

Our work in 2019/2020



We help people in England to get their views heard, and to know their rights. This is called advocacy.



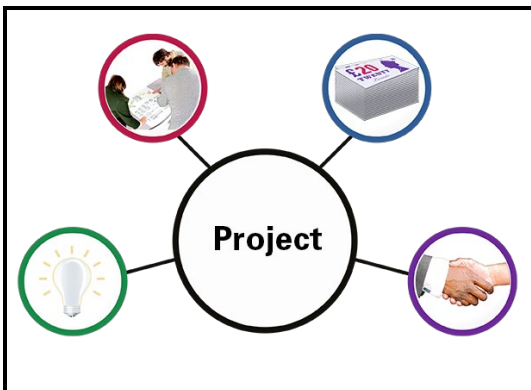
This year we worked with 27,791 people.



86% of those people said we helped them get the changes they wanted.



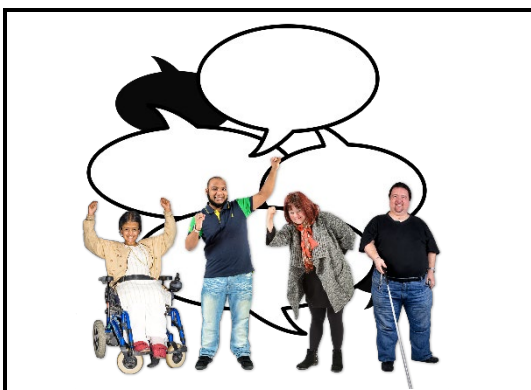
In 2019, 80% of the people we helped had mental health issues, dementia or a learning disability.



As well as advocacy, we run many different local projects.



Peer mentors are people who have had problems. They help people with the same problems as them. In Camden this year, our peer mentors helped 62 people.



In Cambridgeshire, we helped 222 local people with learning disabilities or autism to make their local services better.



There is a law called the **Mental Capacity Act**. It says what happens when someone finds it difficult to make big decisions.



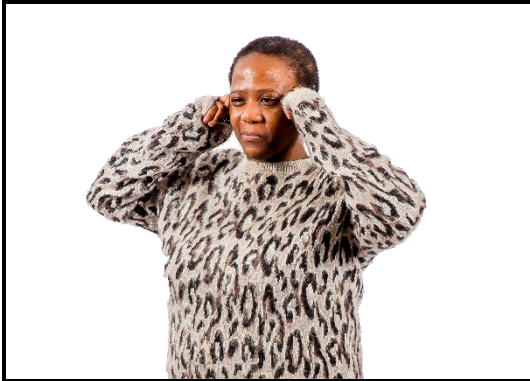
We asked people and their families what they think about the Mental Capacity Act. They told us there were problems.



We worked with other organisations to tell the government to change this law. We said the law should give people stronger rights.



The government made some of the changes we asked for. We still think the law should be better. We will keep asking for more changes.



We also told the government how they could make things better for people with mental health problems.



They agreed to look at the rules about giving advocacy to people who are in hospital with a mental health problem.



We made a guide about how to stop people with learning disabilities or autism from being given too much medicine when they don't need it.



We put information on our website about giving advocacy safely during coronavirus. 3,237 people read the information in March and April.

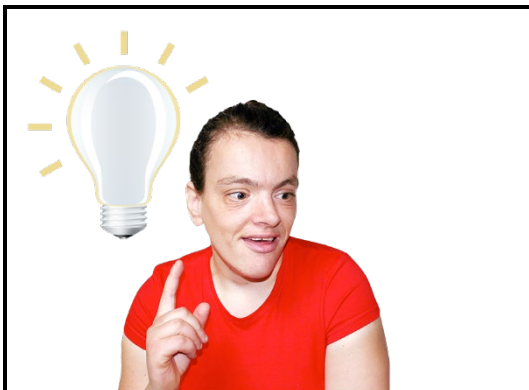


Keeping people safe is very important to us.



We tell the council or the NHS when we think someone might not be safe.

This year we did this about 40 times every month.



We made it easier to understand what to do when we think someone is not safe.



Next year, we want to start more projects that help people to get their views heard and to know their rights.