

# Independent Advocacy North East



## Annual Report 2023



North Tyneside Council

The Linden Family  
Trust



The 1989 Willan Charitable Trust

Giving a voice to vulnerable and disabled people  
since 1995

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**In 2022  
IANE supported  
676 people  
helping their  
voices be heard**

# About Independent Advocacy

## North East

Independent Advocacy North East (IANE) is a charitable company, registered with the Charity Commission on 6 October 1995 (Charity No: 1049624) and registered with Companies House (14 February 2012). IANE is an established charity whose business is the provision of independent advocacy services. Independent Advocacy is known as an organisation which has remained true to the values and principles of advocacy and service user involvement and will continue to do so.

IANE's aim is to empower vulnerable people to have their voices heard, to be properly involved in their own care, to have information about their rights and to access the services they need. Our charity aims to continuously deliver high quality advocacy services that are accessible, responsive and appropriate to the diverse needs of different client groups.

### Mission Statement

***“To enable the voices of vulnerable people to be heard through the provision of a range of independent advocacy services, tailored to the needs of individuals.”***

Advocacy provides the support someone needs to express their views, to communicate their choices and to participate in decision making. It can enable people to take more responsibility, have choices and control over decisions that affect their lives. It promotes individuals' overall health and wellbeing by increasing self-determination and on a larger scale helps to promote social inclusion, equality and social justice.

At Independent Advocacy we assist the person to look at options and to be part of the decision making process. We help with: care plan assessments, support plans, reviews of care and safeguarding enquiries or assessments and reviews. We can also help with various issues and concern such as housing, complaints, family, etc.

### **IANE community engagement this year ...**



Through our work we have been able to attend events held by TyneMet and Beaconhill. The Future Me careers event was held at Tynemet in March and Beaconhill's Christmas stall at NTC.



## A word from IANE...

Charlotte Thornton - Vice Chair of the Executive Committee



2023 has continued to be a very challenging year for IANE, with the ongoing cost of living crisis adding further pressure to the charity industry funding opportunities. Firstly, we would like to thank the out-going board members for their support and experience that they have shared with the charity. A special thank you to Dennis Errington who has taken a step back from his role as Chair of the Executive Committee after 10, your ongoing commitment and support for IANE is invaluable and we are grateful that you continue to work with the board as a trustee. We would

like to welcome new board members who have joined the team, bringing their vast range of skills and experiences, enhancing the governing body of IANE. Throughout these changes the board has maintained high quality support to our CE Susan Dryland and staff.

IANE has continued to strive to meet the demands of an ever-increasing workload, by becoming more streamlined and efficient, especially benefitting from the addition of new staff members and welcoming team members to promoted roles within our organisation.

We would like to thank our team for their hard work, dedication and professionalism. We would also like to commend the staff for the positive feedback received from many stakeholders (including professionals and service users) who have provided constructive comments about the services we provided, and how their lives have improved.

Without the invaluable support from our funders, we would not be able to offer our services to the vulnerable residents of North Tyneside. So, we would like to give them a big thanks and very much look forward to continuing working together in 2024!

## Financial Position

The Audited Accounts for the financial year 1st April 2022 to 31st March 2023 are available at the Annual General Meeting and from the IANE offices at Room B14 The Linskill Centre, Linskill Terrace, North Shields NE30 2AY.

Extracts from the published accounts are included below:

| Statement of Financial Activities | 2023                    | 2022                    |
|-----------------------------------|-------------------------|-------------------------|
| Total Incoming Resources          | 251,159.00              | 245,683.00              |
| Total Resources                   |                         | 222,339.00              |
| Expended                          | 261,139.00              |                         |
| <b>Net Movement in Funds</b>      | <b>(9,980.00)</b>       | <b>23,344.00</b>        |
| Funds Brought Forward             | 82,029.00               | 58,685.00               |
| <b>Funds Carried Forward</b>      | <b><u>72,049.00</u></b> | <b><u>82,029.00</u></b> |
| <b>Balance Sheet</b>              |                         |                         |
| Fixed Assets                      | 3,292.00                | 1,436.00                |
| Current Assets                    | 74,765.00               | 88,471.00               |
| Less Current Liabilities          | (6008.00)               | (7,878.00)              |
| Net Assets                        | <b>72,049.00</b>        | <b>82,029.00</b>        |
| <b>Represented by Fund above</b>  | <b><u>72,049.00</u></b> | <b><u>82,029.00</u></b> |

## Financial Position

Incoming resources in the year were £251,159 of this £73,452 related to restricted activities. Despite sound financial management and the support of staff and volunteers, the charity has a deficit on unrestricted funds of £9,980. At 31 March 2023 total reserves were £72,049 all of which were unrestricted funds.

## Thanks, Farewell and Welcome

### Thanks & Farewells

We would like to extend our thanks to staff Gillian Goodbrand and Joe Auchterlonie who have left IANE this year. We thank them for their service and wish them all the best in the future. Thanks also to Dennis who has served on IANE's Board of Trustees for 10 years.

### Welcomes

This year, we have been delighted to welcome Emma Fisher and Stephanie Ward to the Board of Trustees. They bring a wealth of knowledge and experience to IANE and you can read about Steph below.

### Meet our new Trustee – Stephanie Ward

Stephanie is the award-winning executive director of Stephanie Ward Online Business Services Ltd, Spicy Brain Energy Ltd, and Abilitrain Ltd, a group of companies dedicated to empowering, employing, and elevating the profile of the disabled workforce.

Stephanie stood up and walked away from her wheelchair in October 2020 and never looked back. As a disabled adult herself, she seeks to kick down the barriers faced by those whom society views as disadvantaged. Stephanie is a fierce warrior against injustice, and joined IANE in 2023 to share her diverse skillset with an organisation that aligned with her passion for supporting those who deserve to have their voices heard.

## Trustees and Staff

### Trustees

Dennis Errington  
Emma Fisher  
Stephanie Ward

Mark Barrow - Treasurer  
Charlotte Thornton - Vice Chair  
Jon Woolmore

### Staff

Amy Carmichael – Advocacy Case Worker  
Susan Dryland – Chief Executive  
Shami Hamidi – Advocacy Case Worker  
Andrea Jennings – Finance Administrator  
Callie Langston – Administrator  
Eve Reid – Advocacy Case Worker

Claire Connolly – Statutory Case Worker  
Angela Goodwin – Admin and Exec Lead  
Elspeth Kirkwood – Volunteer Co-Ordinator  
Sam Lee – Advocacy Case Worker  
Gem O'Connor – Statutory Advocacy Manager  
Lucy Richardson – Advocacy Case Worker

# STATUTORY-BASED ADVOCACY

## Independent Mental Health Advocacy (IMHA)

IMHA cases concern people who are qualifying patients within the meaning of Mental Health Act 1983, who are either formally detained in hospital, under a Community Treatment Order, subject to conditional discharge or are under guardianship.

Our IMHA service works on a one-to-one basis to help empower people, wherever possible, to take control of their lives by helping them to explore options and make informed choices. IANE encourages people to speak for themselves or our advocates to speak on behalf of the individual and support them to be aware of their rights under the Mental Health Act.

## Independent Mental Capacity Advocacy (IMCA)

The IMCA service is a safeguard under the Mental Capacity Act 2005 for people deemed to lack the capacity to make specific important decisions. The IMCA role supports and represents the person during the decision-making process, making sure that the Mental Capacity Act is correctly adhered to.

## Care Act (2014) Advocacy

Local authorities have a statutory duty to abide by the Care Act 2014 and involve people in any decisions made about them, their care and/or their support, which means they must arrange for an advocate to work with them if there is no appropriate individual to support them. Local authorities are required to help people express their wishes and feelings, support them in weighing up their options and assist them in making their own decisions. At IANE we assist the person to look at options and to be part of the decision making process.

## Deprivation of Liberty Safeguards (Relevant Persons Representative) (DoLS-RPR)

A manager of a hospital or a care home may decide it is necessary to deprive someone of their liberty if that person lacks capacity, provided it is in the person's best interests. The assessments must agree that any deprivation of liberty is appropriate and in the person's best interests. The RPR is a further safeguard appointed after the assessments have taken place to review each assessment, meet regularly with the person concerned and review whether it remains appropriate for the deprivation of liberty to continue.

If a hospital or care home decides it is in a person's best interests to deprive them of their liberty they must make an application to the local authority to do so. Following this application, a number of assessments need to be carried out before authorisation can be given to deprive an individual of their liberty. The conditions of all of the assessments must be met before any deprivation of liberty can be authorised. Our IMCAs will support the person throughout the assessment process and make representations on their behalf to prevent an inappropriate deprivation of liberty.

If the local authority authorises the deprivation of liberty a number of safeguards must be put in place to help protect the individual concerned. The RPR is one of these safeguards. The RPR is appointed after the assessments have taken place to review each assessment, meet regularly with the person concerned and review whether it remains appropriate for the deprivation of liberty to continue. The person concerned and their RPR have the right to challenge the authorisation in the Court of Protection."

## 1.2 Community Dols Representative

A 1.2 Representative is the name given by the court to a person who is able to consider whether from the perspective of individuals best interests you agree or do not agree that the Court should authorise the individuals package of care and support resulting in a deprivation of their liberty. This is usually a family member, however in cases where the person has no family an Independent Advocate may be appointed as Rule 1.2 representative.

# NON-STATUTORY ADVOCACY CASE WORK

## Mental Health Case Work

IANE frequently supports people who are socially excluded and without ordinary support networks. Whilst mental health professionals may act in their best interests, the advocate can often be the only person to help them get their own voice heard.

## Physical Disability Case Work

We offer advocacy services to people with a wide range of physical disabilities. More often than not, the person is able to speak up for themselves, but just needs that extra bit of support to enable them to achieve their desired outcome.

## CARE ACT

### Young People in Transition Project

This year we were fortunate to receive funding from the Linden Family Fund so we could continue to work with young people educated in North Tyneside.

This project is now well established in Beacon Hill, Woodlawn and Tyne Met, where we currently work with 25 young people. This work is invaluable as it ensures the voices and opinions of young people are heard and acted upon, especially in their Education, Health and Care Plan (EHCP) reviews. An EHC Plan is a legal document, prepared following a formal assessment by the local authority, detailing the special educational needs that a young person has and the special educational provisions that must be provided by the local authority to meet those special educational needs. The Children and Families Act 2014 requires the local authority to review the EHC plan once a year whilst the young person continues in education (up to age 25) and an EHC plan remains in place. Advocacy has continued to ensure that young people's views are taken seriously and listened to by everyone who is involved in their care, education and future.

Our work also informs these young people about the work of IANE, so they can call upon us in the future if needed or use their skills and confidence gained from working with IANE to advocate for themselves.

### Refugee & Asylum Seekers Project

Our English and Farsi speaking advocate has worked on this project since its inception eleven years ago. As demand for the project has grown significantly over the years so have the dynamics of the project. The word of mouth amongst service users was, and remains, our primary method for raising the awareness around Refugee and Asylum Seekers advocacy and how it can support individuals. Many of the people we support are socially isolated, marginalised and left with little or no support to deal with overwhelming and debilitating issues.

## DROP-IN SESSIONS

[Our weekly Clinic runs on;](#)

Monday 11am – 1pm - IANE offices, Room B14 The Linskill Centre, Linskill Terrace, North Shields  
Wednesdays 11am–1pm - Baptist Church, Howard Street, North Shields

We have developed a mutually-beneficial collaboration with the Baptist Church in North Shields which also offers English language lessons and provides a social space to meet one another and make connections each other to make communications. These Refugee and Asylum Advocacy clinic provide advocacy drop-in sessions for refugees and asylum seekers.

## Case Study and Comments

**Our Advocates provide an excellent service – read about how we've helped.**

IANE worked with X who has autism and struggles to express themselves, feels very lonely and needed help with GP appointments and to make connections in the community.

IANE were able to organise a joint visit to the GP with X, arranging changes, making sure appointments were double and in person. To help X understand and retain the information IANE designed a form that the GP could fill in with/for X that they can take away and have as a record and reread.

X was also referred to Skills for People, NT Life, CLDT and Autism awareness groups.

From this referral X now has a better relationship with their GP and their mental health has improved. They have engaged with Skills for People which they are enjoying and have enjoyed a visit to NT Life improving their community connections.

X was grateful and said, thank you very kindly for everything. It's really going to help me moving forward. It's so very much appreciated.

I really appreciate all that you have done.

It has been a pleasure working with

You always go above and beyond.

I'm just happy that I had a listening ear from yourself at a time when I felt alone in my fight



# Become a Volunteer with IANE . . .

*“ . . . To enable the voices of vulnerable people to be heard through the provision of a range of independent advocacy services, tailored to the needs of individuals”*

[IANE Mission Statement]

We offer volunteering opportunities for **Citizen Advocates** to work in partnership with vulnerable people who live in North Tyneside. Advocates listen to and speak up for individuals, ensuring their voice is heard, thus helping them feel that they are a valued part of society.

Volunteering as a Citizen Advocate can also help you! Gaining experience in the charity sector could lead to new opportunities and build self-confidence as you learn new skills (including ways of dealing with people). As well as something valuable to add to your CV, you will become much valued by the people you work with.

Our volunteers come from all walks of life - from students to retirees. If you are interested in learning more about helping others, or if you have a couple of hours a month to spare please do get in touch with us.

## **Volunteer Opportunities – Trustee of the Executive Committee**

We are looking to recruit more dedicated **Trustees** from all walks of life and work experiences to become a member of the executive committee to help steer IANE forward.

IANE values diversity and welcomes any members of the public who are interested in furthering the aims of IANE, to join our board. It is important that a Trustee is able to devote the necessary time, have strategic vision, an understanding of advocacy, an ability to think creatively and a willingness to speak their mind. Board meetings are held early evening, usually every two months at the IANE offices, at the Linskill Centre.

**For further information about Trustee Opportunities, please contact:**

Susan@iane.org.uk

Contact tel, (0191) 259-6662

## **Volunteer Opportunities – Citizen Advocate Opportunities**

We are looking to recruit more Citizen Advocates. Training usually lasts around 6 weeks, and then 1-1 matches are made. Follow-up supervisions are also organised.

**For further information about Citizen Advocate Opportunities, please contact:**

Volunteers@iane.org.uk

Contact tel, (0191) 259-6662

**Applicants must be over 18 years of age.**

## **Thank You**

*Volunteers are the bedrock of our organisation and we would not be such an integral part of the community without them. Our volunteers give up their own time to help others. IANE would like to say a Very Big Thank You to all of our wonderful volunteers – Citizen Advocates and Trustees.*

# How to Support IANE

We are always grateful for any donations, regardless of size, which help us continue with our work in supporting vulnerable people in our community who cannot speak for themselves. If you would like to help support us, there are several ways in which you can do this.

If you would like to donate to our charity please make your cheque out to;

**'Independent Advocacy North East'** and send to the IANE offices (address below)

## Leave a legacy in your Will

If you would like to support our advocacy work for future generations then please consider leaving a gift in your Will.

## Raffle

IANE hold a raffle twice a year. These are advertised on our social media pages. We welcome donations of prizes which can be dropped off at the Linskill Centre.

**Independent Advocacy North East  
Room B14 Linskill Centre  
Linskill Terrace  
North Shields  
NE30 2AY**

**Telephone: 0191 259-6662  
[info@iane.org.uk](mailto:info@iane.org.uk) [www.iane.org.uk](http://www.iane.org.uk)**

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