

How we have helped people 2018-19

We helped people using health and social care services to:

- **Understand their options and make choices**
- **be more fully involved in the decisions affecting them**
- **exercise their human rights**
- **raise concerns and make formal complaints**
- **undertake legal challenges where necessary such as appeals to Mental Health Tribunals and the Court of Protection**

For the most vulnerable who were unable to do this for themselves, we acted on their behalf to ensure their rights, needs, preferences, wishes and feelings were respected as far as possible.

We are a partnership

Citizens Advice Sheffield, Cloverleaf Advocacy and Disability Sheffield all work together to provide Sheffield Advocacy Hub.

We aim to ensure that anyone in the city who needs an independent advocate can come to us through a single point of contact.

We aim to work in a way that means a person in need of advocacy support can work with the same advocate, even as their situation changes. Health and social care is a very complex and complicated system - we would like to ensure that obtaining advocacy support is as simple as it can be.

We are all holders of the [Advocacy Quality and Performance Mark](#). This means we follow the [Advocacy Code of Practice](#) in all we do.

During 2018-19, we received 2111 requests for advocacy

837
People with a
mental health
problem



338
People with a
Learning disability

316 requests
directly from people
needing an advocate

559
had a cognitive
impairment
such as dementia,
stroke, brain injury

1676 referrals from
health and social care
professionals

1072 women
918 men
3 Transgender
2 Non binary

119 requests from
friends or family, other
professionals

263
black and ethnic
minority people



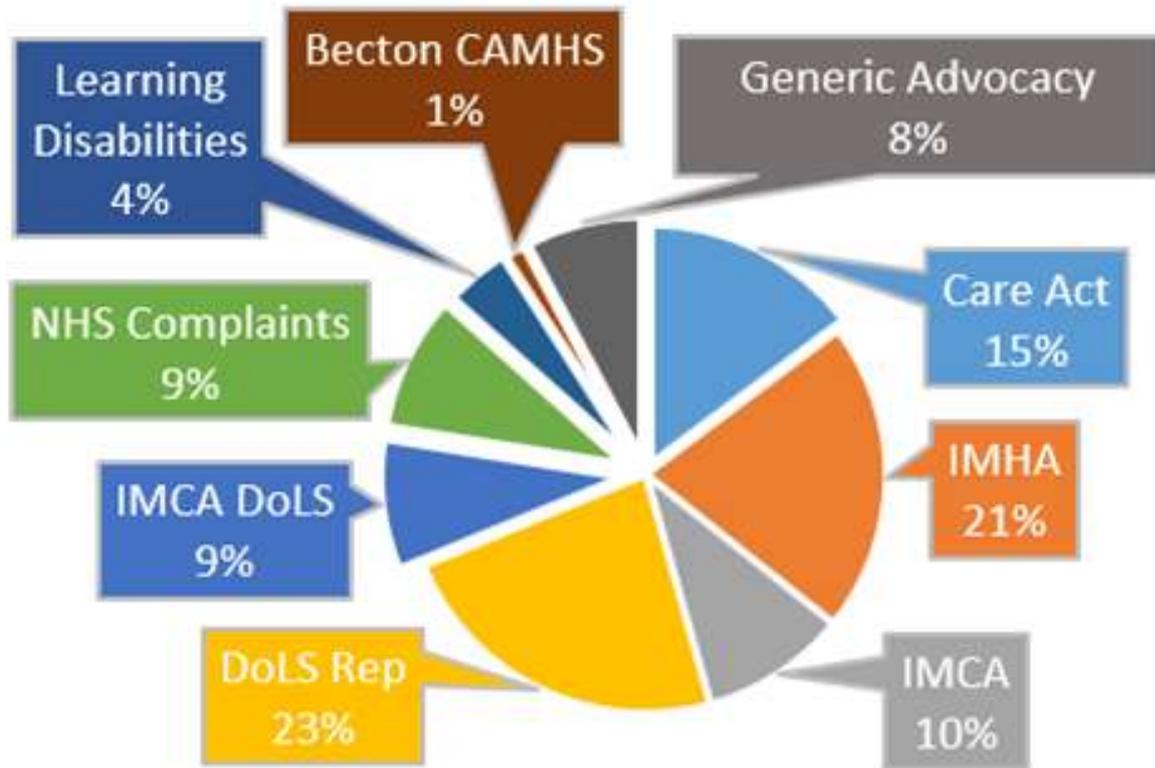
Ages from 8 to 104

74 under 18s

939 aged 65 or over

Please note that these figures do not add up to 2111 as we don't always have complete data for all of our clients

These are the types of advocacy requested



Expand each area to see more detail (electronic version only)

Advocacy under the Care Act 2014

Independent Mental Health Advocacy (IMHA)

Independent Mental Capacity Advocacy (IMCA)

Paid Representatives under the Deprivation of Liberty Safeguards

NHS Complaints Advocacy

Advocacy for people with Learning Disabilities

Mental Health Advocacy for under 18s at the Becton CAMHS service*

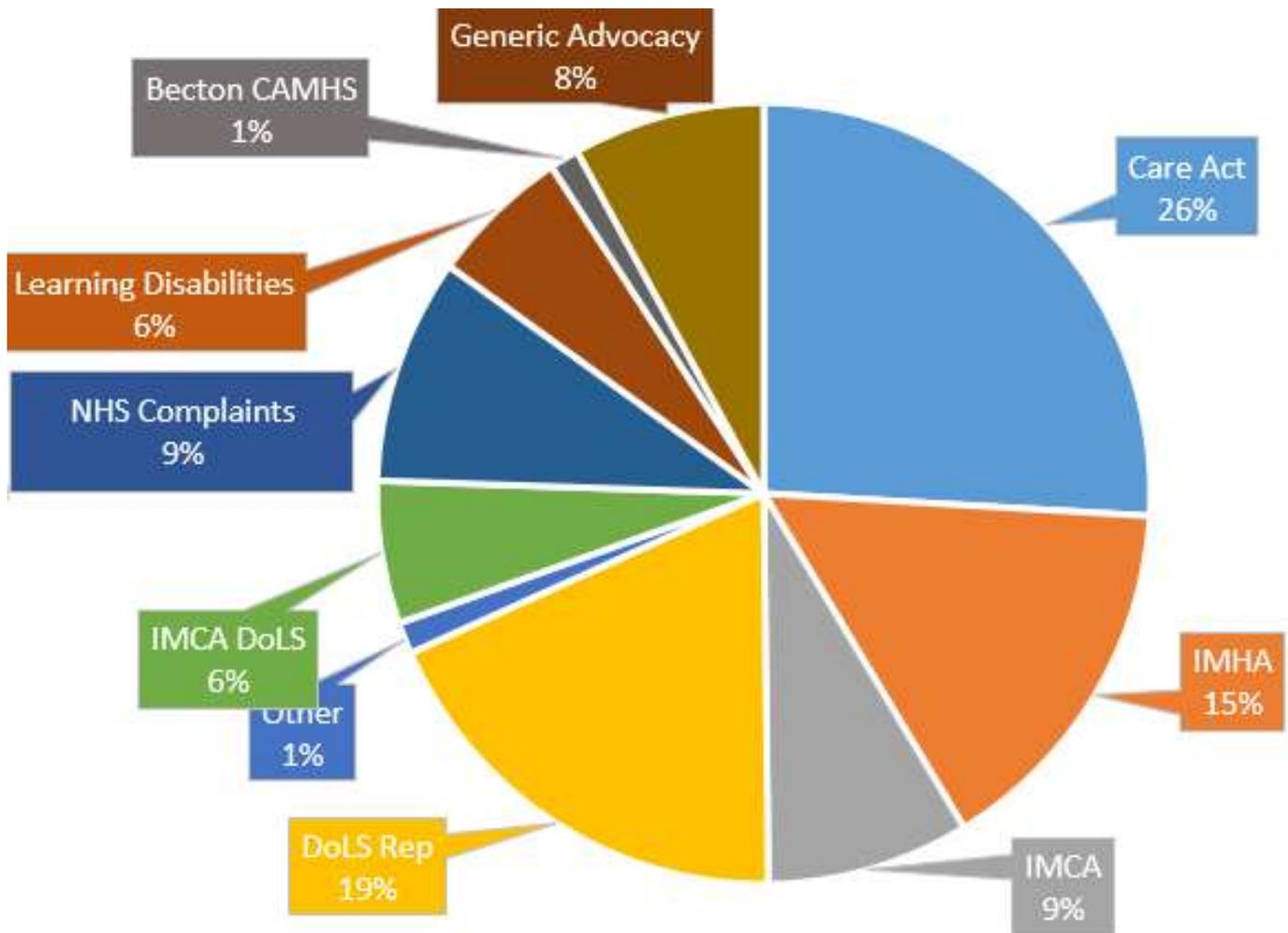
Generic Health Advocacy**

Most project funded by Sheffield City Council, except:

*Funded by Sheffield Children's Hospital NHS Foundation Trust

**The 8% of referrals includes Generic Mental Health Advocacy provided by Citizens Advice Sheffield, and also Generic Health Advocacy provided by Disability Sheffield. Both of these projects are funded by NHS Sheffield Clinical Commissioning Group.

This is how we spent our time



We were helping over 1000 people at any one time

On average, we worked with each person for:

31 hours for Care Act work

23 hours for Learning Disability Advocacy

19 hours for IMCA

18 hours for NHS Complaints

11 hours for IMHA

We strengthened our Hub model this year

In the second year of our existence, we have

Expand each area to see more detail (electronic version only)

Supported people in care homes, hospitals, in their own homes and in the community

Worked to make sure people can get an advocate when they need one

Supported more staff to do more qualifications

Developed our internal training programme, to share the expertise of our skilled staff with colleagues

Enshrined the principles of the General Data Protection Act

Continued our work campaigning about issues of concern and our work influencing decision makers

Mental Capacity Act (Amendment Bill)

Sheffield Adult Social Care - Conversations Count

Case Stories: what our clients have to say

Jackie

Jackie is 66 years old and had a very bad experience when she was taken to hospital. Jackie asked for our help with mental health services, and then to make a NHS Complaint. Kate was her advocate. Jackie is not her real name but her story is in her own words.

"I don't know what I'd have done otherwise. I fell out with the services, I can't trust people.

"I'd had an advocate ages ago and just didn't know where to turn.

"I've got letters, Kate sent off all the details, they've apologised to me for what happened on nearly every paragraph and have had meetings about it.

"I was really scared to report it in the first place and a lot of people are like that but I thought it could go on and happen to other people so I wanted to get it stopped.

"Kate listened to me, she wasn't critical. I could talk to Kate because she could take it what I was saying. In my position, with my condition, people don't believe me. She explains things I don't know about. Kate helped all through from when it happened. I tried to complain in the hospital but nobody took any notice so I got Kate.

"You wouldn't believe how many people need that sort of thing, it's having someone to talk to in confidence who will believe you. Like she said, them letters, they have actually admitted what went on.

"I'm still a bit dubious, I know its right to do but I keep thinking what if I have to go back in, what will they do to me?"

"I do think that the advocacy service should be more advertised for what it is because there's other people and nobody knows what's been going on. It is a good service, in times of need when everybody else abandons you, you need someone to listen."

Case Stories: what our clients have to say

Sarah

Sarah is an unpaid Representative for her Mum who is in a care home. More than that though, Sarah is a daughter first. Emma is the advocate who is supporting Sarah to understand the safeguards and to raise issues on her Mum's behalf.

"I've looked after my mum for 5 years to try to keep her out of those places. I didn't understand the DoLS report and said it's all new to me so if I can have somebody who knows to speak to that would help.

"Its helped tremendously, I don't know what I'd do without her... she's been a godsend. Life's just been horrendous. I don't think things would have got as bad with myself. I had to wait two months... It were really good that Emma got on board with me.

"I'm saying this can't be right, that can't be right but she's got that soothing voice that calms me down and she knows what's right and can't be and makes a list for me.

"She's gone through me Mum's files and looked because I couldn't do it. Emma went with me and had meetings with me. She were basically my eyes looking what was happening. Where I get frantic and upset she does it in a calmer way and speaks in meetings for me.

"Emma bless her has been my social worker I'll rant and rave and she'll calm me down and go and speak to them. They weren't telling me things they should, it's been difficult between me and them. She's happy to go and be the baddie and ask the questions. She'll go and she rephrases things I might say in the heat of the moment.

"I'm not just my Mums representative I'm her daughter.

"She looks at it from an outsider's view and calms me down, I've got a daughters view about it. The manager up there he doesn't let me express myself without interrupting and getting defensive, he's butting in to you all time and not letting you finish. I explained to Emma and Emma asked if I wanted her to ring or me to do it. He's not professional, Emma makes it professional and arranges to speak to him. Like my little guardian angel she can step back and broach it for me. I get very teary and can't think straight. We write it down together and go up there.

"I don't know what I'd do without you.

"She were looking at CQC reports. I'm worried about staffing levels at weekends, two people and a nurse when there's five in the week is just not enough. The residents don't know it's the weekend. There's a few things that's happened that I've seen. I went on the owner's website where I send money to and they say on there that they want the residents to have the best quality of life. I were gonna phone them and I stopped and thought what would Emma do? I thought no we'll broach it with the manager first.

"If anybody can help people that are like me, it's a godsend because I was on my own.

"She's my go-to when I'm like really, really struggling and she calms me down."

Sue

Sue is in her 30s and has mental health problems. Sue asked for our help in communicating with the mental health team providing support. Sue is not her real name.

"I've had some new diagnoses from the mental health team but I wasn't sure what they were. I did some research online and rang to ask for advocacy support. I didn't have to wait a long time and this helped, it went a lot smoother.

"My advocate helped me get my point across, I didn't feel the mental health team were listening at first, or that I could have my say. With my advocate, I was able to speak my mind. My advocate prompted me and reminded me in the right way to mention this and that. I found out more about the diagnosis.

"I probably couldn't wish for a better advocate to be honest, Kate has been brilliant with me.

"Kate has also phoned me a few days after seeing me and went through it all with me again to make sure I'd not missed anything, which were really kind of her.

"I'm being discharged soon. I'm doing as well as I can on my own. I think it's since I've had my new diagnosis, that's really helped."

Our staff

We began 2018/19 with 16 advocates, and as the demand for our services grew, we recruited new staff twice in the year, and ended with 22 advocates working 700 hours per week between them.

Our staff come from a range of backgrounds including mental health professionals, social workers, nurses, trainers, community activists, psychologists, law professionals, care staff and more.

All are passionate about the people they support, and all know that whilst the service we provide to those people can never be enough, it can make a significant difference to their lives whether by ensuring their voice is properly heard and respected or by speaking on behalf of those no longer able to speak for themselves.

Our money and other resources

We spent about £1.23M on the advocacy service in 2018/19, over 80% of which was spent on staff.

We run the service from three bases across the city. We also see some clients at the Circle.

We use the Lamplight client case record system, which also provides the management information we need to run the service.

We are grateful to all our funders for their support:

Sheffield City Council
NHS Sheffield Clinical Commissioning Group
Sheffield Health and Social Care NHS Foundation Trust
Sheffield Children's NHS Foundation Trust

Our values

We are one of the key services provided by Citizens Advice Sheffield, and work closely with Advice staff to ensure people receive a holistic service.

The core values of the Advocacy Charter sit very well alongside the core principles of Citizens Advice, just as our advocacy services sit alongside advice services.

Our purpose, ambition and plans:

We tackle poverty and campaign for social justice.

We help people, families and communities by:

- providing advice and advocacy to help people solve the problems they face
- campaigning to improve the policies and practices that affect people's lives

We aim to be one of the best advice and advocacy services in the country, and one of the leading voluntary and community sector organisations in Sheffield.

We have an annual service development plan and service delivery plan which is summarised in our plan on our webpage.

You can find out more about our wider organisation here:

<https://citizensadvice-sheffield.org.uk/get-involved/>

Sheffield Advocacy Hub

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