



INTERESTED IN BECOMING A VOLUNTEER ADVOCATE
IN THE PRESTON, CHORLEY, SOUTH RIBBLE OR
WEST LANCS AREA FOR OUR
CANCER OLDER PEOPLES ADVOCACY PROJECT?

We are particularly interested in hearing from
mature individuals who may have some experience of
cancer either personally or through supporting a friend
or family member

Volunteer Advocates play a vital role in supporting indi-
viduals in various settings by helping them to enhance
their health, access opportunities & improve their well-
being.

Express their views & wishes

Secure their rights

Have their interests represented

Explore choices & options

Access information & services

All volunteers are fully trained & supported in their role

VOLUNTEER ADVOCATE TRAINING

Volunteer Advocate Training is held on a regular basis

If you would like further information, an informal discussion or
to express an interest please contact:

ICANN (Independent Community Advocacy Network North)
Brentwood House 15 Victoria Road Fulwood Preston PR2 8PS

Tel: 01772 717461 or email: admin@i-cann.org.uk

ICANN

(Independent Community Advocacy Network North)

ANNUAL REPORT 2014/15



Registered Charity No: 1075443

CHAIR'S REPORT 2014/15

There can be no misapprehension that these are testing times for the charity sector with many national organisations having to cut back on essential services whilst many, far too many smaller charities' closing altogether. In truth ICANN could be one such casualty but due to the resilience and determination of its remaining staff, volunteers and trustees we can be hopeful that we have weathered the storm.

ICANN, once a loose collection of smaller charities' has now matured into a focused and effective organisation, one we hope will continue to grow and act as an example to others.

Whilst an AGM is both a time to pause and reflect on the previous challenges and triumphs and speculate what the coming year will bring it is also time to say thank you! I pass on my sincere thanks to all who contribute to our success including Denise and her colleagues at Community Futures who continue to provide support to ICANN.

Thank you all!



PRINCIPLE 2:

Benefit must be to the public or a section of the public

Principle 2a: The beneficiaries must be appropriate to the aims

Activities Undertaken: Beneficiaries are as per stated in the objectives of the charity. ICANN supports adults and young people disadvantaged by disability, physical/mental illness, age or social exclusion to make known their needs and wishes in order to obtain appropriate services and so increase their quality of life.

Principle 2b: Where benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted (a) by geographical or other restrictions or (b) by ability to pay any fees charged

Activities Undertaken: No such restrictions occur

Principle 2c: People in poverty must not be excluded from the opportunity to benefit

Activities undertaken: Not applicable

Principle 2D: Any private benefits must be incidental

Activities undertaken: Not applicable



PUBLIC BENEFIT

Over the past 12 months ICANN has striven to ensure that it has met the public benefit principles set down by the Charity Commission. These are present in this Annual Report as follows:

PRINCIPLE 1:

There must be an identifiable benefit or benefits

Principle 1a: It must be clear what the benefits are

Activities Undertaken: The benefits are that people who have learning difficulties, mental health problems, physical disabilities, visual and or sensory impairment or who are in need of relief by reasons of their youth, age, social and economic circumstances in Preston and the surrounding area are able to access fair representation for goods, services etc that will relieve any identifiable need

Principle 1b: The benefits must be related to the aims

Activities Undertaken: The above benefits are tied specifically to the aims and objectives of the organisation and these are achieved through a referral system and by working with key partners to provide innovative, localised and responsive services

Principle 1c: Benefits must be balanced against any detriment or harm

Activities Undertaken: There is no identified detriment or harm with the achievement of the objectives of the organisation

CHIEF EXECUTIVE OFFICER

REPORT 2014/15

Be careful what you wish for! Not only is ICANN now firmly established as a community based advocacy service, it has exceeded expectations in a number of other ways.

We ended last year with news of the COPA project, which has provided the focus of work for ICANN this year. You will find more details in this report, but it is worth mentioning that as well as the excellent support it offers to individuals, it has also enabled ICANN to develop new partnerships and explore new opportunities.

As any small charity knows, sustainability is a challenge, however I am confident that we now have the foundations to enable us to grow and achieve more. With the support of the trustees, we will continue to develop our expertise and knowledge and build on our key strengths. When reflecting on those, my thoughts are drawn to those who deliver our services – what an extraordinary group of people! What sets them apart is their constant belief in the work that they do, whether paid or voluntarily, to support some of the most vulnerable members of society. My thanks, as always, go to them for their hard work and dedication and to the trustees for their ever present guidance and support.



SERVICE MANAGER'S REPORT

It has been another busy year here at ICANN. We have continued supporting residents of Preston, Chorley and South Ribble via the Benefits Assessment Advocacy Project, whilst trying to secure further funding to continue and even extend the project to a wider audience.

ICANN have also been very busy with the launch of the Cancer Older People and Advocacy Project (COPA). This has involved us in setting up a Local Cancer Champions Board made up of representatives from Health, Social Care, Local Authorities, Clinical Commissioning Groups, other Voluntary Community and Faith Sector Organisations, Volunteers, and Older People Affected by Cancer themselves. The board both promotes and steers the COPA project but also links into the National Cancer Champions Board. This is made up of representatives across England and Wales, and allows us to bring a Lancashire voice into the national decision making around cancer services. ICANN are proud to have also provided two representatives who sit on the National Health Professionals Board. Their role is similar in ensuring that nationally health professionals are aware of the benefits of Advocacy, and how it provides added benefits to the valuable role they play with their patients.

As Services Manager I attend the Cancer Older People and Advocacy National Project Management Board Meetings, and have enjoyed comparing notes with my colleagues from other delivery partners across the country, including Brighton, Devon, Dorset, London, Bristol, Cardiff, Oxfordshire, Birmingham, Wolverhampton, Staffordshire, Sefton, Knowsley and North-umberland. ICANN currently have the most successful Local

Volunteer Week Afternoon
Tea: June 2015



Roadshow Event April 2015



ICANN TRUSTEES

Kevin Wright (Chair) - Julie Humphries

Julie Gibson – David Blackmore

ICANN STAFF

**Denise Partington Chief Executive—Janet Cullingford
Services Manager—Aneesah Bana Advocate –
Pat Tootle Administrator—Carol Wood Sessional
Advocate— Anne Irvine Hamptons Project Worker**

ICANN VOLUNTEERS

**Anne Irvine – Carol Wood – Ann Fitzpatrick – Sandra
Casey – Linda Kitchen—Gill Manuel – Neil Platt –
Alex Cullingford – Keith Irvine – Andrew Smith –
Joan Burrows – Rosina Spencer – Clive Weaver
Margaret O'Donaghue -Colin Naylor – Richard Timson**

FINANCE REPORT 2014/15

The summarised accounts on this page are a summary of the information extracted from the full accounts.

The summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full accounts, Auditor's Report and the Trustee Report on those accounts should be consulted. Copies of the full annual accounts may be obtained from the charity.

INCOME:		
INCOMING RESOURCES FROM CHARITABLE ACTIVITIES	54	23
TOTAL INCOME	54	23
EXPENDITURE:		
COST OF CHARITABLE ACTIVITIES	96	87
GOVERNANCE COSTS	01	01
TOTAL EXPENDITURE	97	88
SURPLUS/DEFICIT	(43)	(65)
BALANCE SHEET:		
FIXED ASSETS	01	05
CURRENT ASSETS	112	147
CURRENT LIABILITIES	(4)	(1)
TOTAL NETT ASSETS	109	151
RESTRICTED FUNDS	05	02
UNRESTRICTED FUNDS	104	149
DESIGNATED FUNDS	0	0
TOTAL FUNDS	109	151

Cancer Champions Board, and are in the top 3 most successful new partners in terms of numbers of volunteers and Older People Affected by Cancer that we have been able to support.

Volunteer recruitment and training continues on an on-going basis. This year we held two separate volunteer advocate training courses, and have also run an additional eight more specialised training sessions to support the work of both our Cancer and Benefits Projects. Recruitment of volunteers is never easy but we continue to look at all avenues open to us to attract volunteers.

ICANN have also been working in conjunction with Child Action North West (CANW) providing training, and on-going support and supervision to staff and sessional workers who are engaged in Children and Young People's Advocacy, within the Children's Rights, Mentoring and Youth Justice Services, including looked after children, children in need, and those at risk of offending.

LUV Preston a local drop in supporting homeless people in Preston have also accessed our training for staff and volunteers to build on the valuable work that they already do.

ICANN continue to provide an independent Advocacy service to Active Pathways Specialist Rehabilitation and Community Services at their units in South Ribble, The Hamptons, and Brookhaven. This also includes support for residents to attend patient/service user forums.

Privately commissioned services also form a small part of our work, providing Paid Relevant Person's Representatives, for clients of out of area Local Authorities, who are being held under a DOL (Deprivation of Liberty) order, as well as work funded by Court of Protection Administrators, to provide an independent advocacy voice for their clients.

BENEFIT ASSESSMENT ADVOCACY PROJECT

During 2014/15 ICANN have continued the pilot project launched in November 2013 to provide support to people who are being asked to attend medical assessments to support their claims or reviews of Employment Support Allowance (ESA) and Personal Independence Payments (PIP) which is replacing DLA (Disability Living Allowance) The service is aimed at supporting local citizens who are attending any of the three Preston based assessment centres.

It has been a very popular service, which could not have been successful without the commitment of ICANN's dedicated team of staff and volunteers, who have provided advocacy support at these health assessments for which we have received some fantastic feedback from those we have been able to help. Where we have been unable to attend in person, we have offered pre-assessment support and information to help people prepare and also alleviate the stress and anxiety associated with these appointments. (Please see separate data detailing the latest figures for support provided and our success rates)

ICANN are proud to have worked in partnership with other local organisations and charities that have been referral agencies into the project. We have also been engaged in joint awareness raising initiatives, including welfare reform and financial inclusion. Thank you all for your support.

As yet, ICANN have not managed to secure any funding to carry on our valuable work in this area, however we continue to apply for charitable funding wherever possible, and will consider joint working where applicable to make this possible.

More recently sadly, Leslie has deteriorated considerably and his social isolation has meant that he was unable to meet his basic care needs. As a result I was able to help him identify various care package options. To date he is now receiving a care package at home, whilst I am still supporting him with his numerous hospital appointments, again as his needs will evolve, my advocacy support will change. We are now currently identifying accommodation options, looking at various care homes and discussing his wishes with regards to palliative and end of life plans.

This clearly has been a very challenging journey for Leslie, particularly as he was socially isolated and felt very alone. Advocacy support has allowed him to voice his fears and concerns and crucially ensure that he understands the procedures and transitions which sadly are imminent. Although the advocacy support has not altered the eventuality it ensured he maintained his personal dignity, respect and independence through a difficult time.

Aneesah Bana – Cancer Advocate



LESLIE'S STORY

Leslie was referred by a family member with a diagnosis of bowel cancer and secondary cancer of the lungs. It was also recognised that he had moderate learning difficulties, which affected his ability to make informed choices. Leslie also struggled with reading, and found information hard to access. Our first visit was at his home to ensure that he felt able to voice his concerns in a safe and familiar environment. At the first meeting we were able to discuss various areas of his life, to ascertain any areas that advocacy could assist him. Over the next couple of meetings we were able to establish that he was having difficulty in retaining medical information from his monthly hospital consultant meetings. It was therefore agreed that I would attend with him. Prior to the meeting we met to discuss any pending concerns or medical problems Leslie was experiencing.

Whilst attending these appointments I became aware that Leslie's nutritional calorie intake was a grave concern. We therefore agreed that I would assist him in exploring different types of liquid nutrition that he could take to enable his weight to remain fairly steady. Consequently until his health deteriorated considerably he was able to maintain his weight at a satisfactory level.

Unfortunately due to the nature of Leslie's illness, as his cancer was terminal his needs have been continuously changing. As an advocate I have been able to accompany his journey. I was able to assist him with acquiring walking aids and having adaptations made to his property such as extra railing support along the stair case.

STATISTICS 1 April 2014—31 March 2015	PIP	ESA	TOTAL
Total Referrals	100	67	167
Pending (Awaiting date)	7	2	9
Single Session (either pre-meet or telephone support only)	22	10	32
Assessments attended by an Advocate	71	55	126
Outcome Unknown (unable to contact for feedback)	22	16	38
Claim Successful	33	36	69
Claim Unsuccessful	16	3	19
% Success Rate of those clients who had an advocate present at the assessment and we were able to contact for feedback	67%	92%	78%
Telephone feedback was successfully obtained from 69% of PIP clients whose assessments we attended, and 71% of ESA clients whose assessments we attended.			
ICANN only elicit feedback from those clients who we support through our whole assessment process. Although many of our clients who are given information and support over the telephone or at a pre-meet, are also successful and feel that the service from ICANN has made this more possible.			
REFERRAL AGENCIES & NUMBER OF REFERRALS (TOTAL 167)			
Preston City Council	46	PUKAR	3
Disability Equality (DENW)	26	Jobcentre Plus	2
Self/friend/relative	22	DISC	2
Citizens Advice Bureaux	21	VIA	1
Help Direct	23	MP	1
Community MH Team	13	Welfare Rights	1
Carers Centre	4	Age Concern	1
		PDVS	1

LOCAL CANCER CHAMPIONS BOARD MEMBERS

Carol Wood (Chair)	Advocate & Ex MH Professional
Margaret O'Donoghue (Vice Chair)	Advocate & Ex CEO Vine House
Pamela Hill	OPAAL
Carol McCabrey	West Lancs CCG Rep
Ilyas Patel	Healthwatch Representative
Rachel Glascott	Mgr Rosemere Info Centre RPH
Carol Sharples	Age Uk Chorley & West Lancs
Kevin O'Hara	Connect 4Life Co-ordinator
Joan Burrows	Advocate
Linda Chivers	CEO Age Concern Central Lancs
Kiran Banati	LCC Public Health Representative
Marilyn Eckton	Volunteer Vine House
Paula Jones	LCC Locality Comm Manager
Clive Weaver	Advocate & LGBT Project Rep
Greg Mitten	Chief Exec WL CVS
Tim Almond	Chorley & S Ribble CCG Rep
Paolo Dey	UCLAN Public Health
Dr Jack Kinsey	West Lancs CCG & Macmillan GP
Jeremy Such	Macmillan Development Manager
Linda Hill	Macmillan Involvement Co-ord
Sarah Bennett	West Lancs CVS



CANCER OLDER PEOPLE ADVOCACY PROJECT (COPA)

In April 2015 ICANN were successful in securing 3 years funding from the Big Lottery in conjunction with OPAAL (Older People's Advocacy Alliance) and Macmillan Cancer Support to become a delivery partner for the Central Lancashire COPA (Cancer Older People and Advocacy Project)

The project was officially launched in August 2014, to provide one to one Advocacy support, help and access to advice for anyone aged 50 or over who is affected by cancer, either as a patient, a family member, friend or carer if they reside in Preston, Chorley, South Ribble or West Lancashire.

ICANN have been busy recruiting a new team of volunteers, to support the work of this project, volunteers are peer advocates, and will be themselves over 50 and have had some experience of cancer, whether personally, or in supporting others with cancer.

COPA is a holistic service and whilst not a befriending service, can result in much longer term advocacy relationships developing over the course of an individual's cancer journey. An advocate can provide support in many areas including treatment and care decisions, social care, assessments, accessing aids and adaptations, financial, benefits, debts, employment, carer issues and can provide that immensely valuable listening ear.

Since the start of the project we have received 38 referrals up until the end of March 2015, and continue to provide on-going support to many of these clients. One of the first referrals we received was to support Leslie, please read his story.....

