



Taking Part



Annual Report 2018-2019



Shropshire
Clinical Commissioning Group
Telford and Wrekin
Clinical Commissioning Group



**Advocacy support
in all its shades**



Develop this good
practise building on
what we do well!

- **Engage**
- **Consult**
- **Transform**

Changing with changing times →



Review of our AGM for 2018

Our AGM took place on the 29th of November 2018 at Louise House, in the evening. It was attended by 30 people including a range of partner agencies and stakeholders who work with Taking Part on a regular basis.

Appointment of a New Trustee



We have appointed a new trustee, Mr David Willett whose skills are a welcome addition to the team. David gave a short talk about his years of extensive experience in business and ended by saying how much he was looking forward to supporting the work of Taking Part, getting to know the staff and volunteers better and sharing his business skills.

Guest Speaker Kit Roberts-The Changes in Learning Disability

Kit started her presentation by looking at the changes to learning disabilities



throughout the years of her personal experiences and reflect on the start of the learning disability advocacy movement in the 1990s. She talked about how Taking Part formed in 1994 during this wave of change. Kit ended by focussing on Taking Part's approach today and the change that is on the wind for the future, but said she felt confident that Taking Part will continue to speak up and out on

behalf of people with learning disabilities to those people who make the decisions.

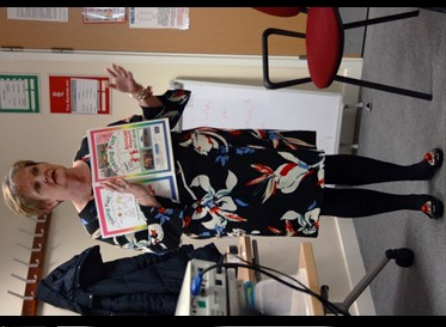
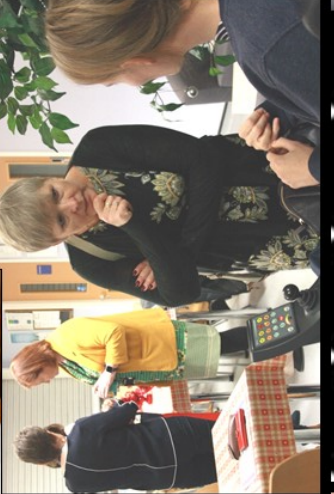
The 2017/18 accounts were agreed

Peter Simmons (Chair of the Trustees Board) Closing Statement



'The amount and diversity of work we have undertaken is an incredible accomplishment for a small charity. Key to that is the partnership working with likeminded charities and organisations which creates 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. On behalf of the trustees I would like to say a big thank you to Julie, all the staff and volunteers for all their hard work and to you for sharing our AGM with us this evening.'

AGM 2018





Taking Part

Contents

Section	Title	Pages
1	Trustee's Message	1-2
2	Telford and Wrekin-My Choice Shropshire-CAAN	3
3	County Wide, Regional and National work	4-14
4	Staff Team	15-16
5	Social Media	17
6	Networking	18
7	Accounts	19
8	Reserve Policy	20
9	A Message from the Charity Manager	21

Trustees Report

Taking Part



Section 1

Taking Part has had another successful year and has been able to move on with an increased, and in many cases, more complex workload with a great sense of optimism. This allowed us to again make a difference to more than 4000 people in Shropshire, Telford and Wrekin. Also, as an endorsement to the standard of our advocacy, Taking Part was awarded the Quality Performance Mark by NDTI in July 2017 which is valid for 3 years.

Our response to these times of change has been remarkable. Staff training and personal development has resulted in a stronger better prepared team, able to deliver our work more effectively, as important is training our volunteers to a very high standard enabling them all to be the best we can have. The diversity and flexibility of staff members and volunteers remains at the core of Taking Part, being able to adapt and change in line with the needs of those people in our local communities who have health and social care needs. We continue to deliver a very robust service which is reputable and trusted whilst maintaining a reputation of being an organisation who will help in whatever way we can.

Our funding continues to come from local authorities, public funded commissions and other projects, in the private and business domain. Partnership working with like minded charities and organisations is showing positive results creating an effective voluntary network in the county, giving us economies of scale and a louder voice in the wider world.

Our team consists of:

Four volunteer trustees

A C.E.O. who oversees the daily management of the charity including networking and seeking on-going business opportunities

5 further contracted staff

5 sessional workers

8 Experts by experience

48 volunteer citizen advocates

2 professional advisors



1

All our staff receive on-going 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 volunteers for the year provided 5724 hrs of work. A considerable increase from previous years and to be commended when we all lead such busy lives with increased pressures.

Finances for the year 2017/18

Funding from local authorities, public funded commissions and other projects are reported upon on a quarterly basis and our monitoring and reporting mechanism reflect outputs, outcomes and funding spend.

We had a slight underspend on our working budget for this year which is good news for us all, taking into account, rising costs and this is in line with Charity Commission Guidance.

Holding reserves to cover running costs for 18mths is compliant with our reserves policy. We have a restricted redundancy funds for staff and liable costs in the event of charity closure.

Accounts available on Charity Commission website.



Independently audited by; Phillips Ltd.
Chartered Accountants
Kingsland House
Stafford Court, Stafford House
Telford, Shropshire TF3 3BD

‘Looking to the future I feel that Taking Part within our C.A.A.N and My Choice consortiums find us in a positive position, well prepared for challenges to come.’

P. Simmons Chair of the Board

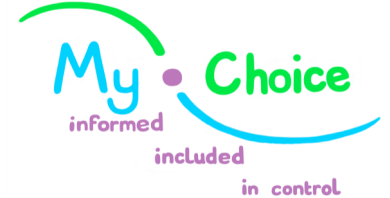
Our Trustees all have sound business acumen from a wide and varying business background and wholly support Taking Part's vision and service development

Telford and Wrekin work

My Choice Telford & Wrekin

Taking Part's delivery:-

- Partner of information, advice, advocacy and guidance service, My Choice service is provided by 3 part time staff (CEO and 3 IAG officers) and 7 volunteers
- Promotion and engagement of My Choice to **1608** people
- Provided information and signposting to **195** people
- Provided information, advice and advocacy to **479** people
- Accepted **93** referrals for Paid Relevant Persons
- Provided **2277** hours of staff time for My Choice
- My Choice My Voice volunteers provided **69** hours of their time in 2018/2019



CAAN Shropshire Taking Part's delivery:-

Shropshire work

- Provided advocacy support to **833** clients
- Provided **4229** advocacy interventions
- Provided **2832** hours staff time on service delivery
- Provided **5655** hours volunteer time on Citizen Advocacy



Supporting engagement

IASS -Young people

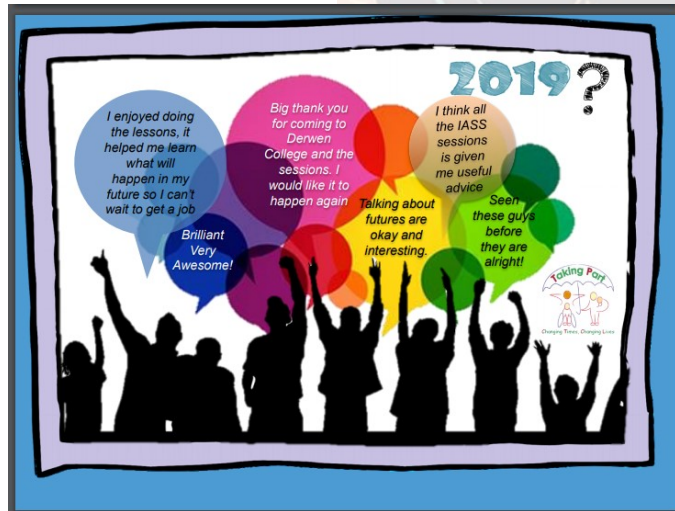


IASS awareness for students at Derwen college

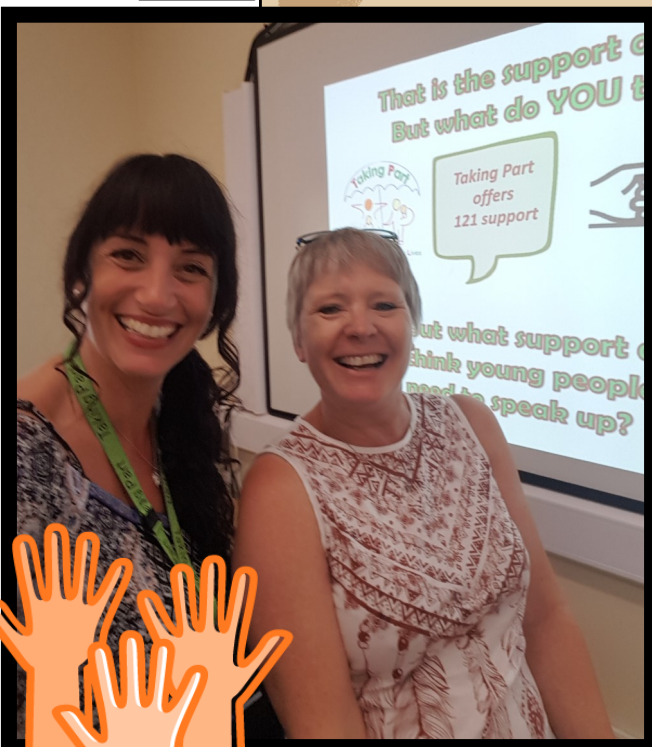
We responded to students feedback and adapted the workshops, for example to make better use of the interactive boards

Section 3

The students explored what might happen if you contact IASS. The Creative Studies group role played it!



Students really enjoyed taking a lead especially with the 2nd session and teaching Taking Part Makaton!



19 workshops engaging with 97 young people for the IASS project



Supporting young voices

Privately commissioned advocacy groups

North-Bradbury Lodge

Bradbury Lodge in Whitchurch is an assessment and transition service for up to a maximum of six adults with learning disabilities and complex behaviour run by Bethphage. The service aims to enable people to acquire the skills and stability to progress to more independent settings.



Bethphage
where potential comes to life

Taking Part have been commissioned by Bethphage to offer an independent advocacy service to the people living there. Tash, as their advocate visits Bradbury Lodge on a monthly basis and speaks with all of the people there to find out how they feel about living there, the staff and any issues that they wish to discuss.

coverage care
making life easier



Central-Montgomery House

Montgomery House is a residential home in Shrewsbury and Diana from Taking Part facilitates group advocacy helping older residents with a learning disability to share their views and experiences of living there. They like to talk about their holidays, activities and keep up to date with their communities. With Diana, Marlene a peer advocate supports the group to look at and get information on subjects that are important to them like health matters.

South-Oak Farm

Oak farm is a working farm offering a day service for people with learning disabilities. They have formed a strong advocacy group supported by Diana and valued by Bethphage. They discuss and make decisions on a wide range of matters for the farm in general, but also regarding their own health and well-being, the farm's community and the environment. They link in with **OFFA** (Oak Farm Friends Association) to raise funds to support the work and activities of the farm.



Oak Farm Friends
OFFA
Association

Bethphage
where potential comes to life



Supporting speaking up-Adults

5

Taking Part's Experts by Experience



OUR RIGHT TO...



We are volunteers

it's important to still call ourselves expert by experience

We decided to call ourselves reps for what's important

Each of us has roles to help run the group



What to say when people ask us about what we do? We think; -I am an expert by experience supported by Taking Part to help others.

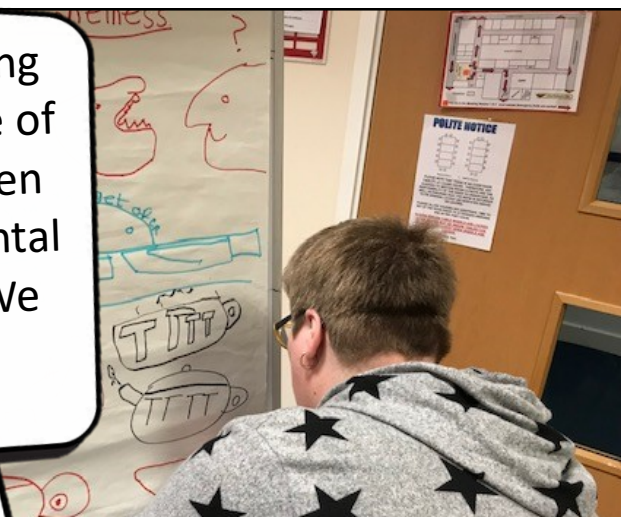
!?

Taking Part is a charity that supports people with needs (HSC) to have voice, make sure we are heard and are taken seriously.

Promoting Peer Support

TAKING PART SUPPORTING US TO HELP YOU

We have new members including Darren a younger person! Some of the work we have done has been taken up nationally like the Mental Capacity Act easyread cards. We look at what really matters to people.



5 rules for supporting me

- 1 Start by thinking I can make a decision
- 2 Do all you can to help me make a decision
- 3 You must not say I lack capacity just because my decision seems unwise
- 4 Use a best interest checklist for me if I can't make a decision
- 5 Check the decision made does not stop my freedom more than needed



12 reference group meetings provided by 8 volunteers all with disabilities



Local, Area and National work

West Mercia Police

Taking Part has two people who sit on the Independent Advisory Groups with West Mercia Police, DIAG, the disability independent advisory group and Shropshire's, LIAG, local Independent advisory group, they are Michael Ratcliffe who is an Expert by Experience and Diana Morgan, advocate.



The groups monitor Hate Crime affecting people with all protected characteristics; Stop and Search incidents; County Lines; Mental Health referrals and delivering training to new police recruits and cadets.



Independent Advisory Group
West Mercia Police



West Mercia
POLICE



SERVING - PROTECTING - MAKING THE DIFFERENCE

NHS England National Learning Disability and Autism Advisory Group



Michael Ratcliffe represents people with learning disabilities on this group. Topics covered are Social Prescribing and Primary Networks; Deaths of people with learning disabilities; Listen Ask Do project acting upon complaints and concerns within the health

Jo Botterill has been a valued member of a pan disability group who have developed My Enquiry Cards for professionals to use when working around Safeguarding. Another good example of co-production with the local authority



Joint
Training

6 Regional Disability Independent Advisory Group meetings for West Mercia Police.
4 Regional Forums for Advocacy
6 National NHS Eng. Advisory Group meetings for learning disability and Autism



Supporting experts by experience reps

Q-Checkers



This was a new venture for Taking Part in this year.

We were invited by Bethphage to complete the Q Checkers Home Visits for 2018. Previously this process had been completed by an internal assessment team. In order to make the process more transparent Taking Part were engaged to complete the exercise using 3 of our own staff and 4 Taking Part volunteers who all live with disability themselves.



Over a period of a few months we visited 28 individuals in their own homes and asked them what they thought, in their own words, about the service they received from Bethphage. We asked whether they had achieved the goals set on the previous review and whether they had any issues they would like to raise.

Although not all the clients approached wanted to engage with the visits we had a good success rate and the reports produced were well received by Bethphage. We look forward to completing the Q Checker reviews again in 2019.

Checking the little things that matter

Doing these is very good. Other providers should do the same for other people to make sure everyone like me gets the chance to have their say with someone like Jo and supported by Taking Part too!



Pete with his peer reviewer Jo



Advocacy, Paid Reps and DoLs

With general advocacy referrals our advocates support individuals on a one to one basis with a whole range of issues. This has included problems that the individual has faced with parents not treating them like adults and respecting that they have their own views and wishes. Supporting people with issues they have with 'care providers'. This includes supporting people to explore their future aims and goals, issues with employment, education, being a parent and housing to name a few.



Our qualified **Care Act** advocates support people who are going through a care assessment, review, appeal or a safeguarding issue.

Paid Reps. DoLs, Deprivation of Liberty safeguards

Taking Part supported;-

30 referrals for new clients received

27 existing DoLS authorisations renewed.

166 clients seen during the period

248 visits over 537 hours

There were 5 active Court of Protection cases during the reporting period with 3 having been completed with a successful outcome for the client.

Citizen Advocacy;- Taking Part has a group of volunteer citizen advocates who support one or more individuals who have a learning disability or/ and learning difficulty in Shropshire. This is an on-going relationship whereby the citizen advocate gets to know the person, meets with them on a regular basis and is able to offer advocacy support when it is required. The strength of this model is that both parties are familiar with each other and have a positive relationship so the citizen advocate is an ideal person to support when an issue arises. The citizen advocate is also able to make regular checks to make sure the person is doing well and that there are no issues that have not been voiced. The citizen advocates are supported and supervised by 2 CA coordinators in Taking Part.



Volunteer Citizen Advocacy provided by 48 volunteers across all of Shropshire



Supporting all advocacy needs

9

Transforming Care Plan Engagement



Taking Part was commissioned to seek engagement with families who have children with learning difficulties and/or autism who have experienced an admission into specialised service as part of the Transforming Care Programme. To find families who had used specialised services was difficult. So, the approach Taking Part took was for advocates, using their knowledge and experiences of working with a range of families and young people to seek their feedback using a scripted set of questions to help guide the process. We were able to consult with 15 families whose feedback was rich in data. This helped the Transforming Care Programme Board and working parties understand the dilemmas families have been faced with and provided ideas on how services and approaches should be developed going forward.



And...

Taking Part has...

..worked in partnership with a range of stakeholders and voluntary organisations to provide preventative services

.provided independent general advocacy for clients with health and social care needs throughout Shropshire and T&W

...been a key partner agency in a number of contracts in Shropshire and Telford and Wrekin

.provided training and CPD for all members of staff

...provided Easy Read conversion services

...worked in partnership with training organisations to deliver training to clients

...supported 56 volunteers to work within their communities

...been recognised as a deliverer of good practice and innovation by MCA lead Baroness Finlay



Supporting partnership working

11

Parliamentary Review

The Parliamentary Review March 2019



In 2018 we were invited to 'take part' in the Parliamentary Review. Julie, David and Michael attended the launch of the final document at the Review's Gala on the evening of March 19th 2019 held in Westminster and opened by Lord Pickles. The Guest Speaker was Ed Balls.

The prime minister, Lord Blunkett, Lord Pickles, Rt Hon David Curry and other eminent political figures will once again feature in The Parliamentary Review. Alongside them will feature organisations from various policy sectors, who articulate the trials, triumphs and tribulations they have experienced alongside their take on the economic and political climate.

Taking Part is an organisation that has never stood still since it's foundation some 24 years ago. Chief executive Julie Mellor tells The Parliamentary Review of the need for organisations in the voluntary sector to work not in isolation but in strong collaboration.

Co-chairman of The Review, Lord Pickles, has noted that this year's Review provides "content from a wide range of organisations small and large; new and old; those at the peak of their powers and those who have peaks to surmount" all of whose voices must be listened to by those in power.



The full report can be found on our website

Projects

Moving and Grooving



Taking Part celebrates another year of funding for Moving and Grooving at the Sports Village Leisure Centre in Shrewsbury as part of the "All In" Program of activities for disabled children.



The "All In" Program is part of the Early Help Service for children aged up to the age of 18 who live in Shropshire and have a disability. These monitored services offer families and children the opportunity to have fun and enjoy the centre's activities.

Taking Part is proud to have delivered this service for the past 8 years and our team of specialist support staff have enabled families to have a valuable and supportive all inclusive environment and the opportunity of much needed respite.

Just being able to leave my child with a knowledgeable and trained member of staff from the Moving and Grooving team while I take a much needed break means so much



52 Moving and Grooving sessions during 2018/2019

Escape

Dates Sept - Dec 2019

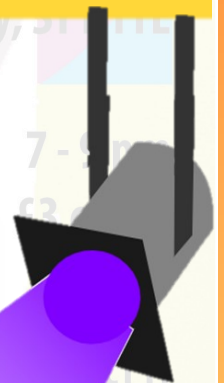
People like Escape nights, because, they are fun, social, and those that attend can make choices on the music and the theme nights, in a safe environment.



WHAT TO DO?

Escape

TO...



21 social events attended by 916 clients with learning disabilities and/or autism

THE BUTTERMARKET
SHREWSBURY

Staff Team

Taking Part has in place robust management, equality, health and safety and governance procedures and is fully GDPR compliant. The work we do is provided by 8 part time paid staff; 1 CEO, 3 Advocates and 2 Citizen Advocacy Co-Ordinators for our Shropshire based service.



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 and Paid Rep.	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

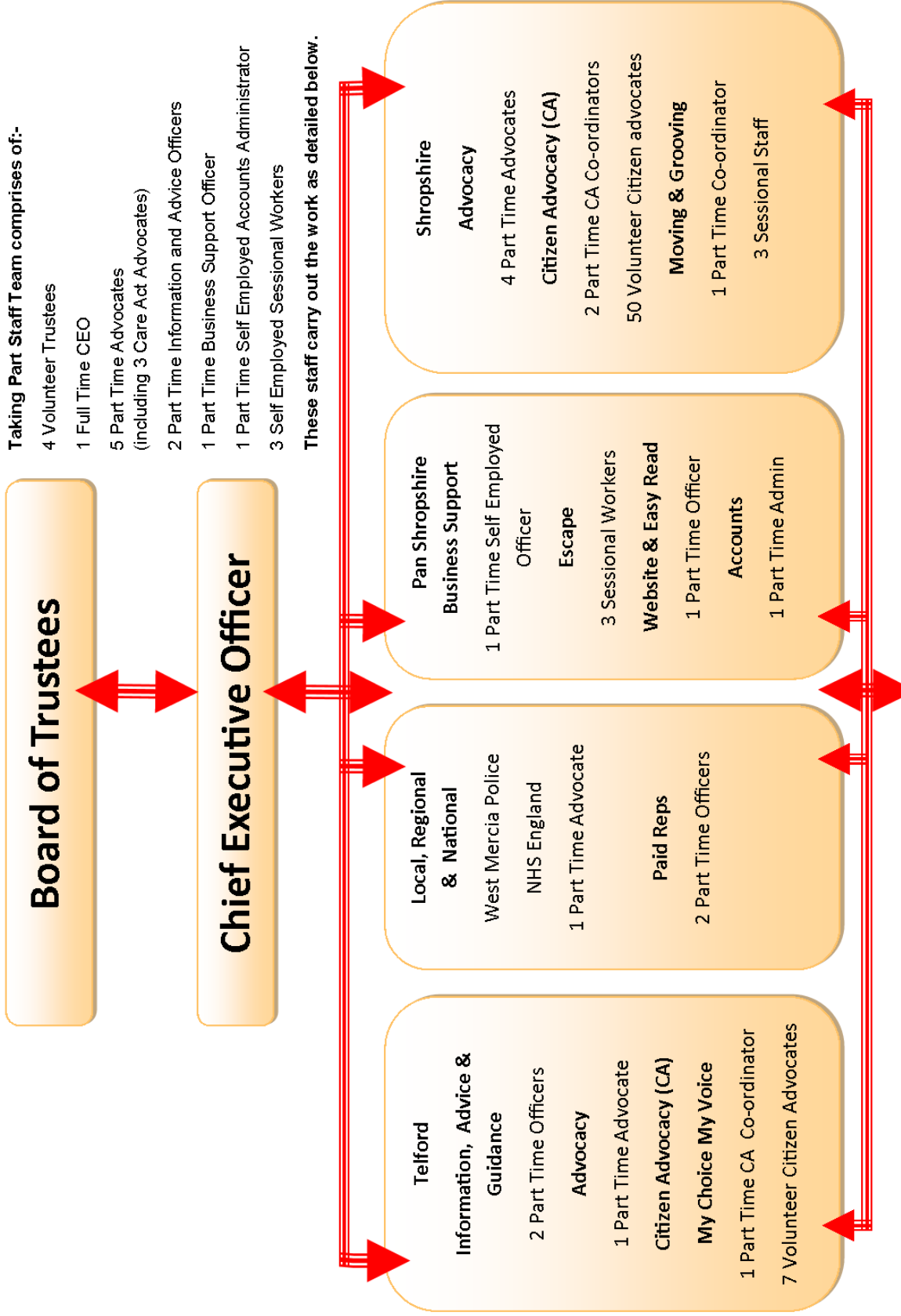
Business Support Officer and Paid Reps	Gill Edmunds
Accounts Administrator	Kim Robbins
Social Night Co-ordinator and M&G support	Jamila Thomas
Support Worker	Hollie Williamson
Support Worker	Sheila Hill

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 Seasonal Workers

These staff carry out the work as detailed below.



County Wide Experts by Experience and Self-Advocates

Correct June 2018

Social Media



facebook



You said
about Us!



Website

During 2018-2019 we had 2423 website visits.

You can find us at

www.takingpart.co.uk

Facebook

420 followers

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

www.facebook.com/takingpart

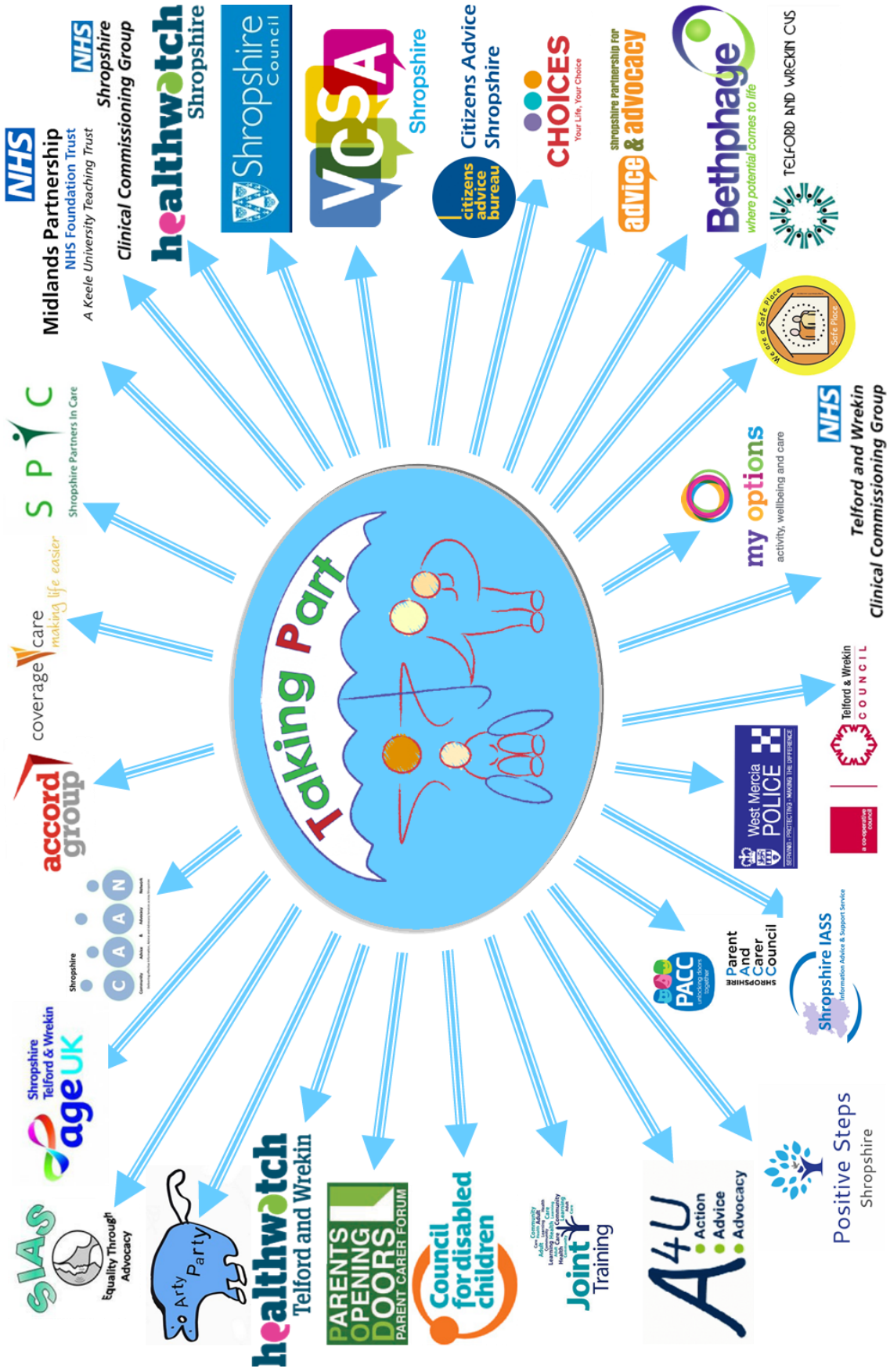
Twitter

On Twitter we have 627 followers.

Find us at

www.twitter.com/takingpart

Networking



Section 6

Accounts

Taking Part

Balance Sheet for the period 1st April 2017 to 31 March 2018

	Note	Unrestricted funds £	Restricted funds £	2018 £	2017 £
Current assets					
Debtors	4	1,721	-	1,721	1,177
Cash at bank and in hand		168,484	150,594	319,078	304,091
Total current assets		170,205	150,594	320,799	305,268
Creditors					
	5	1,330	-	1,330	1,752
Net current assets		168,875	150,594	319,469	303,516
Net assets		168,875	150,594	319,469	303,516
Funds of the Charity					
Opening Funds		153,023	150,493	303,516	302,856
Net incoming/ (outgoing) resources		15,852	101	15,953	660
Total funds		168,875	150,594	319,469	303,516



For the consent given to use the photographs in this report

Original figure
artwork by

JAMILA YALKER
visual artist





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.

Our Charity Manager—Julie Mellor



Taking Part had another successful year during 2018/2019, continuing to deliver our services to local people throughout Shropshire, Telford and Wrekin.

Our contracts with partners for CAAN, My Choice and other commissioned work continue to provide a wealth of information about what we provide, who for and where. From this information we are better able to understand our communities and services which makes good for future planning of service development and delivery.

A highlight of 2018/2019 was our opportunity to be part of the Parliamentary Review which allowed us to attend the launch in March 2019 in London. This was an opportunity to meet various other organisations who all provide services for the good of their communities.

With contracts up for tender during 2019/2020, we had to start thinking about our future in September 2018 and this continued into the new financial year and well past March 2019. There were many meetings with other partners and our teams to ensure that we were clear about what Taking Part wanted to continue to do and what the future held for us. And, again this meant more change which you will see during 2019/2020.

In December 2018, we had some staff changes as one of our long-standing advocates changed her role within Taking Part. Fiona Williams now continues to be our website, media and IT champion.



Taking Part have evolved so much since we started in 1994 now celebrating 25 years of service, we are very proud of what we have accomplished. This has been achieved through the hard work and dedication of our staff team, our volunteers, experts by experience and board of trustees.

**Taking Part continues to be a changing service;
changing with changing times**



2018-2019 PLUS...

Our Future?

Taking Part

Be
THE
Change

Collaborative working
within our communities and
services gives us the direct
information needed to help us
develop what we do for the
future



Time to transform

A whole families approach



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