

## Children's Services Independent Advocacy (Delivered by Kids Can Achieve)

Annual report: 1 April 2010 – 31 March 2011

**Number of cases this year (includes cases carried over from quarter to quarter):**

1 April 2010 – 31 March 2011	<b>259</b>
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**Number of clients worked with this year: 122**

**Number of cases closed this year: 111**

**Breakdown of the 122 clients:**

New clients: **78**

Re-referred clients: **12**

Ongoing clients: **32**

New: Client coming to the service for the first time

Re-referrals: Client returning to the service with a new issue

Ongoing: Client whose case continues as advocacy issue not resolved

**New cases starting this year: 90** (i.e. **78** new clients + **12** re-referred clients)

**Method of referral (90 new cases):**

Drop-in	<b>16</b>
Outreach	<b>1</b>
Phone	<b>69</b>
Writing	<b>4</b>
<b>Total:</b>	<b>90</b>

**Source of referral (90 new cases):**

Parent, carer, guardian	<b>40</b>
Relative, friend, representative	<b>10</b>
Self	<b>7</b>
Social worker	<b>12</b>
Other organisation	<b>19</b>
YOT	<b>2</b>
<b>Total:</b>	<b>90</b>

**Services cases related to:**

Asylum (UASC)	1
Benefits BEN	0
Children in Need CIN	31
Children Looked After CLA	18
Children with Disabilities Service CWDS	1
Duty & Assessment D/ASS	6
Education Welfare Service EWS	0
Health HEA	5
Housing HOU	24
Leaving Care Team LCT	7
School/Further Education SCH/FE	16
Special Educational Needs (LEA) SEN	22
Other	7
<b>TOTAL</b>	<b>138</b>

**Reason for referral**

Information, Signposting, Advice	A	6	Discrimination	K	0
Financial issues	B	3	Risk of exclusion (incl. eviction)	L	2
Complaint	C	15	Staff conduct – attitude/behaviour	M	1
CP Plans	D	17	Communication – delay or failure to keep informed/consult/take action	N	1
Support	E	38	Refusal to provide a service (incl. housing & CIN)	O	4
Failure to follow policy or procedures	F	0	Change to an individual's service – withdrawal/reduction	P	7
Client's inability to access provision (due to mental health/emotional needs)	G	13	Education/Statement provision	Q	16
Quality issues of placement (incl. schools & housing)	H	9	Policy Decision	R	0
Allocation/Re-allocation of Keyworker	I	0	Other	S	6
Breach of confidentiality	J	0	<b>TOTAL</b>		<b>138</b>

## Outcome of the 111 closed cases

Information given on the law/ rights/ procedures and signposting to other organisations	1	29
Resolved through liaising with operational service – resulted in a service change	2	5
Resolved through liaising with operational service –no service change	3	36
Complaint – no initial liaison with operational service	4	0
Complaint – following efforts to resolve with operational service	5	6
Unresolved – but no complaint made	6	6
Spoke to client – service NOT taken	7	10
Spoke to client – service NOT appropriate	8	1
Unable to contact client	9	18
<b>TOTAL</b>		<b>111</b>

## Equalities monitoring

**Service Users 90 new cases:**

**Gender: Male: 46 Female: 44**

**Age:**

0-4	5-11	12-16	17-21	22+	<b>TOTAL</b>
<b>9</b>	<b>25</b>	<b>39</b>	<b>14</b>	<b>3</b>	<b>90</b>

**Ethnicity (90 new cases):**

1 Asian British	<b>3</b>	10 Black Other	<b>1</b>
2 Indian	<b>1</b>	11 White British	<b>36</b>
3 Pakistani	<b>0</b>	12 White Irish	<b>2</b>
4 Bangladeshi	<b>0</b>	13 White Other	<b>2</b>
5 Chinese	<b>0</b>	14 Mixed White & Black Caribbean	<b>7</b>
6 Asian Other	<b>6</b>	15 Mixed White & Black African	<b>1</b>
7 Black British	<b>6</b>	16 Mixed White & Asian	<b>2</b>
8 Black African	<b>5</b>	17 Other	<b>5</b>
9 Black Caribbean	<b>5</b>	18 Unknown / Not provided	<b>8</b>
		<b>Total:</b>	<b>90</b>

**Disability (90 new cases)**

Learning Difficulties – incl. Fragile X	A	<b>13</b>
Sensory impairment – incl. ASD	B	<b>7</b>
Physical Disability – incl. Dyspraxia, Epilepsy	C	<b>3</b>
Mental Health Needs – incl. ADHD, PTSD, Trauma	D	<b>15</b>
Other	E	<b>8</b>
None	F	<b>44</b>
<b>TOTAL</b>		<b>90</b>

## Number of cases still open this year: 34

### By duration

Cases lasting more than 1 year	1
Cases lasting more than 3 quarters	0
Cases lasting more than 2 quarters	4
Cases lasting more than 1 quarter	8
Cases started this quarter and still open	21
<b>Total</b>	<b>34</b>

NB Open cases are carried forward to the next year

### Notable outcomes from 1<sup>st</sup> April 2010

- We continue to respond to clients within 24 hours
- We have no waiting list
- 22 service user forms returned with 20 positive comments:
  - "The support was more than I expected, helped 100% to support my needs"*
  - "I will always appreciate your support; I would like to give back what I achieved"*
  - "Did you trust the advocates? Very much so, thank you. Would you use us again? Always"*
  - "I would like to say a special thank you to Debbie, we would definitely contact again"*
  - "I was very pleased with the way things were dealt with; you as a service have been of great support to me and my son"*
  - "I couldn't ask for any better in the way of support and understanding I got from the service"*
  - "I couldn't have achieved the end result without the advocacy support; my son has an opportunity for a better future because of this service"*
  - "Young people need a team like you"*
  - "At the beginning it was very difficult to trust anyone including social services; I had more understanding via advocacy"*
  - "Just that I would like Julie Browne in particular to know how thankful we are for all her help, support and patience"*
  - "We as parents were so pleased with Debbie's help and that our son could talk to her and express his concerns"*
  - "Julie is amazing"*
  - "When can I see you again?"*
- 2 specific complimentary letters already passed to Stuart Dalton (KH, BC)
- 4 cases resulted in desired changes to the individual's service without going through the complaint process (JF, CH, ME, KZ)
- 5 cases where client has felt empowered to move on without advocacy (AC, NB, KL, JF, KM)
- 4 clients successfully moved from child protection plan (SE X 3 + LE)
- 1 client went on to obtain a university degree following use of the service; we secured appropriate learning resources to meet her additional needs (LG)

- 1 case resolved through successful mediation (ND)
- 3 cases resolved by clients accessing other services (JF, SE + 3, GPE)
- 2 cases resulted in service change (GPE, LP)
- 2 clients felt their needs were only partly met (JH and ND)
- 1 client successfully moved into their own property (ND)
- All clients trusted the advocates
- All but 2 stated that we represented their wishes and views
- All but 1 said they got the help they wanted.
- 1 advocate is working towards a City and Guilds qualification through Voice.

We have offered Social Work student placements to 5 university students this year; all have given excellent feedback on the work we do and the experience they gained. University tutors and assessors have all been very positive about placements with YVYC.