



ANNUAL REPORT 2009 - 2010

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

KAG
ADVOCACY



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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 learning disabilities
- Specialist Advocacy for people from black and ethnic minority communities
- 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





CHAIR'S REPORT

In common with most other charities, KAG Advocacy has been holding its breath in 2010 as we wait to see what the economic down-turn, a change of government and the severest squeeze on public spending for a generation will mean for us. The full implications probably won't become apparent until well into 2011, but the general outline is clear: it's going to be tough.

Against this background, 2009-10 was a remarkably good year for us. As Helen Clarke's report shows, we have gained extra funding in several areas of work and our IMCA and IMHA services go from strength to strength. We have also been able to continue with our specialist BME project despite the loss of funding in 2007-8. Our In-patient Advocacy, Citizen Advocacy and Appropriate Adult services have all achieved notable successes.

In last year's report, I spoke of KAG Advocacy's flexibility and its impressive range of skills and abilities. As if to underline this, all of our project staff began the process of gaining a professional advocacy qualification during the year and we are working towards achieving the Quality Performance Mark, a quality assurance framework specifically for the independent advocacy sector. Our now traditional Awayday held each Spring for staff and trustees generated a number of stimulating ideas. Although not strictly within the currency of this report, a review of volunteer training and induction; the retraining of staff on the use of our database and a modest redesign of our website have all been taken forward from this event.

But it hasn't been all hard work and among our more fun activities we held a sponsored walk which Sue Boakes, our Assistant Director, describes on page 7.

Returning to the more sombre theme of my opening remarks, we don't know what challenges we shall face in the coming 12 months and beyond. What is certain, however, is that the number of vulnerable people in need of our support (we helped nearly 1300 in 2009-10) is likely to increase. Helen Clarke notes that our Crisis Advocacy service has had to be discontinued. I very much hope that turning away yet more people who come to us as their last hope will not be the theme of next year's report. I join Helen in thanking our dedicated and resourceful staff and volunteers for all their hard work and the wonderful results that they achieve for our clients. Long may your splendid work continue.

Mike Todd

DIRECTOR'S REPORT

2009-2010 can be reported as another successful year for KAG Advocacy. We continued to deliver our regular Advocacy services alongside developing new services.

Through additional funding from Surrey County Council and Surrey PCT we expanded our benefit area to cover the whole of East Surrey for our Generic Advocacy project and the new IMHA (Independent Mental Health Advocate) service. This brought the boundaries in line with those for the IMCA (Independent Mental Capacity Advocate) service in Surrey. It also necessitated recruitment of additional staff in our Surrey office. The IMCA service was provided to 195 Surrey individuals during the year. In order to encourage professionals to refer qualifying individuals to the IMCA service we undertook a programme of Awareness Raising particularly focused on East Surrey hospital. This led to an increase in referrals from the hospital.

In Richmond funding was obtained from the PCT's Choosing Health programme. This enabled us to develop our specialist BME project which provided invaluable Advocacy support to 35 BME individuals/families with complex needs. We continued to recruit and train volunteers to complement the work of our Crisis Advocate in Richmond. The In-Patient Advocacy service was extended to provide the IMHA service to Richmond patients on Lavendar ward, Queen Mary's hospital and on the wards at Tolworth hospital and to those on CTOs (Community Treatment Orders) in the community. The IMCA service was provided to 29 individuals lacking capacity. Based on this figure it appears that there is further work that needs to be undertaken to raise awareness with professionals of their duty to refer qualifying individuals to the service.

Unfortunately we were forced to close down the Crisis Advocacy service in Kingston as the PCT were unwilling to fund it. This has led to a great deal of disappointment for many vulnerable individuals who used the service to enable them to live their everyday lives e.g. the Advocate negotiating on their behalf with debt collectors etc. This service is particularly necessary in the present economic climate at a time when those with mental health problems surviving in the community no longer qualify for support from the CMHTs. We continued to provide our other services in Kingston including the Appropriate Adult scheme for Kingston police station. The IMCA service in Kingston was provided to 46 individuals which included a small increase in referrals from Kingston Hospital.

In order to deliver our services in a consistent manner and to a recognised professional standard our Advocates signed up to undertake the National Advocacy Qualification. This is a City & Guilds approved course which is based on actual practice that is evidenced and judged against detailed criteria. The staff have incorporated this extra dimension into their everyday work with gusto! I would like to take this opportunity to thank them for their hard work and for sticking in there with the NAQ! As always, the added value which our volunteers provide is incalculable. How do you put a price on time given freely for purely altruistic motives? You really are the 'Big Society' in action..... for which we are truly grateful.

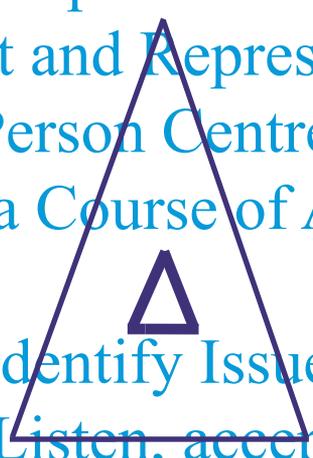
Helen Clarke

KAG ADVOCAY IMPACT

This is how KAG Advocacy makes an impact to the people we assist

K

Empowerment
Support and Representation
Person Centred
Plan a Course of Action



Identify Issues
Listen, accept
Non judgemental

G

KAG ADVOCACY IMPACT

This is how KAG Advocacy makes an impact according to clients, volunteers, staff and trustees

Having my own flat and not sharing is so much better

You got the bank to refund my money

I've been very lucky in my life. Being a volunteer and a trustee is pay back time

My little girl would not have had her illness diagnosed without you far

THE DIFFERENCE THAT KAG
ADVOCACY MAKES

He felt that no-one listened to him or respected his views, so it was good when he said I was understanding and gave him moral support

The staff and volunteers do an amazing job and I am so proud to help them as a trustee

Thanks for everything you have done to help me. I wouldn't have got this far

It was hard work, but we eventually got her boy off the child in need register and the family into a ground floor flat with a garden.

TREASURER'S REPORT

Page 6 shows summarised accounts for 2009/2010. 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. Income was some £60,000 (19%) higher than last year. This was attributable mainly to the new IMHA contract with Surrey PCT. IMCA and other contracts with Kingston, Richmond and Surrey were broadly in line with the previous year but there was also a welcome increase in the value of "spot" purchases of our services. 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 and so overall expenditure only increased by £28,000 (9%) compared with the previous year. Accordingly a surplus for the year of £33,000 was achieved and added to reserves.

Salaries of the staff employed by KAG and related expenses continue to account for nearly 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 2010/11 is projected to fall back considerably. Almost all commissioners and referrers are claiming that their budgets are under pressure and all tenders are increasingly competitive. Social care needs are not similarly constrained.

Funds carried forward are £156,000. 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 2009 / 2010 ACCOUNTS

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 ST MARCH 2010				
Descriptions	Restricted Funds £	Unrestricted Funds £	2010 Total	2009 Total
Incoming resources				
Incoming resources from generated funds				
Voluntary income	265,573	38,566	304,139	250,934
Activities for generating funds	-	-	-	-
Investment income	-	854	854	5,553
Incoming resources from charitable activities	1,410	61,842	63,252	51,574
Other incoming resources	(36,582)	36,582	-	-
Total incoming resources	230,401	137,844	368,245	308,061
Resources expended				
Costs of generating voluntary income	-	11,585	11,585	10,080
Charitable activities	217,812	104,130	321,943	295,786
Governance costs	684	144	828	887
Total resources expended	218,496	115,589	334,356	306,753
Net incoming/outgoing resources	11,904	21,985	33,889	1,308
Net movement in funds	11,904	21,985	33,889	1,308
Total funds brought forward	2,864	119,725	122,589	121,281
Total funds carried forward	14,768	141,710	156,478	122,589

SPONSORED WALK

On the 19th September 2009 KAG Advocacy staff, volunteers and trustees took part in a sponsored walk around Richmond park. We raised £618. Thank you to all the kind people who sponsored us.





STATISTICS FOR 2009-2010

The KAG Advocacy IMCA Service represented the wishes, feelings, beliefs and values of 270 vulnerable people lacking capacity in certain decisions.

The IMHA Service represented the views of 146 people who were detained under the Mental Health Act

Direct / Crisis Advocacy was provided to 317 people in Kingston, Richmond and East Surrey.

In patient Advocacy in Tolworth and Queen Mary's Hospital supported 159 people

Over 60 partnerships were formed between people and volunteers under our Citizen Advocacy Projects

24 people were supported in finding employment under our Mentoring Scheme

The Appropriate Adult Scheme attended over 80 call outs to the Police Station to support vulnerable detainees.

Within our Spot Purchase Projects over 200 people were supported, vulnerable people who otherwise would not have received any advocacy or support.



TRUSTEES

KAG Advocacy would like to thank those who supported us in 2009- 2010

COMMITTEE

Mike Todd
Kathy Gardner-Brown
Derek Ormond
Nigel Palmer
Jackie Davies
Richard Mobbs
Jim Green

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
Individual donations



KAG ADVOCACY

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Reg. Charity no 298975

