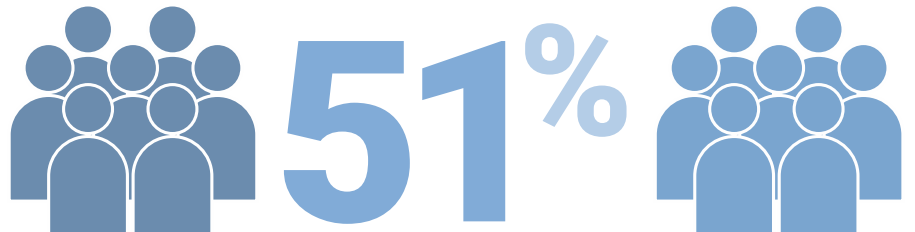




INCREASE
IN EMOTIONAL
HEALTH AND
WELLBEING

DELIVERED
5030
SESSIONS

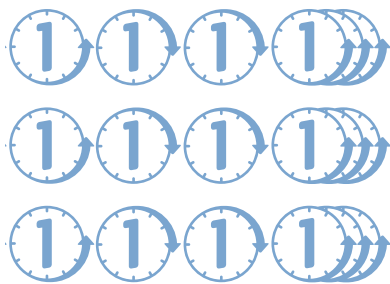


OF REFERRALS RECEIVED IN THE QUARTER ARE FROM
HEALTH AND SOCIAL CARE

“ Really valued the help from LWS. It’s made a huge difference to my life as well as my mum’s. I am more aware of what help and support that is available out there, Thank you. ”

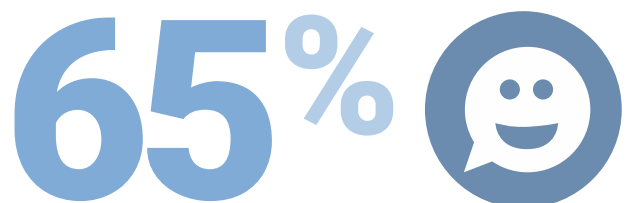


ARE FEELING
MORE USEFUL

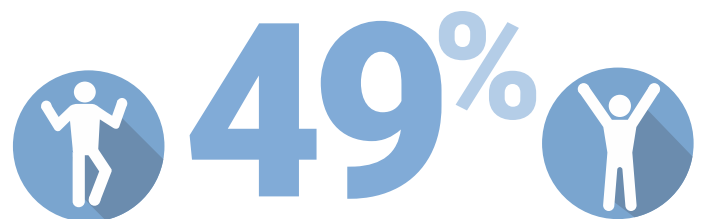


23
VOLUNTEERS
EARNED
124
TIME CREDITS

“ Great outcome that has made a difference. The Wellbeing Worker treated me like a person and not a number. ”



ARE FEELING
MORE OPTIMISTIC



REPORT IMPROVED
HEALTH & FITNESS



86% ARE GETTING
MORE OUT OF LIFE

469 
PEOPLE
HAVE ACCESSED
The Lancashire Advocacy Hub

“ I **didn't understand** what was happening before and it made me unhappy. Thank you for **attending the meetings** with me. ”

Client

“ Thank you so much **for all your help**. I couldn't have got through that meeting **without you**. It has **meant so much** having someone who **listens to me**. ”

Client

44% 
OF CUSTOMERS
WERE EMPOWERED
TO SELF ADVOCATE

“ Thank you for ringing me back you were **very helpful**. ”

Client

“ I haven't used advocacy before but it **has been very useful** to discuss **my concerns** with you. ”

Client

“ Thank you so much for listening to me today it has been good to get everything off my chest. ”

Client

“ Thanks for your help its good to know you are there if we need you. ”


Client

65 
ADVOCACY BRIEFINGS DELIVERED TO VOLUNTARY AND HEALTH AND SOCIAL CARE PARTNERS

“ I feel **so relieved** that I have put the complaint in, I am so glad of your support. ”

Client

 **100%**
CUSTOMER AND STAKEHOLDER SATISFACTION

86% 
INCREASE IN
SELF ADVOCACY SKILLS


“ Thank you so much for picking up this case so quickly and attending this meeting. You’re involved **right from the beginning** and its **much better** for patients and staff. ”

Social Care Professional

325 
NEW
REFERRALS RECEIVED
RECEIVED IN QUARTER 2

“ I have found your Advocates to be **approachable, professional and realistic** in approach to legal challenges. ”

Social Care Professional

37% 
INCREASE IN
NEW REFERRALS
IN COMPARISON TO QUARTER 1

100% 
OF
CUSTOMERS FELT THE
ADVOCATES’
INVOLVEMENT
LED TO A
POSITIVE
OUTCOME
FOR THE CLIENT

“ Was **very good** to see a **quick response** from an IMCA service. ”

Health Professional

 **100%**
OF CLIENTS FELT
THEIR RIGHTS
HAVE BEEN UPHELD
AS A RESULT OF
ADVOCACY SUPPORT

“ Your input was **superb**. Exactly what I needed; an independent person to **help me** to question and comment and **move things forward**. ”

Client

100%
OF

**STAKEHOLDERS
AGREE**

ADVOCATES UPHELD THE
**INDIVIDUAL RIGHTS
OF CLIENTS**

“ Thank you for your support regarding this very difficult case. ”
Social Care Professional

457
NEW
CONTACTS INTO THE HUB

A person told their Social Care professional they were... **“proud of myself”, “now I speak out more”, “I know what is right and wrong”, “I can spot things which aren’t right”, “I’m more open to new ideas”, “I’ve kept trying and been honest even when I was embarrassed”** and **“I’m open to how I feel”** as a result of receiving advocacy under the Care Act.

100%
OF


**CUSTOMERS
REPORTED A
POSITIVE
OUTCOME**

AS A RESULT OF
**ADVOCACY SUPPORT
RECEIVED**

“ Professional, thorough and helpful. ”
Health Professional

SUPPORTED
199
PROFESSIONALS
TO ACCESS
**STATUTORY
ADVOCACY**

“ Fantastic! The MSA involved is an excellent professional to work with and has exceptional knowledge. ”
Social Care Professional

86% 

OF CUSTOMERS FELT
HAPPY OR
VERY HAPPY
WITH THE
**ADVOCACY
SERVICE**

“ All of the support I have received has been excellent. Thank you. ”

Client

254 
PEOPLE
ACCESSED THE
St Helens Advocacy Hub

“ Thank you for listening and being so flexible. I feel like we are working together to achieve the very best for our patients. ”

Partner

100%  

OF
PROFESSIONALS
SAID THAT
**ADVOCACY
INVOLVEMENT**
LED TO A
POSITIVE OUTCOME
FOR THE CLIENT

“ Thank you for the prompt response on this case and the continued support that you have provided to the client at what has been a very difficult case. ”

Social Care Professional

 **100%**

OF CLIENTS FELT
**THEIR RIGHTS
HAVE BEEN UPHELD**
AS A RESULT OF
ADVOCACY SUPPORT

RECRUITED

12



VOLUNTEERS

TO SUPPORT THE DELIVERY OF THE SERVICE HELPING TO EXTEND OUR REACH

IDENTIFIED AND SUPPORTED

194



PREVIOUSLY HIDDEN CARERS

“ Thank you so much for a great event. It was a **great success** and **lovely to meet others** (carers) and see the **smiles on their faces.** ”
CARER

“ Fabulous, gifted and helpful!! ”
YOUNG CARER

222
REFERRALS
MADE
TO OTHER
AGENCIES
ON BEHALF OF CARERS



TO ENSURE THEY GET THE SUPPORT THEY REQUIRE AND MAKE BEST USE OF THE HELP AVAILABLE TO THEM

“ Having the opportunity to **meet other carers is a life line.** My own family do not understand my situation but **the carers and support staff here do.** ”
CARER

DISTRIBUTED

920



NEWSLETTERS TO ENSURE CARERS ARE KEPT INFORMED

“ The work you and your team have been doing is a **real credit to the Service.** ”
COMMISSIONER

FACILITATED


211
ONE-TO-ONE
SUPPORT SESSIONS FOR CARERS



OF THOSE CARERS COMPLETING MEASUREMENT TOOLS...

60% 

REPORTED
IMPROVED WELLBEING
AND
REDUCED ISOLATION

80% 

REPORTED
IMPROVED ACCESS
TO INFORMATION AND ADVICE
ABOUT THEIR CARING ROLE

FACILITATED

70 

SUPPORT
GROUPS AND
COFFEE & CHATS

ATTENDED BY 
515 CARERS



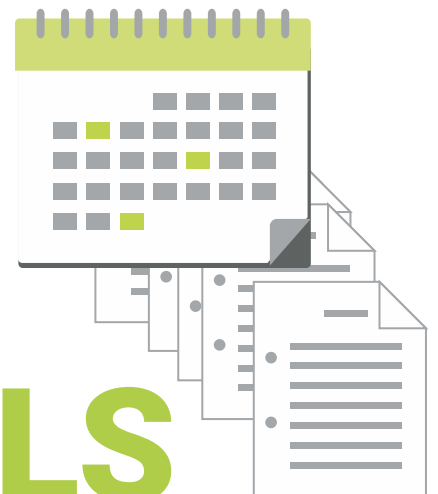
ORGANISED A
**PROGRAMME
OF ACTIVITIES**
IN THE
SUMMER HOLIDAYS
FOR
YOUNG CARERS

DELIVERED

26 EVENTS
BRIEFINGS AND PRESENTATIONS

ATTENDED BY

657 INDIVIDUALS



DESIGNED TO ENCOURAGE OTHERS TO IDENTIFY AND REFER CARERS FOR SUPPORT



1291

NEW CARERS ASSESSMENTS
PEACE OF MIND PLANS
FOR CARERS

“ Thank you for all your **help and support**, the staff involved have found the sessions to be **extremely informative** and feel their knowledge has **developed significantly**. We will be in touch should we require anything further and should there be any **carers initiatives** that you feel the practice may be able to support please do let us know. ” *GP Practice*



DISTRIBUTED
15400
QUARTERLY
NEWSLETTERS
TO CARERS

CARRIED OUT

684



REVIEWS OF
CARERS ASSESMENTS

N-compass volunteers **donated their spice time credits** so Carers could enjoy a **trip to Houghton Tower**.

A carer said...

“ We are **very grateful** that such an activity was on offer, not only to give carers an opportunity to **distract from their constant duties** for a few hours but also to be part of a tour that has great historical significance and therefore proved **immensely informative**. ”



IDENTIFIED
1790
CARERS

WE ARRANGED

221



SITTING IN SESSIONS
TO PROVIDE CARERS
WITH A BREAK
DUE TO THEIR CARING ROLE

“ From the start, Ian was **warm, friendly and engaging**, appropriately humorous, an **excellent listener** and demonstrated a genuine willingness to **understand my situation** and make helpful practical suggestions. He was kind and human in his interaction with me and that was **especially welcome**, as I'd been on the receiving end of less helpful conversations with other professionals. ” *Carer*

100%

OF CARERS **WERE HAPPY**
WITH **THE SERVICE**
WE PROVIDED

“ Denise has been a **huge support** to me. She has always **understood where I was coming from**. She gave me time and **listened to me** and helped me to take some control back in my life as I was always very tired supporting my family member. She reminded me of the **importance of self-care**. Denise was consistent throughout the whole time she supported me. ” *Carer*

SUPPORTED

29



NEW **CHILDREN**
AND **YOUNG PEOPLE**

100%



REDUCED OR CEASED
SELF-HARMING BEHAVIOUR

100%



OF THOSE
EXPERIENCING
SUICIDAL IDEATION
REDUCED OR CEASED
THESE THOUGHTS

“ The **advice and support** you gave our staff will **enable us to work** with young people who self-harm in a **more understanding manner** and I cannot recommend your work **highly enough** and feedback from staff has been **extremely positive.** ” *Head Teacher*

100%



REPORTED **IMPROVED**
PSYCHOLOGICAL WELLBEING

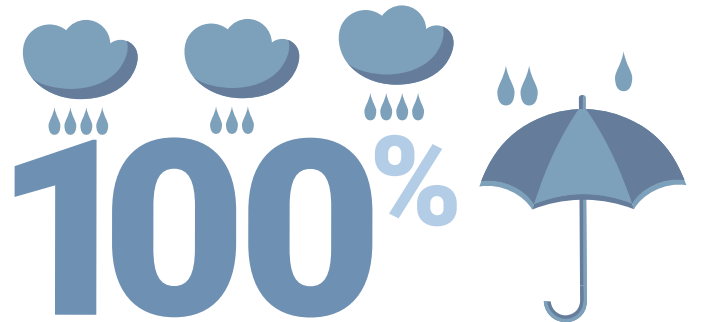
100%



REPORTED
INCREASED
UNDERSTANDING
OF THE **ISSUES AND**
TRIGGERS UNDERPINNING
THEIR SELF - HARMING /
DESTRUCTIVE BEHAVIOURS

“ The fact that I could **spea k about my problems** and **be listened to** made me feel better. ” *YP, Aged 14*

100%



REPORTED **INCREASED**
UNDERSTANDING OF
HEALTHIER COPING
MECHANISMS

“ I really feel like I have been **listened to** and understood, my counselor was **very easy to talk to.** ” *YP, Aged 17*

SUPPORTED

28



NEW **CHILDREN**
AND **YOUNG PEOPLE**

“ I was able to **talk about** my problems **without judgement** and was able to work them **out**. ”

YP, Aged 15

83%



REDUCED OR CEASED
SELF-HARMING BEHAVIOUR

100%



OF THOSE
EXPERIENCING
SUICIDAL IDEATION
REDUCED OR CEASED
THESE THOUGHTS



“ I have found **new techniques** to cope and I can **finally accept** who I am. ”

YP, Aged 14

83%



REPORTED **IMPROVED**
PSYCHOLOGICAL WELLBEING

83%

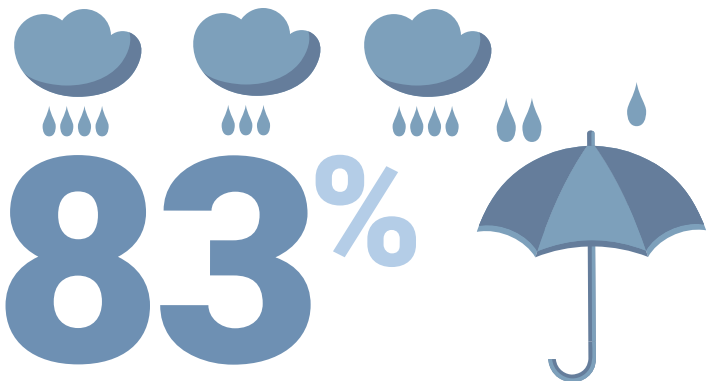


REPORTED **INCREASED**
UNDERSTANDING
OF THE **ISSUES AND**
TRIGGERS UNDERPINNING
THEIR SELF - HARMING /
DESTRUCTIVE BEHAVIOURS

“ I felt like I was in a **trusting**
environment where I could **speaking**
my mind and being understood. ”

YP, Aged 16

83%



REPORTED **INCREASED**
UNDERSTANDING OF
HEALTHIER COPING
MECHANISMS