



ANNUAL REPORT 2010 - 2011

To promote, protect and uphold the rights of vulnerable people - To promote, protect and uphold the rights of vulnerable people.

KAG
ADVOCACY

Reg. Charity no 298975



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ABOUT US

KAG Advocacy (KAG) exists to help vulnerable people have a say in decisions that affect them, and how they live their lives.

We do this by providing independent advocacy support to individuals and groups at no direct cost to themselves. Advocacy is provided by our specialist employed staff and trained volunteers.

KAG has a number of services available to help. They are:

- Citizen Advocacy for people with mental health problems and for people with learning disabilities
- Specialist Advocacy for people with drugs and / or alcohol problems
- Direct/Crisis Advocacy, in-patient and group advocacy

- IMCA and IMHA services
- Appropriate Adult scheme

All our services are governed by our core beliefs - social justice, self determination and commitment to the individual. We listen to our clients, understand their needs, ensure they are aware of their rights and provide relevant information.

Finally, we support them in speaking up for themselves (self advocacy) or, where this is not possible, we speak for them (advocacy).

More information can be found at:
www.kag.org.uk



In the 2011 Queen's Birthday Honours, Helen was awarded the MBE



CHAIR'S REPORT

Despite the gloomy economic background and the fears expressed in my last report, KAG Advocacy has had another good year and has continued to give much-needed support to vulnerable people in our local area.

Our Director, Helen Clarke and her team together with our hard-working volunteers have continued to give an excellent service to our clients. The many expressions of thanks we receive from those we help testify to their commitment and expertise. My own thanks go to all of the staff and volunteers. I should also thank my fellow trustees for the advice and support given to KAG Advocacy over the year. Thank you all very much.

This year two of our trustees, Nigel Palmer and Jackie Davies have stood-down. We are grateful to them for their support over the years. Two new trustees have taken their place and we are delighted to welcome Elinor Young and RF Jim Green.

In her report, Helen Clarke details some of our successes. But in her usual modest way, she doesn't mention the thing that we have been most excited about. In the 2011 Queen's Birthday Honours, Helen was awarded the MBE. The honour is richly deserved. No-one has done more than Helen for KAG Advocacy. It was she together with a small group of others who started the charity in 1988 as a response to the move from institutional care to community care. They recognised that the needs of a large number of vulnerable people were no longer being met. It must have been hugely daunting to start up a charity in a relatively unknown field. However, in large part because of her commitment and energy, KAG soon expanded from a single-handed operation based in Kingston to having offices in Surrey and Richmond and with its services extending to a wide variety of vulnerable groups. We are very lucky to have such a capable and hardworking Director and it is entirely fitting that after devoting most of her life to helping the less fortunate - first as a social worker in the mental health sector and then as Director of KAG Advocacy- there should be formal recognition of her hard work on behalf of others. All of us in KAG Advocacy: trustees, staff and volunteers couldn't be more pleased for her.

I have ended my reports over the last few years on a sombre note. Despite the genuine cause for celebration for our successes of 2010-11, it would be foolhardy to ignore the difficult financial position facing us and every other charity. However, we are a very flexible organisation and as this report shows, we have continued to evolve. As some projects fold we have sought new areas where our expertise is required. I have no doubt that KAG Advocacy will continue to rise to the challenges posed by reduced funding and will continue to give a much needed service to the local community for many years to come.

Mike Todd

DIRECTOR'S REPORT

2010-2011 was a very busy year for KAG Advocacy (KAG). Given the impact of the economic down-turn, demand for our services increased especially from vulnerable individuals whose access to services and support has been reduced and from those who have incurred increasing debts and demands. On the other hand, we had a large increase in the number of individuals (sadly unemployed) who offered their support as volunteers. This enabled us to continue to provide our regular Advocacy services despite an overall reduction in statutory funding- related to uncertainty in public spending.

In Surrey KAG once again won the contract to provide the Independent Mental Capacity Advocate (IMCA) service in East Surrey for a further 2 years. During the year 197 individuals without mental capacity benefited from this service. We also continued to provide the Independent Mental Health Advocate (IMHA) service along with Generic Advocacy to individuals with mental health problems in East Surrey. From 1st April our contract with Surrey County Council was extended to cover 'substance misusers'.

In Kingston KAG continued to provide a range of Advocacy services to people with mental health problems / people with learning disabilities as well as the Appropriate Adult service at the police station. The IMCA service was provided to 55 individuals.

In Richmond, the PCT continued to fund 'user involvement'. This enabled KAG to set up a mental health user network called XCHANGE which has resulted in positive and meaningful consultation between the PCT and service users. The Crisis Advocacy and Citizen Advocacy projects continue to support an increasing number of individuals as does the IMCA and IMHA services.

In-Patient Advocacy continued to be provided on the psychiatric wards in Kingston, Richmond and Surrey.

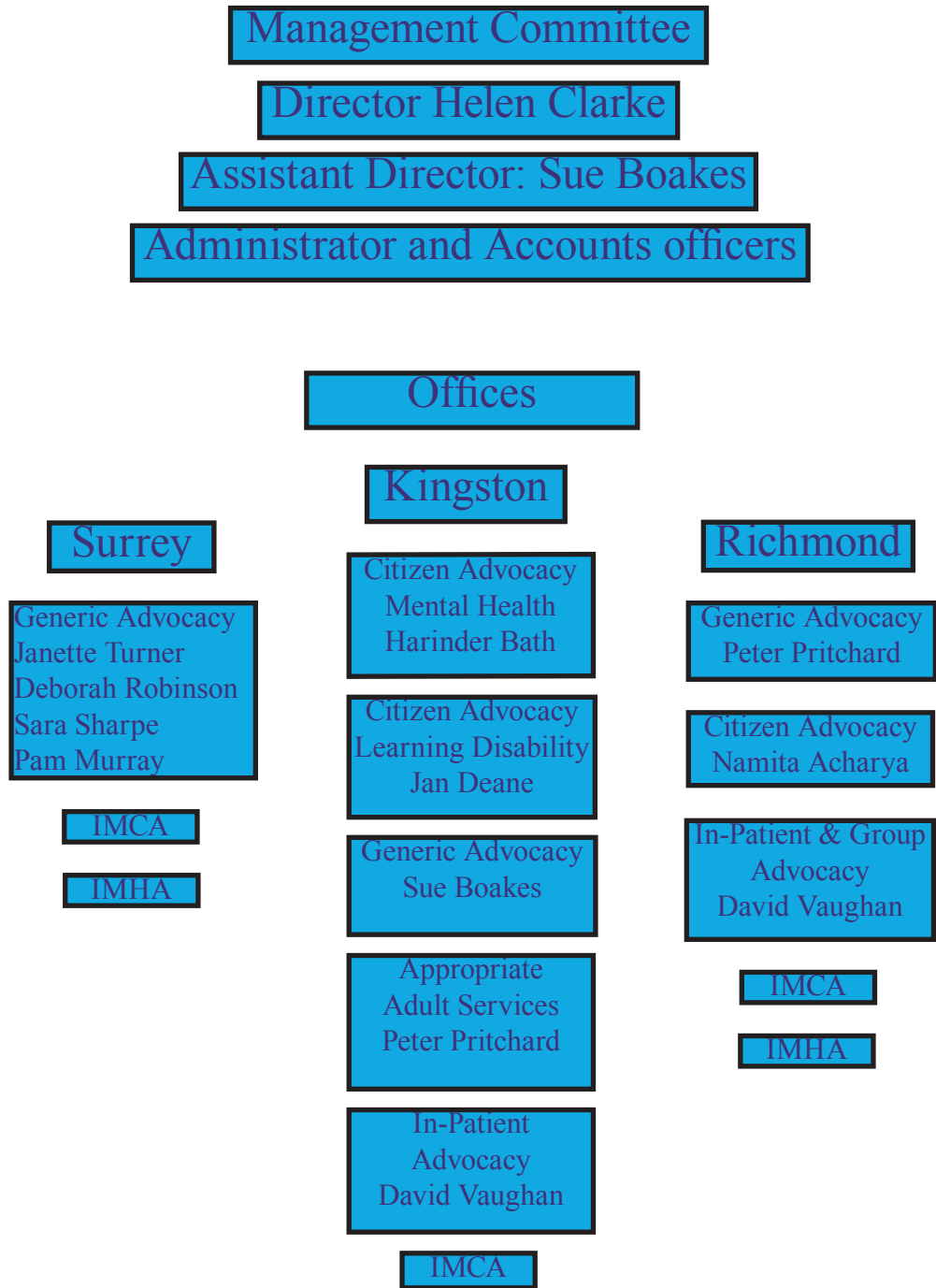
I reported last year that "in order to deliver our services in a consistent manner and to a recognised standard" our Advocates had signed up to undertake the National Advocacy Qualification (NAQ). I can now report that all our IMCAs have achieved the IMCA module and are well on their way to completing the core modules which will result in the City & Guilds Certificate in Advocacy; in other words they will all be 'naquered'! KAG was fortunate in securing funding to support these initial candidates through the training. Unfortunately this was a one-off payment. Consequently, due to the high cost involved, it has been agreed that in the coming year KAG will apply to become an assessment centre. This will enable all new staff to achieve the NAQ at a much reduced cost to the charity.

During the year we also continued to work towards achieving the Quality Performance Mark (QPM), the quality assurance framework devised for independent advocacy groups.

I would like to take this opportunity to thank the committee for their continued support, the staff for their forbearance with NAQ and QPM and all our volunteers for their time given freely and unstintingly. In these difficult and uncertain times your commitment is invaluable in making a difference to vulnerable individuals in our communities.

Helen Clarke MBE

KAG ADVOCACY CHART



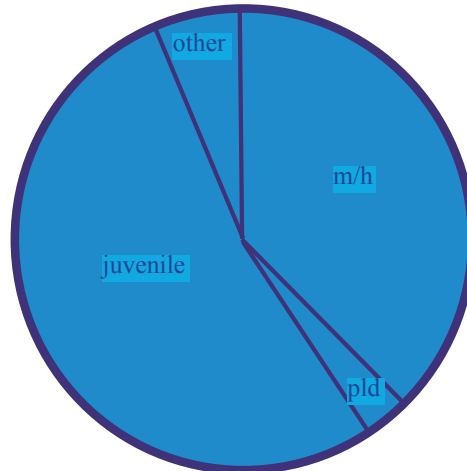
APPROPRIATE ADULT SERVICE STATISTICS 1/4/10 - 31/3/11

The service is operated by a rota of volunteers trained, supported, supervised and managed by the scheme co-ordinator.

The scheme is operational from 9.30am-11.30pm 7 days a week

There are 36 Appropriate Adult volunteers on the scheme

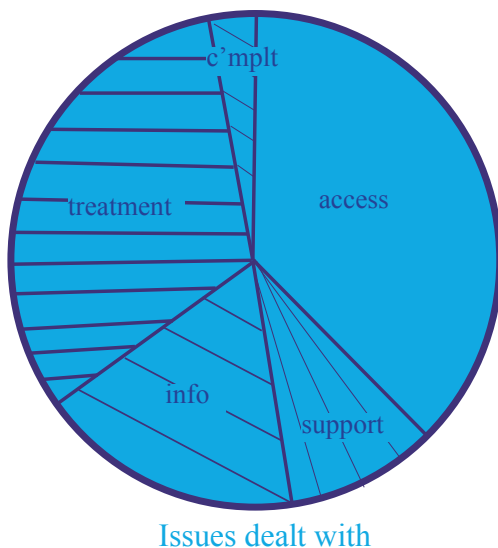
Each year there is a recruitment drive for volunteers followed by training sessions. This happens 3 times a year and the training programme is 3hrs x 5 weeks. Providing a minimum of 45 hours worth of training per year to volunteers.



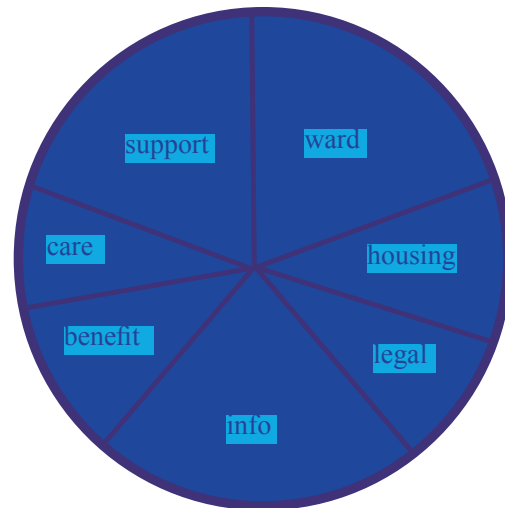
Total number of call outs for the year – 186

Vulnerability of Detainee

DAAT STATISTICS 1/4/10 - 31/3/11



IN PATIENT STATISTICS 1/4/10 - 31/3/11



Richmond	51
Kingston Wards	52
Elderly Wards	55
Rehab Wards	16

TREASURER'S REPORT

Page 6 shows summarised accounts for 2010/2011. The full audited Financial Statements are available from KAG.

The Statement of Financial Activities shows that KAG was able to operate with a surplus of income over expenditure in the year. Overall income was some £43000 (12%) lower than last year. This was attributable mainly to the cessation of the SCE Mentoring project and Choosing Health revenues. Other projects were broadly in line with the previous year but value of "spot" purchases of our services was slightly down. Details of the main funders of KAG can be found elsewhere in this report.

Staff deployment was carefully managed to match the sources of revenue but services were maintained wherever possible. Overall expenditure reduced by £5000 compared with the previous year. Accordingly a deficit of £3764 for the year was incurred and deducted from reserves.

Salaries of the staff employed by KAG and related expenses continue to account for about 90% of all expenditure. The rest mostly consists of premises related costs. There is virtually no discretionary expenditure. The financial statements do not include any amount to recognise the time and skills donated by the many volunteers who support KAG's activities and enable our services to be delivered at low cost to commissioners.

Revenue in the current year 2011/12 is again expected to fall as commissioners and referrers continue the process of saving cost whether through tougher procurement, restructuring or simply cutting the services.

Funds carried forward are £153000. This amount represents less than 6 month's operating expenditure. In the current circumstances the trustees have decided to retain these funds and make them available as required to support key service provision in accordance with KAG's objectives.

Derek Ormond
The Treasurer

STATEMENT OF FINANCIAL ACTIVITIES
YEAR 2010 / 2011 ACCOUNTS

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 ST MARCH 2011				
Descriptions	Restricted Funds £	Unrestricted Funds £	2011 Total	2010 Total
Incoming resources				
Incoming resources from				
Voluntary income	254,042	19,630	273,672	304,139
Activities for generating funds	-	-	-	-
Investment income	-	765	765	854
Incoming resources from charitable activities		50,803	50,803	63,252
Other incoming resources	(35,025)	35,025	-	-
Total incoming	219,017	106,223	325,240	368,245
Resources expended				
Costs of generating voluntary income	-	11,042	11,042	11,585
Charitable activities	225,540	91,462	317,002	321,943
Governance costs	816	144	960	828
Total resources	226,356	102,648	329,004	334,356
Net incoming/outgoing resources	(7,339)	3,575	(3,764)	33,889
Net movement in				
Total funds brought forward	26,804	129,674	156,478	122,589
Total funds carried forward	19,465	133,249	152,714	156,478

IMCA STATISTICS 1/4/10 - 31/3/11

Borough	Disability	SMT	Accom	Review	Safeguarding	DOLS
Kingston Richmond Surrey	Mental Health	1 3 5	18 11			2 4
Kingston Richmond Surrey	PLD	1 58	5 52	1		1 2
Kingston Richmond Surrey	Dementia	1 4	12 7 32	1 3	1 2	3
Kingston Richmond Surrey	Acquired Brain injury	1	4			
Kingston Richmond Surrey	Cognitive	1 4	2 3		1	
Kingston Richmond Surrey	Serious physical illness	1 2	1 2			

The role of the IMCA is to act as an additional safeguard to people who lack the capacity to make certain decision at the time the decision needs to be made , and who have no families or friends appropriate to consult them.

IMHA SERVICE STATISTICS 1/4/10 - 31/3/11

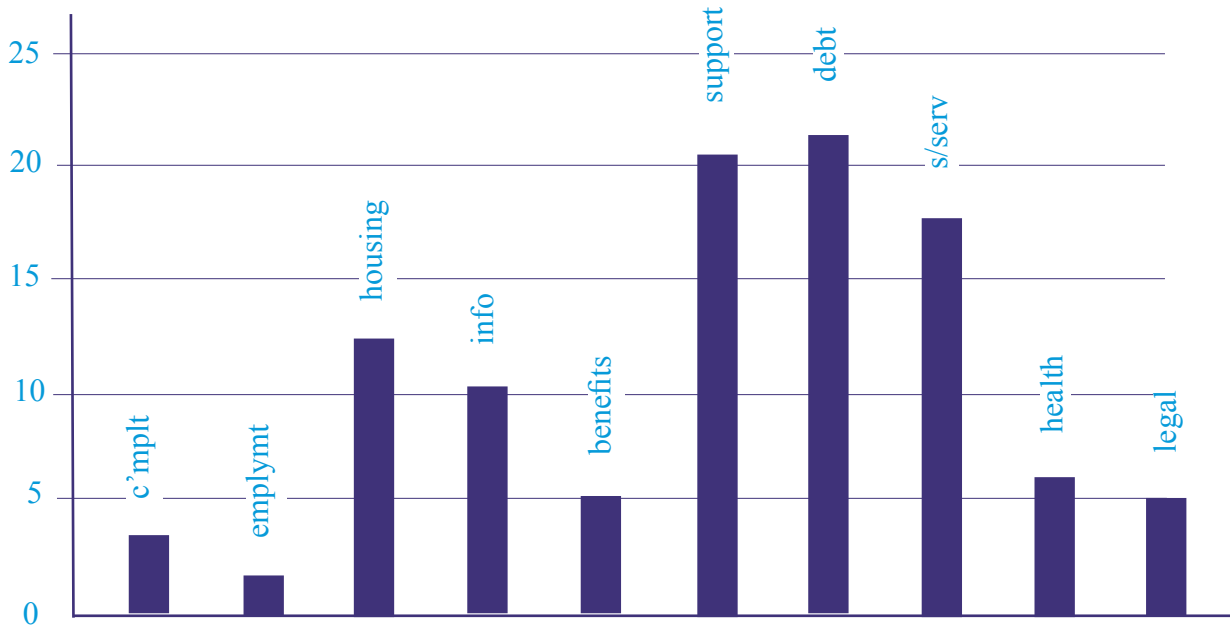
Borough	Section 2	Section 3	Section 37/41	CTO	S37	S38	S47/48
Richmond	14	43	5	2			
Surrey	30	50	10	2	2	2	1

The role of the IMHA is to provide information, representation and support to qualifying detained patients on issues relating to their care, detention and treatment.

The average time spent on an IMHA case is 4 hours therefore a minimum of 644 hours of advocacy was provided to qualifying patients on IMHA service.

CITIZEN ADVOCACY STATISTICS 1/4/10 - 31/3/11

Issues dealt with



The scheme works with volunteers who are trained, supported and managed by a co-ordinator. The volunteer advocate works in partnership with the person on the issues they raise not only to help resolve the issue at hand but also to empower the person. There are a minimum of 3 training programmes in a year of 2hrs x 5 weeks providing a minimum of 30 hours worth of training to new volunteers in a year. KAG has got around a 100 volunteers including Advocates, Trustees and Appropriate Adults.

During the year volunteers receive ongoing training and development at support meetings and events put on by the co-ordinators.

GENERAL ADVOCACY STATISTICS 1/4/10 - 31/3/11

Employment	2
Information	29
Housing	30
Complaint	10
Benefits	25
Debts	34
Legal	25
Ward issu	10
Social services	14
Support	14

Average hours per case is **5** hours. Making a minimum of **1075** hours worth advocacy in the year. Number of individuals receiving advocacy support **215**



TRUSTEES

KAG Advocacy would like to thank those who supported us in 2010- 2011

COMMITTEE

Mike Todd
Kathy Gardner-Brown
Derek Ormond
Richard Mobbs
Jim R F Green
Jim Green
Elinor Young

FUNDERS

Surrey County Council
Surrey PCT
Royal Borough of Kingston
London Borough of Richmond upon Thames
Richmond and Twickenham PCT
Hampton Fuel Allotments Charity
Richmond Parish Lands
The Barnes Workhouse Fund
Springboard Community Enterprise
Whitepost Healthcare
Prospect Housing Association
Church of the Holy Name
South West London and St George's NHS Trust
The Priory
London Borough of Southwark
London Borough of Lambeth
London Borough of Hounslow
London Borough of Croydon
SCOPE
Enhanceable
Individual donations



KAG ADVOCACY

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