



# Annual Report 2021-2022



**Taking Part  
Louise House  
Roman Road  
Shrewsbury  
SY3 9JP**





IT'S NOT  
JUST ABOUT  
IDEAS IT'S  
ABOUT  
MAKING  
IDEAS  
HAPPEN  
DO  
IT!



WE ARE GETTING ON WITH IT!

# Taking Part

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I am glad to say that Taking Part survived the previous year during the world wide pandemic. The changes in the world we had to face during 2019/2020 made us more resilient, creative and adaptable as an organisation. This year, 2021/2022 has not been without it's challenges though.

We have had to focus on the health and well-being of our paid staff team and volunteers as well as those people with health and social care needs who we supported. At the beginning of the financial year for 2021 we could see that our staff team had done a tremendous job under a very difficult situation but they were tired and nearly burned out.



Clients who requested and required our services were presenting with many issues some of which were complex and time consuming.

We had to make sure that our staff team were well cared for and had all the support they required to be able to continue to do their job.

In recognition of their continued hard work, dedication and commitment, we were able to award staff a small pay rise in April 2021.

This was really appreciated by all staff and did a lot to increase morale



and help with rising fuel costs. Some members of the staff team had personal challenges and experienced life changing circumstances and they found comfort from the support of everyone in Taking Part.

Given all the changing ways of working, increased complexity of clients and their challenges, our paid staff supported **1159 clients** during the financial year of 2021/2022 which is excellent and really demonstrates the flexibility and reliability of our small staff team across Shropshire, Telford and Wrekin.

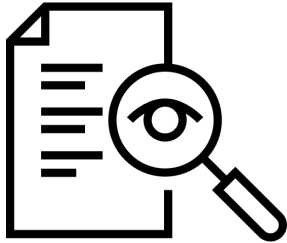


# Trustee Report:

We have been praised by one of our donors; they continue to be amazed at what we do within our limited funding and resources.



Our Board of Trustees have been supportive to all paid staff and volunteers during another year of change and challenge.



We strive to keep up to date with all the changes that are happening in the world of health and social care and having 2 board members with nearly 20 years service as trustees for Taking Part helps us all keep grounded and confident that we are providing a service which is run like a business; reflecting our organisations value base and Business Plan, true to our articles of association and within budgets making us financially secure going forward.

During this financial year of 2021/2022, Taking Part has been able to generate some additional income by being commissioned by Shropshire Local Authority and the Shropshire Clinical Commissioning Group to do project work around health inequalities, engagement work, specific work for learning disability and representation for our experts by experience. We also had some grant funding for smaller projects to encourage activity and increase wellbeing. This additional funding has certainly helped Taking Part to manage our accounts.



With the introduction of Integrated Care System, Taking Part CEO has



been involved in many workshops and meetings to see how the voluntary sector is being included in this new system. Within Shropshire, Telford and Wrekin (STW) there is much work being undertaken strategically by voluntary sector leads to ensure that charities and

their work is being recognised as vital services in the prevention agenda in the world of health and social care.

Taking Part is very much linked into this work encouraging community solutions and promoting self help where possible.



This work is also looking at resilience and sustainability of the sector across STW and assessing our impact locally based on outcomes and outputs and social value.

Unfortunately, at the end of this financial year our chair of trustees resigned. I offered to take up this position which was accepted by our other board members. Like many other charities we are always seeking to recruit new trustees; we will endeavour to recruit a new trustee soonest.



### Finances for the year 2020/21



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

We again had a slight underspend on our working budget for this year in line with Charities Commission guidance.

We hold reserves to cover running costs for 18mths in compliance with our reserves policy. We also continue to hold ring fenced redundancy funds for staff and liable costs in the event of charity closure.

Accounts available on Charity Commission website.

Independently audited by;

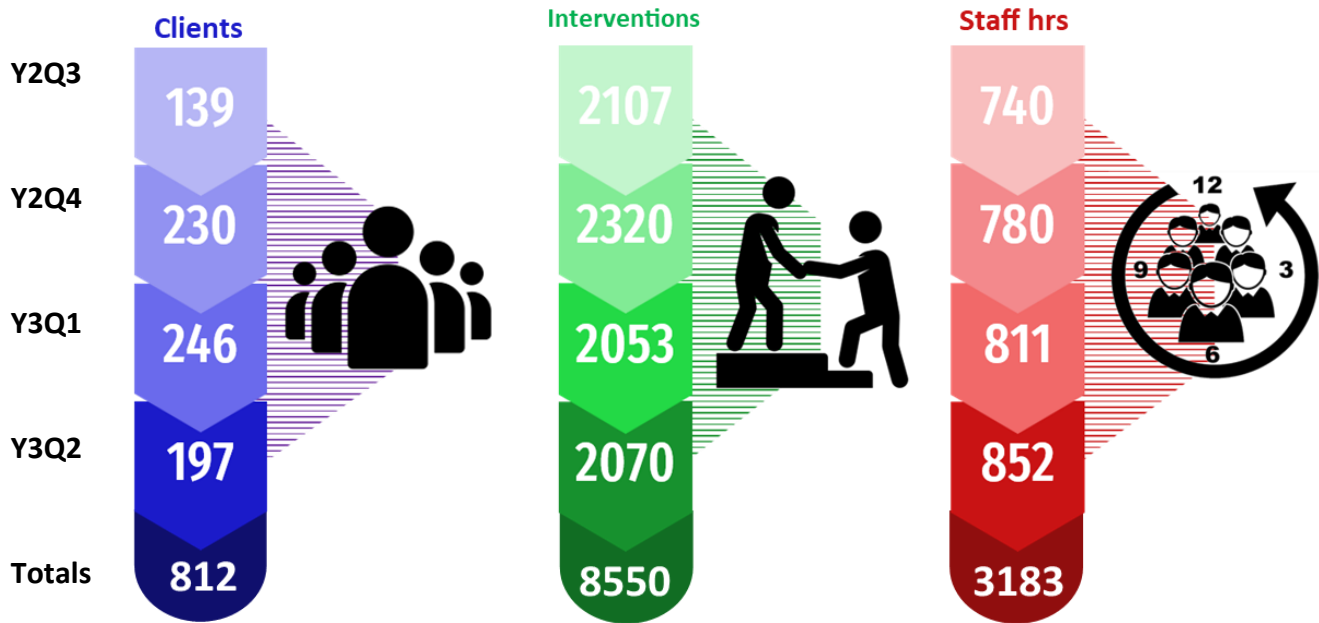
Phillips Ltd. Chartered Accountants

4 Pearson Road, Central Park

Telford Shropshire TF2 9TX



### AAWB Figures:



It was all systems go as lockdown finished and the team of independent advocates could get out and about in the community to resume face to face visits. It was lovely to touch base with old and new clients. Technology is here to stay and the positives from Covid is now the ability to dual work by using Teams, saving time on travel and costs.

I work as one of Taking Part's Independent Advocates and work as both a Care Act Advocate and a generic advocate.

I feel as privileged as ever to be part of such a great team. Through the changing times of the pandemic and returning to new normal, I have continued to provide advocacy-general and Care Act under our contract of AAWB.



Diana, Tash and Michelle

# Shropshire Work; Supporting Self-Advocacy



As the lockdowns lifted we were funded to talk to people in and out of services about their experiences during the Covid outbreak.

Peer support is a very important part of meaningful engagement, experts by experience like Marlene who is well known and trusted help people to feel confident when speaking up.

Michelle from Taking Part continues to be commissioned by Amberleigh Care to offer independent advocacy to the boys from The Oaks who are age 11-18, visiting 6 weekly



and offering extra support and Return to Home interviews when required.



**Amberleigh**   
The Oaks

Being as flexible as ever I have also been involved in some rewarding project and engagement work and look forward to another exciting year ahead.



Michelle

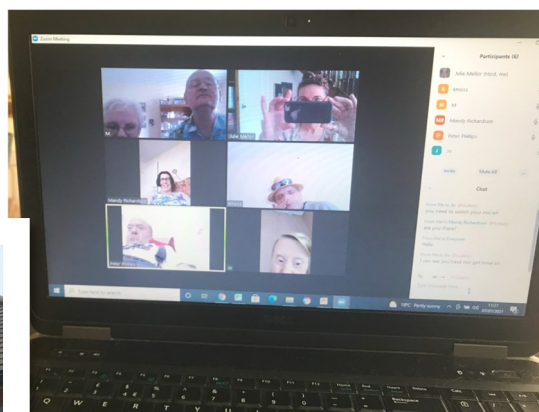


# Shropshire; Working through Covid



Blended Learning Disability Partnership Board meetings meant we could support experts by experience to raise issues, exchange info and feedback to senior staff in social care and NHS at a very crucial time.

Supporting self advocates to learn the skills needed to be in contact when we couldn't meet face to face.



**Good things to do!**



**Good things to do....**  
when we can be together.  
Getting mind and body active with exercise, music and art!

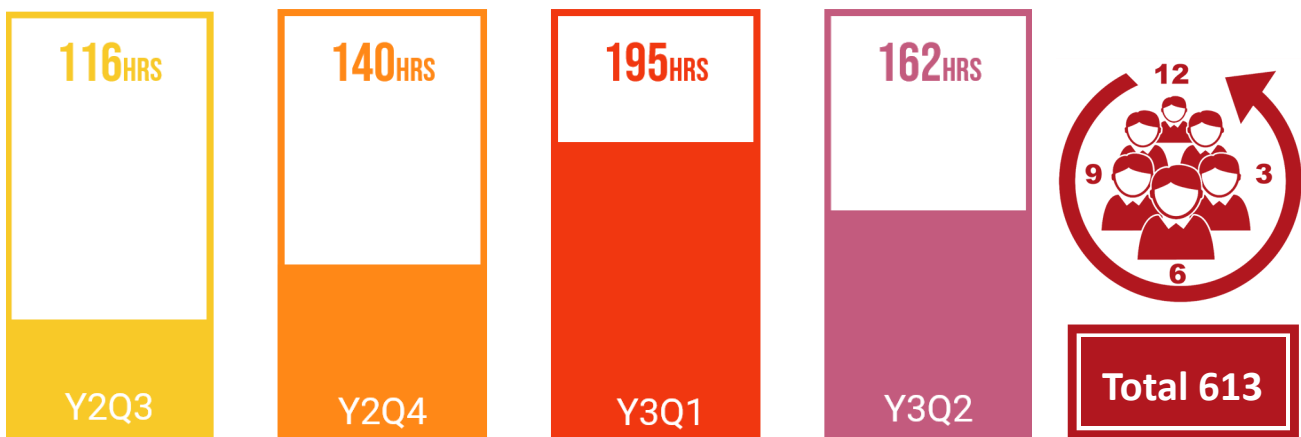


Supporting us to Take Part!

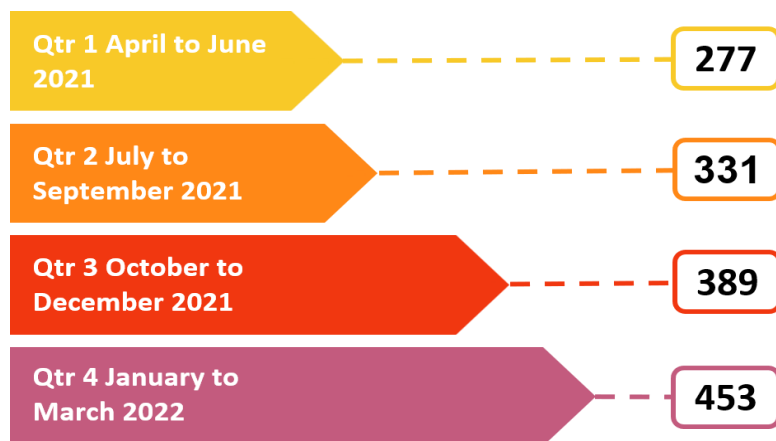
### WIP figures:

Beth and Keith remain key members of the WIP team along with our colleagues at Age UK and CVS. This year the emphasis has moved away from Covid-19 to a degree. Work is ongoing to assist adults in Telford that are not active within Social Services to meet their varying care and support needs, through having 'good conversations' with callers, providing help through information giving, signposting and making direct referrals.

Each quarter we are contracted to provide **546 hrs** the full year is **2184 hrs** of which time spent on First Point Of Contact (FPOC)=



613 is 28% of contracted hours for WIP



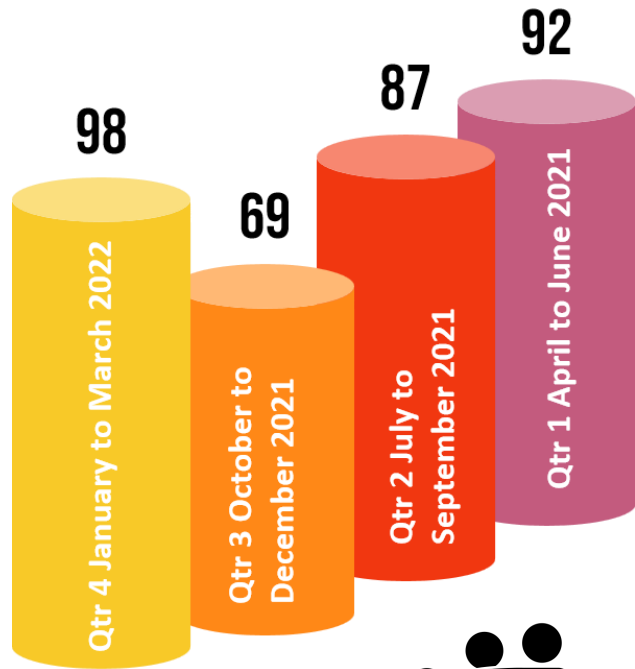
Helping a total of 1450 Telford and Wrekin people in need at FPOC

# Telford and Wrekin

## People supported at Tier 2



We have spent **1571 hrs** on Tier 2



The Wellbeing Independence Partnership provide whole family services for people, their families and family carers and we work alongside adult social care ensuring that people get the



**right help, at the right time, from the right service.**

We support our clients to tell their story once.

It gives us a lot of job satisfaction knowing we are helping adults in Telford and Wrekin.

The types of calls received during lockdown changed and lots of support and guidance was provided to support people with issues relating to COVID with signposting to local support services.



Keith and Beth

# Telford and Wrekin; Project Work

## Community Link Worker post in partnership with Telford and Wrekin CVS

The Taking Part Community Link Worker post started in August 2021 working in partnership with Telford and Wrekin CVS (Community Voluntary Service), who had their own Community Link Worker starting at the same time.



The Community Link Workers worked with adults in Telford and Wrekin. This role was funded by Captain Tom Morgan funding managed by STW NHS Charities together.



The main focus was to connect individuals with services, activities and groups, to promote independence, increase social circles and/or improve physical, emotional and/or psychological wellbeing.

Referrals came from individuals, Independent Living Centre, Telford and Wrekin CVS team including Carers Centre, Building Better Opportunities and Telford and Wrekin Council Healthy Lifestyles Team.



Working from the Independent Living Centre in Telford we supported people who wanted advice and information to help them live independently.

Including a promotion event for the Independent Living Centre, we supported 60 people.  
10 Tea and Tech group sessions were held with two closed groups, 8 participants attended these sessions.  
1 one to one Tea and Tech session was arranged.



Delphine

# Telford and Wrekin; Project Work

## T&W Learning Disability Partnership Board:



Taking Part has continued to provide advocacy services to support the Learning Disability Programme (LDPB) across Telford & Wrekin

Having supported the development of the Learning Disability Strategy in the last year, we continued to provide advocacy for adults with learning disabilities to engage with the Strategy and shape the future of service delivery in Telford & Wrekin.



Taking Part has supported the Learning Disability Partnership Board Co-Chair at 5 meetings plus pre-meeting preparation sessions and produced easy-read versions of the action plans from the meetings.



We continued to support the Telford Voices Group by attending 10 remote and in-person meetings. When the group started meeting in-person again they produced a video about independent travel which has been used on the LDPB webpage.



Taking Part staff also assisted Telford & Wrekin local authority in a consultation exercise over changes at one of their service delivery sites. 3 Taking Part staff consulted with 12 customers and their families to gain their thoughts, wishes and feelings about proposed changes, enabling everyone to have their say in their own words. This piece of work was completed over 56 hrs.



**Total time spent on this project: 250.5 hours**



Gill

### Paid RPR and Court of protection work:

During Covid we saw an increase in requests for parental advocacy for people who are involved in court proceedings in relation to their children. This trend has continued to a greater extent as we have come out of lockdown and has resulted in Taking Part being preferred supplier contract. **Diana**



Taking Part staff continued to support clients on a spot contract basis with external local authorities. Although in person visits were not allowed for much of the year, we kept in touch with clients over the phone. **Gill**

Under a spot contract from the CCG, a Taking Part staff member, appointed as 1.2 representative and litigation friend in the Court of Protection, continued to support 1 client over 296.5 hours. Until face-to-face visits were reintroduced the client enjoyed telephone and WhatsApp video calls with her advocate but she was delighted when in-person visits resumed.

The work content can be quite intense, however, it is very rewarding to know our input is welcomed and appreciated by clients, social workers and lawyers.



### Family Court Advocacy Support:



Telford & Wrekin Local Authority introduced a pilot project to provide advocacy support to parents going through Public Law Order (PLO) proceedings in the Family Court.

Taking Part were invited to be one of the 3 advocacy support providers to this pilot project and between April 2021 to end of March 2022 we supported 21 parents, with 25 children, over 346 hours.

We also continued to support another family, on a spot contract basis, through PLO proceedings. One of our advocates supported both parents who received 35.5 hours of support.



**Supporting families with advocacy**



50 People

678 hours

### Other spot contract work:



Taking Part was commissioned to provide support to one Telford and Wrekin resident on a spot contract basis as he was in dispute about his care provision.

1 advocate provided 12.75 hours of support in this case.

### Working with the Police

**DIAG** Disability Independent Advisory Group

**LIAG** Locality Independent Advisory Group



We continue to sit as Independent Advisory members on both the Disability and Shropshire Local Independent Groups. We are 'critical friends' to the police. We monitor the hate crime reports and check Body Worn videos.



We also look at how people with disabilities including police officers and civilian staff are treated and supported with in and outside the force.

### NHS Advisory Group.



The Group wants to expand and are looking for new members who have learning disabilities or who are autistic people and are happy to share their experiences. Topics covered in the last years range from Integrated Care, new hospital and learning for the early death of people with learning disabilities.

I have wonderful support from Diana to be part of these focus groups. It is important to me to take part as people still don't always understand learning disabilities.



Michael and Diana



### With Jamila- Project Co-ordinator

Jamila runs Taking Part Escape club nights

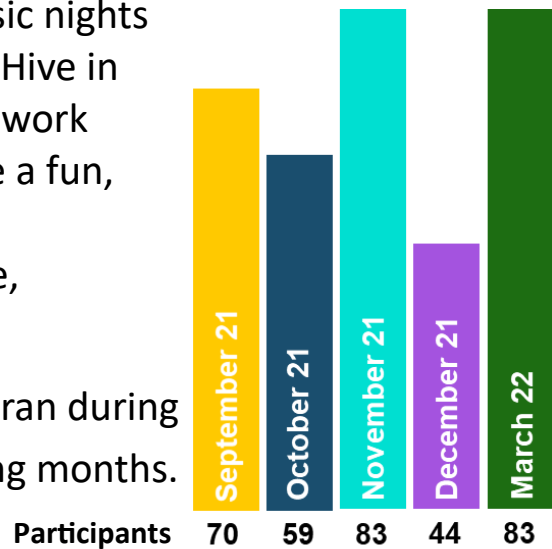


We have monthly social and music nights including themed nights at the Hive in Shrewsbury. Two support staff work at these club nights to provide a fun, safe and accessible evening.

The Hive staff are supportive, flexible and welcoming.



Due to **COVID**, Escape nights ran during the following months.



Jamila also runs fun sessions for SEND families for children 7-14 years old, at the Mereside community centre, Shrewsbury.

The sessions which are called **Moving and Grooving** are focused on the outdoors and creativity. We cook, build, dance, draw and play. We provide a fun, child led, person centred safe space for our families.

**21 children** are registered with this project.



#### Orla's parents say...

**We love Moving and Grooving, thank you. It gives Orla the chance to be creative in an environment that she feels safe and can be herself.**

**She's made new friends, learnt new skills and always comes out smiling :)**

**We wouldn't change anything!**



I am a freelance visual artist. I have created lots of artwork for Taking Part over the years. I have added Easy read design to my skills through Taking Part.

The work that I do for Taking Part on different projects across Shropshire are, fun, varied, very and most importantly collaborative as well as challenging at times.

*Jamila*

In another year of uncertainty due to the ongoing covid pandemic, the volunteers, have again, shown commitment in their role by offering ongoing information, support and reassurance to their partners. At a time when so many organisations were losing volunteers, we feel very grateful to our volunteers who have continued to give



their time and their wealth of experience in order to keep the Citizen Advocacy project as robust as ever. Taking Part would like to say a very big **THANK YOU** again to all our very, very hard working volunteers!

A brilliant partnership!

Mark and Ian



To all carers

**THANK YOU!**



As part of my role I co-ordinate and support a small team of volunteer citizen advocates in South Shropshire.

A strong partnership

Yeah!

I started working with Taking Part in October 2016 as a Citizen Advocacy Project Co-ordinator, co-ordinating a group of volunteers in their long term Citizen Advocacy relationships, supporting adults who have a learning difficulty.



Keith and Tash

# Citizen Partners—telling us what they think



## Experience of Volunteer Citizen Advocate

I was a volunteer Citizen Advocate through Taking Part and before at OSCA Citizen Advocacy for more than ten years. I was able to see the person I partnered gradually grow in confidence as we worked together.

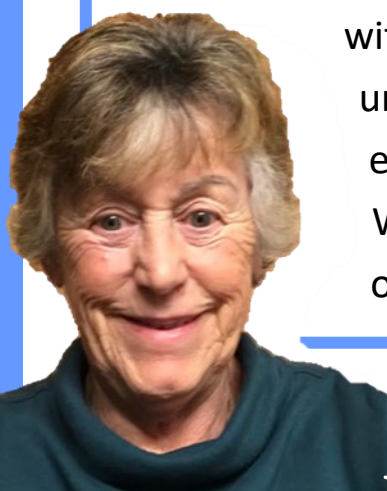
I learned a great deal about what it means to have a Learning Disability. I also found out a great deal about the statutory services. How stretched they are and how difficult it can be for someone with Learning Difficulties to explain their needs to the professionals.

With the help and support of my co-ordinator at Taking Part, I was able to provide the link between my partner and the services they needed. However, it was not until I had to withdraw from my role that they more fully “stepped up to the plate” as it were, having previously left me to be the “hub” through which all transactions took place. **Linda**

I have to say my advocate is amazing. She understands me, she works great with me and helps me a lot and her services are strongly needed by myself and I'm grateful I have such an amazing person like her so professional and so kind and caring and just amazing! **KJ partner**



Our Citizen Advocates provided 2851 volunteers hours which equates to £39,058 of paid staff time. We are thrilled to have such dedicated volunteers who provide clients with a learning disability with long term low level advocacy; ensuring that they understand our ever changing world and are equipped to deal with issues as they arise. We are very lucky to have retained most of our volunteers during 2021/2022.



Jean



# Experts by Experience volunteers

## 01 What we have done

Supporting the NHS in Shropshire working with... Experts by Experience, and organisations through partnership and co-production to create good outcomes that will have long term positive impacts for better health and well-being in the lives of people with Learning Disabilities and Autism from all over Shropshire.

Making easyread information.

Green means Good!



Doing work for Health and Social care.

Working together

## 02 What we are doing-Advocacy

We made sure we were supporting national campaigns as well as doing local work.

Learning Disability Partnership Board.

WE STAND IN LOVE AND SUPPORT WITH UKRAINE EXPERTS BY EXPERIENCE GROUP TAKING PART

Worldwide issues awareness

We would like a PA to be!

Mencap and Bethpage Health campaign group.

Treat me well

What makes good support!

## What we are doing-peer support

Picture My Home Bethpage Lets check together!

Lets Live a Healthy Life! We are all different sizes, shapes and colours! But, I think like me you want to live a healthy life.

Supporting people like us to speak up and have their say.

It is the peer support we are most proud of. We understand what it is like for them when they lost their confidence.

## What we are doing-coproduction

I am so proud of the work we have done and our group.

NHS listens over the barriers for people with Learning Disabilities

Listening to people on the AUTISTIC spectrum and people with learning disabilities.

My Basic information

At Taking Part we are making a toolkit of information to help people stay healthy.



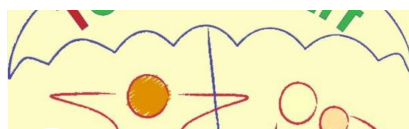
Michael, lead expert by experience



Website visits; 2554

You can find us at

[www.takingpart.co.uk](http://www.takingpart.co.uk)



Facebook

(Overall) 3015 friends

If you are on Facebook, visit our page and give us a like! [www.facebook.com/takingpart](http://www.facebook.com/takingpart)



Taking Part

@takingpart · Disability service

Send Message

facebook



Twitter

On Twitter (Overall) we have 2697 followers.

Find us at [www.twitter.com/takingpart](http://www.twitter.com/takingpart)

I manage the Taking Part social media content including, the Good things to do at home page as well as the 'Moving and Grooving carers and parents' private Facebook page.



Jamila



# Our Staff Team

## Our team consists of:

4 Volunteer trustees: Jean Harris (chair), John Godfrey, Sue Godfrey, Paul Hume-Miller and Gary Kirlew.

C.E.O. Julie Mellor, day to day management of the charity plus strategic representation, networking, maintaining our ongoing business plans and maintaining all required returns and outcome reports.

### Six further contracted staff

#### 4 Shropshire based and 3 Telford based

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
Sessional worker	Fiona Williams
Support Worker	Lydia Conner
Support Worker	Sheila Hill

### Professional Advisors

Solicitors	Wace Morgan, Shrewsbury
Independent Examiners	Phillips Accountants, Telford

**10 Experts by experience.**

**48 Volunteer citizen advocates.**





# Taking Part's Accounts

## Taking Part

### Statement of Financial Activities for the period 1st April 2021 to 31st March 2022

	Note	Unrestricted funds £	Restricted funds £	2022 £	2021 £
<b>Incoming resources from charitable activities</b>					
Grants and contracts	2	281,987	15	282,002	188,128
<b>Total incoming resources</b>		<b>281,987</b>	<b>15</b>	<b>282,002</b>	<b>188,128</b>
<b>Resources expended</b>					
Charitable activities		210,122	-	210,122	189,721
<b>Total resources expended</b>	3	<b>210,122</b>	<b>-</b>	<b>210,122</b>	<b>189,721</b>
<b>Net incoming (outgoing) resources</b>		<b>71,865</b>	<b>15</b>	<b>71,880</b>	<b>(1,593)</b>



# Taking Part's Reserves Policy



Changing Times, Changing Lives

## 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.





### Message from our CEO-Julie Mellor

As we started our financial year of 2021/2022 we were proud that we had been able to adapt and change our ways of working during the pandemic.

It really has been a time of change. The demand for our services remained high and client issues remained challenging and time consuming.

As a result, the wellbeing of our staff team was a real focus for us during this year.

As a small staff team we did all that we could do to help each other which was also supported by our Board of Trustees.



With the introduction of Integrated Care System, as CEO for Taking Part, I was involved in many workshops and meetings to see how the voluntary sector is being included in this new system. Within Shropshire, Telford

and Wrekin (STW) there is much work being undertaken strategically by voluntary sector leads to ensure that charities and their work is being recognised as vital services in the prevention agenda in the world of health and social care.



Taking Part is very much linked into this work, encouraging community solutions and promoting self-help where possible.

This work is also looking at resilience and sustainability of the sector across STW and assessing our impact locally based on outcomes and outputs and social value.



We couldn't stop the storms...

Taking Part



People supported

1,780



Taking Part



Expert by Experience hours

542



Taking Part



CA Voluntary hours

2,851



Taking Part



Shropshire social value

£163, 743.42



Number of media reach

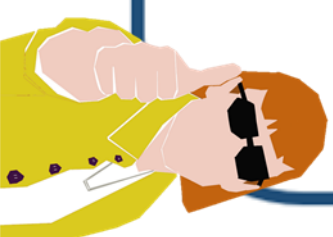
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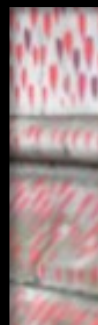


**Taking Part -**  
**Small team doing big things!**



...but we supported you in the rain





Getting on with life!





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](http://www.takingpart.co.uk)



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[www.twitter.com/takingpart](http://www.twitter.com/takingpart)

**Registered Charity Number: 1092033**

**Company Registration Number: 04362949**

Original figure artwork

