of Taking Part Reserves/Carry Forward money

General funds are unrestricted funds which are available for the use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by Trustees for particular purposes.

Reserves will be used to continue with the running of the service until other funds are obtained in the case of future lost income from statutory sources.

Funds in reserves will have to take into consideration payments required for staff redundancies and expenditure associated with the closure of the service if further funding is not forthcoming in the future. This expenditure will all be overseen by the board of Trustees.

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited.

Charity Manager

A message from Julie Mellor



This year has seen a change in Taking Part for myself as I reduced my working days in May to 4 days – Tuesday to Friday, but still working full time. This was difficult at first as I am a 'Control Freak', but I had every faith in my team and was able to delegate some of my work to other team members. This has worked very successfully for all of us.

Taking Part continues to perform and deliver our services at a very high standard and I know that we are held in very high regard with our other partners agencies who we work very closely with.

Taking Part embraces collaborative work with other organisations this ensures that we avoid duplication, compliment each other and provide mutual support to staff teams. Sharing information, experiences and approaches to service delivery only enhances outputs and outcomes for the clients we support.

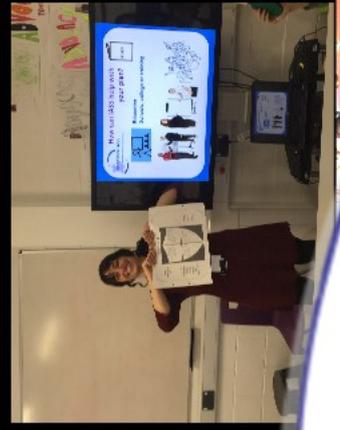
I continue to work very closely with other partner agencies and a variety of organisations both at a strategic and operational level, I still like to be involved in some 'grassroots' work as this is where I get a really good sense of achievement and it reminds of why I'm in this job!

Further challenges are ahead as funding remains uncertain. However, we are forever hopeful that our service provision to our clients and the impact Taking Part has on our communities is seen as valuable and really making a difference.

**Taking Part continues to embrace changing times;
changing lives!**



Changing Times, Changing Lives



Escape
Valentines -
(Belated)
Love songs night
Wednesday 21st Feb 2018
Optional dress code - Wear red clothing, the colour of LOVE

11, Heronfield,
Ed St,
SY7 2LF

www.takingpart.co.uk
01952 597434

f





Changing Times; Changing Lives

Independent Service for people with
Health and Social Care needs in Shropshire
including Telford & Wrekin

Taking Part: www.takingpart.co.uk



Office

Louise House
Roman Road
Shrewsbury
SY3 9JN



Telephone: 01743 363399

Email: takingpart@takingpart.co.uk

facebook

www.facebook.com/takingpart



twitter

www.twitter.com/takingpart

Registered Charity Number: 1092033

Company Registration Number: 04362949