



Our year in brief...

April 2016 – March 2017



✓ Dudley Advocacy

Noah Hingley Suite
The Savoy Centre
Northfield Road
Dudley
West Midlands
DY2 9ES

☎ 01384 456 877
office telephone
☎ 01384 456 866
fax machine
🌐 www.dudleyadvocacy.org
organisation website
✉ info@dudleyadvocacy.org
organisation email

Dudley Advocacy ensures that vulnerable people have the right to be heard, listened to and not marginalized or socially excluded.

Our aims, as always are –

- To defend equal rights and fight discrimination.
- To support people to ensure that their human rights are upheld.
- To represent the needs and wishes of vulnerable people.
- To support people who need help to express their views and to make sure their voice is heard.

During 2016/17 we received...

952

Requests for Advocacy (average 79 per month)

732

people were assessed and given support (average of 61 people being supported per month)

220

people were signposted to more appropriate services

417

people were supported by Statutory Advocacy

315

people were supported by non-Statutory Advocacy

3142

outcomes were achieved for the people supported

We provided advocacy that was user led and independent from services

IMCA / DoLS

53

people supported were out of borough and subject to a DoLS

186

people were supported in borough by an IMCA

“the service is extremely valuable to those who require support to make informed decisions”



We extended our DoLS Relevant Persons Representative service to support some people who did not live in the Dudley area but still needed independent support

“people benefit enormously from this service and the input given by advocates”

Our volunteers were trained to visit people subject to a DoLS so that more people had access to the support they needed.



Care Act

177

people were supported in borough by a Care Act Advocate

1

person was supported out of borough by a Care Act advocate

MCA/DoLS & Care Act Advocates supported people with issues such as...

- ✓ Serious medical treatment
- ✓ Accommodation
- ✓ Safeguarding
- ✓ Assessments
- ✓ Care and support planning
- ✓ Reviews
- ✓ Complaints
- ✓ RPR Service

We provided advocacy to people with Complex Needs

315

people were supported by our non-Statutory advocacy service



“my advocate helped explain my point of view when I could not put it in the right words”

251

were supported by ‘Advocacy Extra’ which is funded by the Big Lottery

164

people experiencing mental health issues

29

parents with a learning disability

58

people with a learning disability were supported by a volunteer

We sought funding to continue our services because even more people need advocacy



“was there to speak when my mind went blank or I was silent with despair”

Across our advocacy services, a total of 3142 outcomes were achieved for the people we supported.

391

were more involved in the decisions around their care

442

have improved and more appropriate services



279

had more independence and control over their life

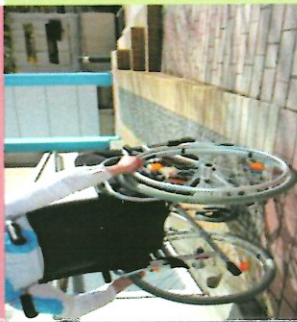


311

had increased self confidence and wellbeing

299

had their rights upheld



388

were treated with more respect

267

suffered less discrimination, being treated as an equal citizen



319

felt safer

“a good person to work with, She listened to what I wanted, It makes a change that someone listens to what I want”



We worked
hard to achieve
the **QUALITY
PERFORMANCE
MARK** for
Advocacy.

*'Staff at Dudley Advocacy are clear about the
distinctive role of the advocate and work to the
Advocacy Code of Practice and the Advocacy
Charter'*

*'The external partners we met hold Dudley
Advocacy in high regard for the ability of staff to
maintain a constructive stance and give a robust
challenge when required'*



*'The culture of DA supports an individualised and creative response to
partners'*

*'Volunteers are carefully
recruited and trained to
fulfil a specific role
description and matched
to an advocacy partner.
As a result, people with
relevant skills (such as
law and social work) are
engaged as volunteers
and staff and volunteers
stay with DA for a long
time'*

*'Case records show clear
utilisation of safeguarding
procedures as necessary,
and these were followed
through even where there
was a risk of creating
conflict and awkwardness
with other agencies and
their staff'*

What people say about our service...

*'It is an excellent service and they always
ensure that people understand'*

*'He was always available for meetings and
always listened to what I wanted'*

'I always found them very understanding'

*'The best thing was getting rid of my social
worker and getting me a new social worker'*

*'The advocate made the meetings easier to
get through'*

*'He helped stage by stage and helped through
a difficult time and thought of every
eventuality'*

*'My advocate helped explain my point of view
when I could not put it in the right words'*