

We are People First.
Impact Report 2019-20.



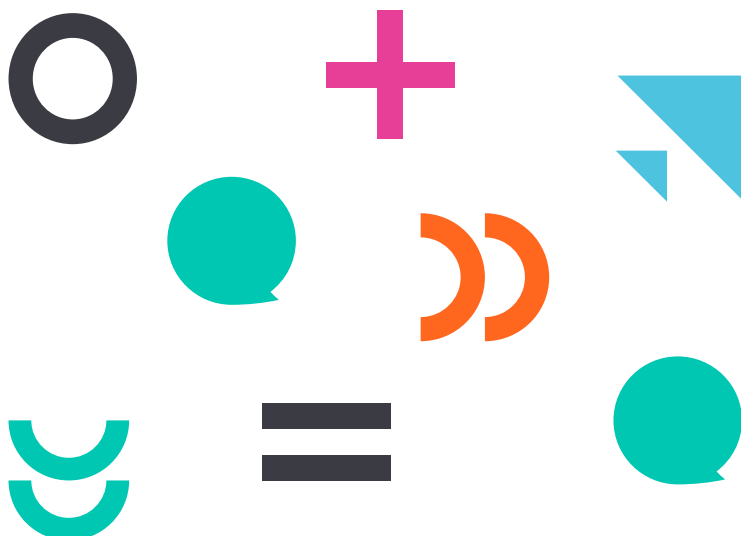
We
Listen. 
Engage. 
Empower. 

wearepeoplefirst.co.uk



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Accessibility.

This report is designed to be an accessible document.

If you do need an alternative version please email us at hello@wearepeoplefirst.co.uk



People First People.
Our cover star.

Marcus is one of our Hospitality Academy Learners. Find out more about their work on **page 24.**

We are People First. We listen, engage and empower.

All of our work directly involves improving outcomes for people. **Listening through advocacy. **Engaging** with people on health and care services. **Empowerment** through training. We believe in supporting people to live their best lives the way they want to.**

This report shows our impact from April 2019 to April 2020.

**We make a difference.
We are People First.**

Co-chairs' message.

A year of growth and reflection.

This year marks the first full year People First has officially held charitable status and has been a year of growth and reflection.



Steven Corlett, Co-Chair
Board of Trustees



John Mills, Co-Chair
Board of Trustees

● We have supported more people than ever before, not just across Cumbria but also in Lancashire and the North East. We continue to establish new relationships and seek out new opportunities to support our existing and new customers.

We are proud that this year we have introduced the new reinvigorated image of People First through our new website, revamped social media and logo. Our message remains the same, but is more prominently shown. We continue to remain committed to listening, engaging and creating an environment where people can become empowered.

A moment of particular pride this year came in the launch of our Riverbank Kitchen, an important part of the Carlisle Conference Centre offer. The Riverbank Kitchen provides a state of the art facility for our Hospitality Academy learners to grow and develop their skills in catering and hospitality; preparing them for the world of work.

We would like to recognise and extend a special thank you to our amazing learners, who have grown in confidence and ability over their time with us. They greet everyone warmly and professionally and show perfectly

what People First represents: a world where everyone is treated equally and given equal opportunity to develop their abilities to succeed and thrive.

As our ability to support people has increased we have taken this opportunity to review our current structure and processes to ensure we are fit for the future.

We would like to extend our thanks to the volunteers and staff who have together worked extremely hard raising the profile of People First, delivered Advocacy, and all our other projects with integrity and passion.

People First has continued to grow from strength to strength in what has at times been a year of rapid change and challenge. Throughout it all we have ensured that we have remained true to our goals.

This is the 30th year since we were founded as a Self Advocacy organisation for people with Learning Difficulties. Initially operating from a kitchen table, with the support of our members, many of whom are still with us now, we continue to remain true to our founding principles. We are People First. ●

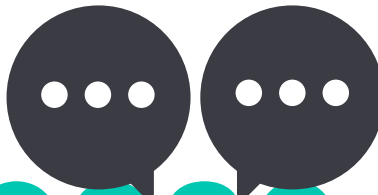
Highlights 2019-20.

2419



people provided with advocacy support.

29880



people engaged with by Healthwatch Lancashire and Healthwatch Cumbria about their health and care services.

5.5%



increased turnover from last year.

over 2700



hours of learning delivered.

574



services and community events visited by our Healthwatch Teams across Cumbria and Lancashire to gather people's experiences.

662



separate bookings for conferences supporting our Learners and our wider work.

95%



of people who received advocacy support said they were satisfied or part satisfied.

31



volunteers have worked alongside our teams to support from advocacy to administration.



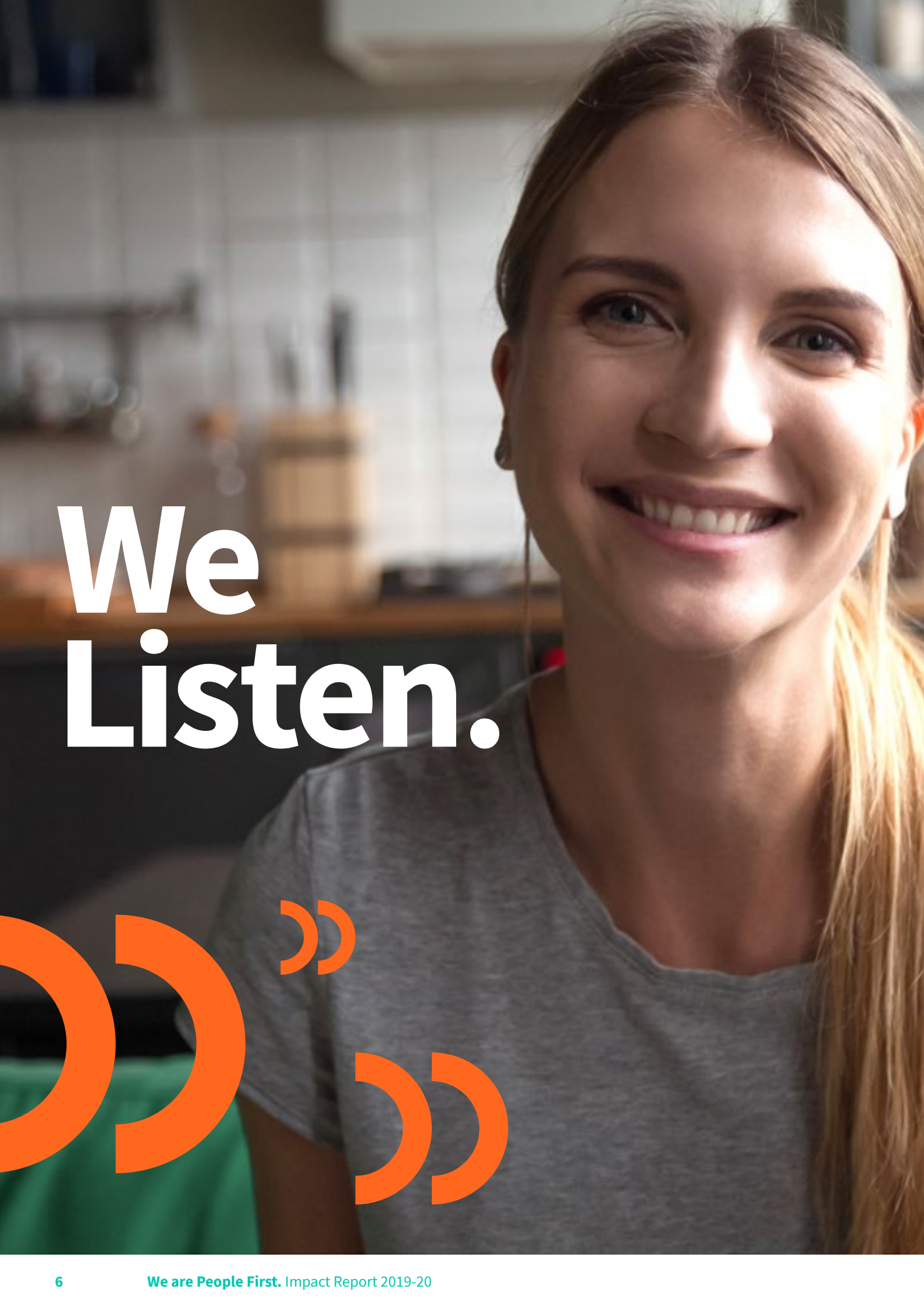
Our 1st Golden Apple Award.

For Best Inclusion Initiative for our Hospitality Academy.

140



young people engaged with through our Talk-Active Project.



We Listen.



)) We Listen.

We listen to people to truly understand their needs and wishes.

Our work enables people to feel respected, to be heard and to get the outcomes they deserve.



Advocacy. Valuing voices. Expanding our offer.

People First's independent advocacy offer works alongside people who may be having a difficult time or may need some extra support to understand information and follow processes.

● Advocacy is about supporting people to explore their options and choices and acts as a safeguard to ensure peoples' rights are respected.

Our advocacy is free to people who need our support and independent of all health and social care services. We pride ourselves on being respectful, compassionate and kind to all who contact our advocacy service.

This year our Advocates have provided:

- Independent Mental Capacity Advocacy (IMCA)
- Independent Care Act Advocacy (ICAA)
- Independent NHS Complaints Advocacy
- Paid Relevant Person's Representative (RPR)
- Independent Mental Health Advocacy (IMHA)
- Independent Deprivation of Liberty Safeguards Advocacy
- Non-Statutory Independent Advocacy

Alongside these advocacy projects, we have been commissioned by Cumbria County Council to support parents going through care proceedings and also by

» The impact.


2419 

People supported through our Advocacy Projects.

3206 

Referrals made for Advocacy Help.





other local authority areas to provide RPR support to people who now live in Cumbria.

As our reputation as a quality provider of advocacy continues to grow so too do our services. This year we have extended our offer to begin working in two other local authority areas alongside Cumbria: Redcar and Cleveland and Stockton-on-Tees in the North East. After delivering a responsive and efficient Advocacy Hub in Cumbria for nearly eight years we have successfully begun to operate the Hub in the North East.

Newly expanded, our Advocacy Hub is a friendly, responsive and knowledgeable entry point for our customers. Easy and simple to access: the Hub has helped thousands of people reach the support they need quickly and efficiently.

People First provides advocacy support in Cumbria and works in partnership with advocacy providers in Teesside to ensure customers have a smooth journey from first point of contact with the Advocacy Hub through to the advocacy intervention and beyond. ●



As our reputation as a quality provider of advocacy continues to grow so too do our services. »

Advocacy impact study.

Independent Mental Capacity Advocacy.

Each year we work with thousands of people across the North of England to support in times of need.

● Our advocates help people express their views and wishes, and to stand up for their rights. They stand shoulder to shoulder with an individual as an extension of their personal will.

Among the customers we have supported this year is Frank (not his real name).

Frank is a young man with physical and learning disabilities. He lives in residential care and is reliant on staff to meet his care and support needs.

Frank was referred to People First having been assessed as lacking capacity to consent to care and support arrangements; which amounted to a Deprivation of his Liberty (DoLS). This refers to a person under constant supervision who is prevented from choosing where they live. Frank was allocated an advocate to ensure that his rights, feelings, wishes and views were represented.


Our advocate met with Frank and the Care Home manager. The advocate reviewed Frank's care plan and was able to ask him questions about how he liked to spend his day and what he thought about his care and support.

Our advocate visited Frank regularly and observed that he spent long periods of time alone in the corridor. This was described as being for Frank's safety from other residents. The Care Home had formally raised concerns that they could not meet Frank's needs. The advocate raised a formal safeguarding alert and concerns to the Supervisory Body, Cumbria County Council.

A bungalow was identified that would be more suitable for Frank. The advocate ensured that Frank was actively involved in the proposed move, facilitating his mother's involvement and ensuring Frank's feelings and wishes were heard.



Our advocate visited Frank regularly and observed that he spent long periods of time alone in the corridor. »



Despite initial progress, there were considerable delays, the Local Authority cited issues with funding, recruitment of staff and delays for an Occupational Therapist to visit the property.

During this time Frank continued to spend time in the corridor. There was additional support provided to reduce the restrictions for Frank however the delays to his move continued. The advocate exercised Frank's right to have his DoLS reviewed by the Court of Protection, the court established to support people who lack capacity to make decisions. ●

» The impact.

→ Our advocate instructed a solicitor to act on Frank's behalf and raised a Section 21 Application. The Court agreed that it was in Frank's best interest to move to the Bungalow to enable him to have more control over his life. The Court also ensured that the process progressed at pace and Frank was able to move to the bungalow.

Our advocate continues to visit Frank and is pleased to report that he spends no time in corridors and is able to engage in a wide range of activities of his choosing every day.

Advocacy impact study.

Child Protection Advocacy.

Throughout the stages of life, from childhood to old age, advocacy is available to help people speak up and have a say on the important decisions that affect their lives.

● Among our diverse advocacy offer, we provide Child Protection Advocacy to support young people in our region. This year this has included helping Maria (not her real name).

Maria was referred to People First by Children's Services to provide her with advocacy support during child protection proceedings in relation to her unborn child.

Maria has learning difficulties and it caused Maria a great deal of anxiety to learn that although she felt her life was a lot more settled since meeting her new partner of a few years, there were concerns by the Local Authority in relation to her ability to care for her unborn child.

A People First advocate met with Maria prior to a meeting with Children's services. They talked about Maria's views and wishes and her hopes of being given the chance to care for her baby with support from her partner.

The advocate noticed some conflicting information which they highlighted with the Local Authority and this resulted in a new assessment of Maria's capacity being undertaken.

The results of the assessment conflicted with what was previously thought, and showed that Maria did in fact have capacity to give instructions in relation to court proceedings.

Maria's baby was born and the Local Authority applied to the court for an urgent order so her baby could be taken straight in to foster care. This really affected Maria and her partner because they felt they were capable of caring for their baby and very much wanted the opportunity to do this.



The advocate noticed some conflicting information which they highlighted with the Local Authority and this resulted in a new assessment of Maria's capacity being undertaken. »

» The impact.

- The advocate attended court with Maria so that timescales for assessments, statements and court hearings could be agreed.

The advocate also supported Maria in discussions prior to the hearing with her Solicitor to ensure Maria's views and wishes were fully represented. Unfortunately due to the Covid-19 restrictions, contact sessions between Maria and her baby have been put on hold. However Maria has been kept up to date on her baby's progress by photos and videos channelled through the social worker to her and her partner.

The advocate has attended phone conference meetings with Maria and professionals during the Covid-19 restrictions. These have ensured that Maria and her partner are kept involved and up to date with any developments. ●

Maria and her partner have showed resilience through very challenging times and are hopeful that the future will be brighter for them and they will be able to live as a family with their baby. ●





We
Engage.

+ We Engage.

By engaging with people and communities we find out what really matters to them.

We use this information, and people's stories, to influence decision makers, to improve services and improve people's lives.



Fundraising.

A year of successful firsts.

After proudly receiving charitable status, 2019/2020 represents People First's inaugural year as a registered charity.

A year of increased fundraising activity, diverse fundraising events, campaigns, and public support, we have experienced a year full of impactful fundraising firsts.

Our first fundraising event.

● In October, People First attended our first public fundraising event. 'Fab-seiling for Others' saw Cllr Christine Bowditch, Chair of Cumbria County Council, along with three fellow influential women brave a charity abseil at the Carlisle East Fire Station.

After selecting People First as her charity of the year, Christine Bowditch, pictured below, raised sponsorship and awareness as she faced her fears to abseil

over a hundred feet. Christine's efforts led to a generous donation and significant press coverage for which we are humbly grateful.

To support Christine, People First also attended the Fabseil event with crowd-pleasing fundraising activities, a fresh new look to our branding, and a host of enthusiastic faces.





Our first charity running places.

● A further first, People First has been successful in gaining charity places for next year's Great Manchester Run 10k. With this milestone comes a feature in the charity listings pages for the Great Manchester Run Magazine.

Our running places were quickly taken up by inspirational members of our local community who are supportive of our work

and proud to raise funds and the profile of People First.

The run will be taking place in 2021. We are looking forward to supporting our runners as they train and represent our organisation at this nationally renowned event.

Pictured left to right:
Natasha Beattie, Damon Mahoney and Debbie Whitby.

Our first charity award.

● This year, The High Sheriff of Cumbria, Marcia Reid Fotheringham, visited a selection of Cumbrian charities to award commendations. Among the High Sheriff's honours, People First was selected to receive the 'High Sheriff Award'.

Recognised for our work in the local community and the positive impact we have on the lives of our fellow Cumbrians, the award was a true honour to receive and a powerful achievement to display in our first eligible year.

A big People First thank you.

● In addition, this year has been full of kindness and generosity. The support of the many individuals, organisations, funding bodies, trusts, stakeholders and so many more continues to inspire and enable us to provide projects and services for our customers. We would like to thank the following funders, sponsors and supporters; who are helping us to be there for those who need us. Thank you:

- Cumbria Community Foundation
- The Roselands Trust
- Furness Building Society
- Dobies
- Sellafield Ltd
- Savoy Trust
- The Good Things Foundation
- Cumbria Youth Alliance
- Cumberland Building Society
- National Lottery
- McVities Carlisle
- Tesco Carlisle
- Asda Carlisle
- Peter Tysons
- Online Systems
- The Halston
- Premier Electrical
- Cumbria County Council
- Carlisle City Council
- The High Sheriff of Cumbria, Marcia-Reid Fotheringham
- Morecambe Bay NHS Clinical Commissioning Group
- North Cumbria NHS Clinical Commissioning Group
- North East and Cumbria Learning Disability Network
- North East and Cumbria Transforming Care Board
- Lancashire County Council
- Children In Need
- NHS England
- Northumberland CCG
- People's Panel
- Inclusion North
- North West Campaigns Group
- Pathways Associates
- John Watt & Son Coffee House
- Lowther Castle & Gardens
- Overwater Hall Hotel
- Redcar and Cleveland Borough Council
- Stockton-on-Tees Borough Council
- Caterite
- Grapevine

+ We Engage.

People First. Established values. New branding.

After launching our new website and refreshing the look of People First's brand in 2019, we have continued to develop, and share our revamped identity across the region and beyond.

● Increasing social media presence. Boosting our engagement with regional press. Delivering targeted marketing campaigns. This year we have embraced digital and face-to-face opportunities to amplify People First's work and spread awareness of our goals and services further than before.

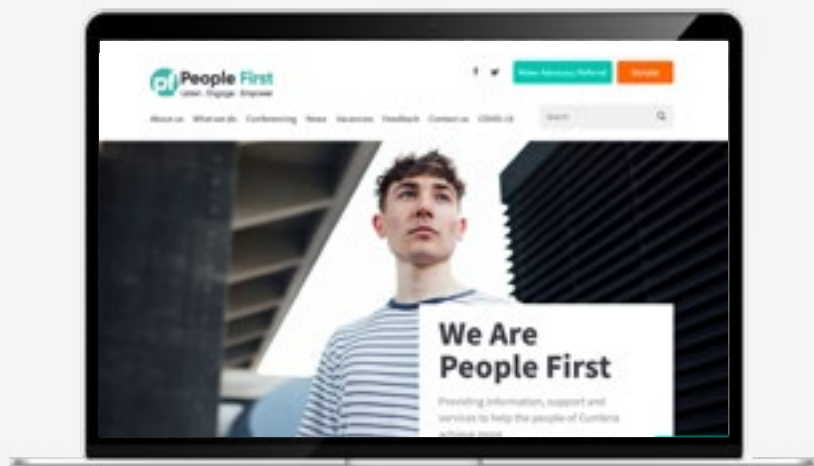
Building on the work carried out last year, we have refined and developed People First's visual brand. This has included:

- embracing a dynamic colour pallet
- featuring more of our staff and customers in imagery
- producing revitalised printed materials including a new Centre for Learning Prospectus and Conference Centre Brochure

+ The impact.

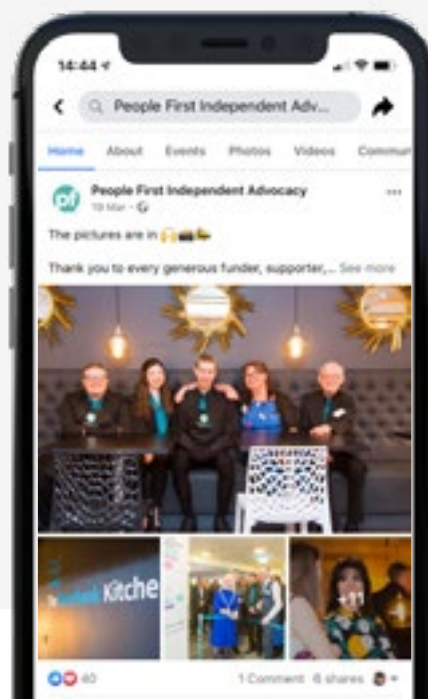
over **32000**

visits to our website



50%

increase in Facebook following





Reaching more people, this year has seen a large increase in our social media and overall online activity. Our social media accounts have undergone a revamp to emphasise the dynamism of our organisation and to encourage better engagement. Connecting across our region, we have increased our following and worked with our learners and staff to represent the broad range of People First services publically and proudly.

Working together with key stakeholders, People First has strengthened its relationship with a number of local and regional press outlets. With coverage in newspapers read by hundreds-of-thousands, to repeat appearances on radio programmes broadcast across the North West, our messages have been shared far and wide.

Consistency and strategy have been key focuses this year. This has meant standardising the way People First communicates with the outside world. From

new document templates, e-signatures, social media schedules and press-releases, we have made big steps towards clarifying and solidifying the People First brand.

Next year will be a year of further growth for People First's brand awareness. We will continue to invest in social media activity, and, when possible, ensure that we are a very visible presence in our local community, whether online, or in person. ●

The People First Conference Centre.

Award winning. Life changing. Unique.

We are People First. Independent Advocacy

Do you need help speaking up for yourself?

We can help you.

Contact the Independent Advocacy Hub for Teesside.

The People First Centre for Learning.

Award winning. Life changing. Unique.

2020 Prospectus

New marketing items

over **130000** engagements on social media

Increased engagements on radio and news media.

We are People First. Impact Report 2019-20

The People First Conference Centre. A complete offer.

**More bookings.
More customers.
More facilities.
The People First
Conference Centre
has experienced
its most successful
year to date.**

● We have built on the momentum of last year to establish a stellar reputation as a first-rate venue. With outstanding customer service and truly state-of-the-art facilities, our bookings and our offer has never been more impressive.

After collaboration, hard work and vision, this year we launched our new facility, The Riverbank Kitchen. Fully equipped for our Hospitality Academy learners to learn the skills of both cooking and working within a professional catering environment. The Riverbank Kitchen completes our offer for both our learners and our Conference Centre customers.

A powerful 'win-win': The Riverbank Kitchen is a huge step forward. It means our Conference Centre guests will enjoy good quality food from Cumbria. It means People First has expanded our hospitality offer to increase our income and quality. It means our Hospitality Academy learners will experience a new working environment with the support of coaches and professionals.

**+
Thank you to all
our customers,
our staff and our
learners for the role
you have played
in making this a
successful year. +**

Below: Councillor Christine Bowditch opening The Riverbank Kitchen in March 2020.



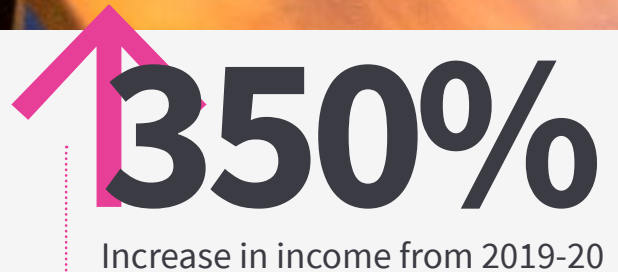
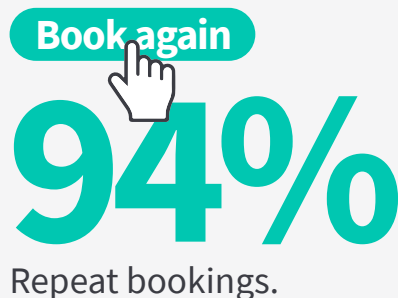


In addition to new facilities, the established services available at the Conference Centre continue to impress customers. Feedback is outstanding and the level of support and goodwill that our guests share is excellent. Word of mouth is spreading and our reputation continues to grow.

Looking ahead, we know that we will need to adapt to the developing Covid-19 situation. However we are ready for the challenges and opportunities this may bring for the future. We have adjusted to government guidelines already and will continue to take the steps needed to keep our customers safe and welcome. ●

The Riverbank Kitchen.

+ The impact.



The Riverbank Kitchen.



We Empower.



➤ We Empower.

Our role is to support people to empower themselves.

We create the environment and conditions in which a person is supported to take control of their own future.



The Hospitality Academy. New awards. New qualifications. New kitchen.

Hard-work, learning, achieving, thriving: The People First Hospitality Academy has had a busy and successful year.

● Our learners have worked together, and individually, to build an impressive bank of skills and experiences. From first-rate hosting, to perfect prepping, the group has embraced their learning, developed their abilities, and made an integral contribution to the running of The People First Conference Centre.

Combining practical experience with study, the hard-work has paid off in the form of impressive achievements. Our learners have secured impressive qualifications this year including accredited hospitality qualifications and Best Life training in Independent Living.

On top of personal achievements, the Hospitality Academy has also been recognised this year in the nationally renowned Golden Apple Awards. Winning the Best Inclusion Initiative award, this accomplishment is a testament to the learners' teamwork and dedication.

In March, the learners' progress had a very public showcase with the launch of the new Riverbank Kitchen. An event that was attended by over 100 guests, The Riverbank Kitchen launched with a celebration. A proud moment for all. The learners thrived in pivotal roles, including: hosting, serving drinks and canapés, running tours and taking part in press opportunities.





A moment of pride and accomplishment, the launch delighted guests and demonstrated the development of our learners who embraced the opportunity.

In a year full of achievements, The Hospitality Academy continues to grow. We have welcomed new learners this year and we are very excited to continue growing next year. With qualifications, powerful experiences and outstanding achievements, this has been a banner year for our learners and we are proud of each of them. ●

Pictured: Learning Manager Faye McEwan-Barry with learners Tom and Ciaran.

▶ The impact.



Academy Learners.

12

completed qualifications.



A new Kitchen.



A Golden Apple Award.

Talk-Active.

Powerful preparation for adulthood.

In 2019, our Children in Need funded project Talk-Active entered its second year.

● Building on the successes of year one, the project supported over 70 young people in 2019/2020. Raising confidence. Nurturing self advocacy. Enhancing wellbeing. Talk-Active continues to have a powerful impact on the lives of young people.

Through a range of activities and workshops, Talk-Active supports young people with learning difficulties to develop key skills and knowledge. The aim is to nurture personal development, enhanced wellbeing and effective preparation for adulthood.

In a year full of events, workshops and social opportunities, the project hosted a stand-out, dynamic event in November with a day of physical activities at Bendrigg Lodge. A fun and challenging experience, the day was designed to build on the momentum of previous events to encourage young people to try something new and rewarding.

Rock climbing, abseiling, caving, teamwork: the day was packed full of enriching experiences and encapsulated what Talk-Active is all about. Working together, the young people overcame barriers, worked as a team, demonstrated strengths and increased confidence.

➤ The impact.

“

Before joining Talk-Active I lacked confidence to talk to new people but through attending activities and meeting new people I am more confident in doing this. ”

Young participant.





Although some young people began to day nervous about what was to come, every member of the group settled into the experience and rose to the challenges and reaped the rewards.

When we asked the young people, and their parents about the day at Bendrigg, the enthusiasm and positivity was fantastic. Taking the time to step out of comfort-zones, to do something out of the ordinary, encouraged great engagement and we are thankful to everyone who took part.

Looking to next year, Talk-Active will continue to support young people to develop resilience, independence and confidence in a range of dynamic and interactive ways.

“ My son struggles with social situations but he enjoys Talk-Active. His social skills and confidence have really grown. ”

Parent of participant.

Participant canoeing on River Eden.



young people supported in 2019/2020

“ This year has been a great success and it has been amazing watching young people learn, develop and have fun. We are working hard to ensure the next 2 years of the project are as successful. ”

Chris Tolley, Talk-Active project lead.

Healthwatch Cumbria. Affecting change. Amplifying experiences.

Working collaboratively throughout Cumbria. Bringing communities and services together. Engagement and coproduction.

● This year has been dynamic and productive for Healthwatch Cumbria (HWC). The team has established strong networks and relationships within communities, and online, and engaged with an ever increasing number of people.

2019/2020 has been full of impactful work for the Healthwatch Cumbria team. From visits to HWC's online feedback centre, to the forming of targeted online groups through social media; the team has heard and amplified the health and care experiences of thousands of people this year.

Among the people HWC has worked with this year are Anne and Jack Aspinall. Anne contacted Healthwatch Cumbria in April 2019. Anne was concerned about her husband Jack who was due to start renal dialysis treatment. To receive dialysis, Jack would need to travel to Kendal, a round trip from his home that covers 70 miles, three times a week.

HWC supported Anne by inviting her to attend the Animation Café, a local health engagement group that would give her opportunities to speak to local GPs, hospital trusts and the Clinical Commissioning Group.



↘ The impact.



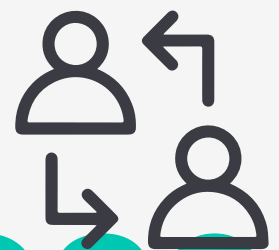
735

reviews received to the Healthwatch Cumbria Feedback Centre.



267

provider responses to reviews on the Feedback Centre.



8280

Total engagement online and in person.

“

It has been fantastic to support Anne and Jack's journey and to watch our healthcare services really listening to their patients and making changes based on their needs.

Becky Knagg, Engagement Officer, Healthwatch Cumbria.

The impact.

→ In the time that followed, Anne and Jack worked hard, with HWC's support, to spread the word about their concerns

Anne and Jack's hard work culminated in a significant milestone on the 25th October. Facilitated by HWC Engagement Officer, Becky, Anne and Jack shared an extremely positive phone call with Dr Mark Brady, Clinical Director of Renal Medicine for Lancashire Teaching Hospitals NHS Foundation Trust.

Since this story was published we were deeply saddened to hear that Jack Aspinall had passed away. Jack's legacy lives on in the inspirational change he helped to achieve. We wish Anne and the rest of Jack's family our sincerest condolences.

Dr Brady confirmed that a consultation process had taken place concerning patients who travel from Furness to Kendal for regular renal dialysis; Dr Brady confirmed that there is scope to commission a service in Furness or Ulverston and that this process could conclude within the next 18 months.

This news was a significant relief to Anne and Jack who have committed time, energy and passion to achieve this outcome. Through hard work and fortitude, the couple have channelled their concerns into a step towards positive change.

100

People signposted to health and care services



Above: Healthwatch Cumbria Engagement Officer Becky Knagg with Anne and Jack Aspinall.

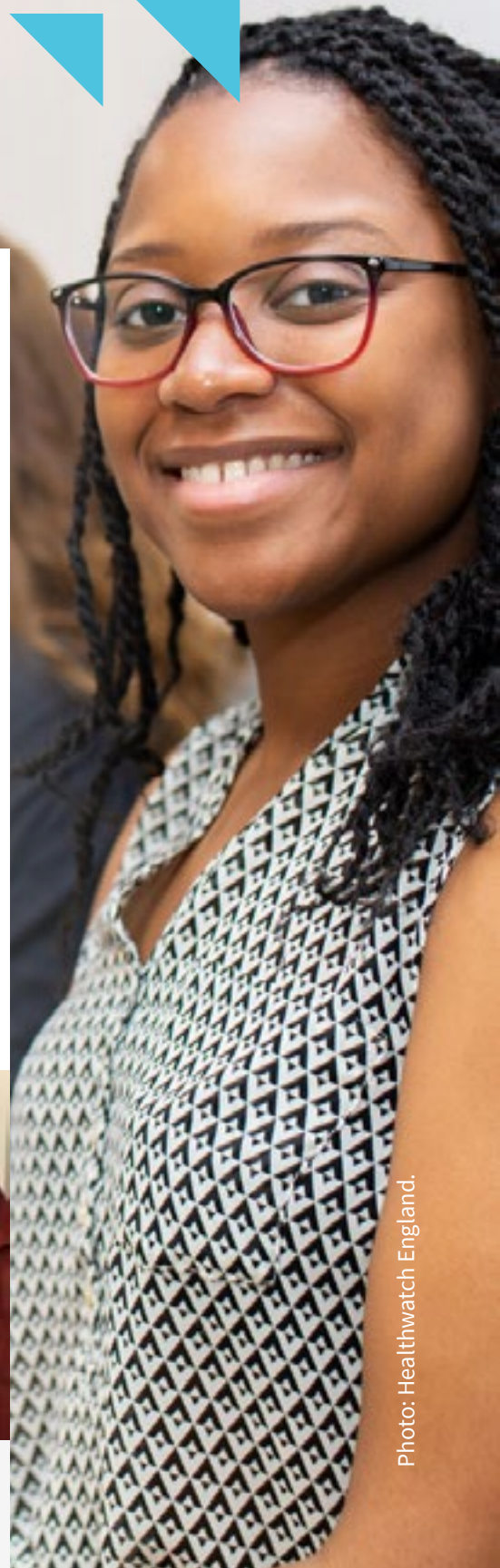


Photo: Healthwatch England.

Healthwatch Lancashire. Hearing and sharing care home experiences.

Healthwatch Lancashire has worked with communities and individuals across the region to hear more of the public's experiences of health and care than ever before.

● In a year full of collaboration, online connections, and face-to-face engagement, the team has listened, shared, and amplified the experiences of Lancashire residents.

Among this work, Healthwatch Lancashire has built on last year's successes to expand the well-regarded and long standing Enter and View programme. Enter and View describes visits made by Healthwatch staff to residential care homes, during which the Team gather the experiences of providers, staff, residents and relatives.

Healthwatch Lancashire staff utilise the feedback they gather to produce a report for each care home. Reports are intended to share good practice, engage providers, and importantly give a voice to seldom heard groups such as care home residents.

During 2019/2020, the Team has carried out 27 Enter and View visits and has spoken with hundreds of residents from across Lancashire. They have heard first hand accounts; heard how residents view their homes, how staff view their working conditions, how relatives view their loved ones' experiences.



↘ The impact.

→
27

Enter and View Visits.

←
19

Number of care home responses.

💬
180

residents spoken to.

“

The food issues have now been resolved with the appointment of a new chef.”

Manager, Aughton Park, April 2020.

As a result of these visits, the Healthwatch Lancashire team were able to enhance the experiences of residents and build positive relationships with managers and providers. A number of care home providers have acted upon the recommendations that were made as part of Enter and View reports to improve their residents’ daily lives inline with the feedback that they received.

Likewise, reports were valued by statutory agencies such as the Care Quality Commission, Clinical Commissioning Groups and Lancashire County Council to advise and to support statutory functions.

Looking ahead to next year, the Team will continue to carry out Enter and View visits, to ensure that the experiences of Lancashire’s care home residents are heard and shared.

“

Thank you for the draft report, it was a pleasure to read, very positive and we are all proud of our home and efforts.”

Manager, The Thorns, November 2019.

49

family members spoken to.

150

Number of staff spoken to.

“

Our Enter and View reports give residents staff and families the opportunity to tell a trusted and independent source what its like to live in their care home. The aim being to improve care, celebrate and share good practice.

Michelle Chapman, Engagement Officer, Healthwatch Lancashire.



Our volunteers. Increasing our impact.

Every year, our team of skilled and dedicated volunteers contribute their time, knowledge and skills to support our work.

● Working hard, they make it possible for us extend our services to as many people as possible.

Making a huge contribution to our work and the lives of others, our volunteers are an inspirational team and we are profoundly thankful for their commitment and hard work.

Volunteer Impact Case Studies.

Volunteers are a core part of People First, carrying out a variety of roles including: The People First Host team, Volunteer Advocates, Volunteer Youth Workers, Speaking Up Group Facilitators and Healthwatch representatives.

Contributing to our work, and experiencing the personal and enriching effects of volunteering, our volunteers include **Clarence Eardley** and **Dawn Allen**. ●

“

My favourite thing is looking after reception and making sure the customers are happy.”



Clarence Eardley. Host Team volunteer.

● I have responsibilities. I've been part of People First since it opened; I'm the longest serving member! When I first come in I sign in and put away my coat and bag ready to meet and greet the customers. I make sure the customers are looked after and I get them a tea or coffee if they would like it, it's ok if they don't.

My role is making sure everything is alright. I enjoy it and it is important. My favourite thing is looking after reception and making sure the customers are happy.



Dawn Allen.
Healthwatch Lancashire
volunteer.

● During the time I've been working at Healthwatch Lancashire, I have been involved in conducting patient surveys in various hospitals, administration tasks and contributing towards focus group reports. I feel we are all on the same wavelength and have shared values.

After my volunteering experience, I applied for sessional work and progressed to employment in January this year. I feel quite proud how far I've developed.

I enjoy working with the rest of the staff and having that wider social network of people at work. I feel good that I am giving people an opportunity to talk about their experiences of health services and feed this back into the health and social care system.



**A big
People First
thank you.**

To each and every **People First volunteer** thank you for your time, effort, support, commitment and passion.

CEO message.

Increasing our reach.

People First has had an amazing year across all of our projects.



● This year has seen our reach stretch further to support more people across Cumbria and beyond.

Through Advocacy, public engagement by Healthwatch Cumbria and Lancashire, and providing research and employment opportunities through our Centre for Learning and Hospitality Academy, we have supported people to be heard and respected.

This year, alongside Advocating for hundreds of people across Cumbria, we have introduced our Advocacy Hub, coordinating referrals and arranging support through Advocacy across Cumbria, Redcar and Cleveland. Supporting people to express their views in making decisions that effect their care and support.

Through Healthwatch in Cumbria and Lancashire we have supported people to have a voice in relation to

their Health and Social Care services; conducting a variety of engagement activities both face to face and online.

In Carlisle, the People First Conference Centre has grown from strength to strength. Providing a vital source of funding for the charity to support vulnerable people within our local area. While also providing a vital training service for people with Learning Difficulties to deliver real opportunities for future employment. We are grateful to everyone who has used our conference centre this year for directly supporting both our learners and the people within our community who we support.

Our Centre for Learning Team has also continued a number of projects providing opportunities for young people with learning difficulties to build confidence and skills. Our team has also continued to support our Self Advocacy Groups, the core of our organisation, holding sessions across Cumbria and in the aftermath of the tragic news

“

It is already becoming clear that 2020/2021 will be a year of new challenges for us; the communities we serve and services we use. People First will remain committed first and foremost to people.”

this year in the BBC panorama special on Whorlton Hall our Care and Treatment Review (CTR) work managed by the team has become even more vital in assessing the needs of those in hospital care.

This year has certainly been a busy one for us. I would like to echo our Chairs in thanking our dedicated staff and volunteers for allowing this all to be possible and for providing truly amazing support for those who find themselves most vulnerable in our society.

It is already becoming clear that 2020/2021 will be a year of new challenges for us; the communities we serve and services we use. People First will remain committed first and foremost to people.

Our work will continue and we will rise to the challenges brought by Covid19 in the year to come. I am sure I speak for all of us when I say that we are committed to our values of listening, engaging and empowerment across the north of England. ●

People First CEO
David Blacklock

Our money.

Overall income 2019/20

£1,643,254.97

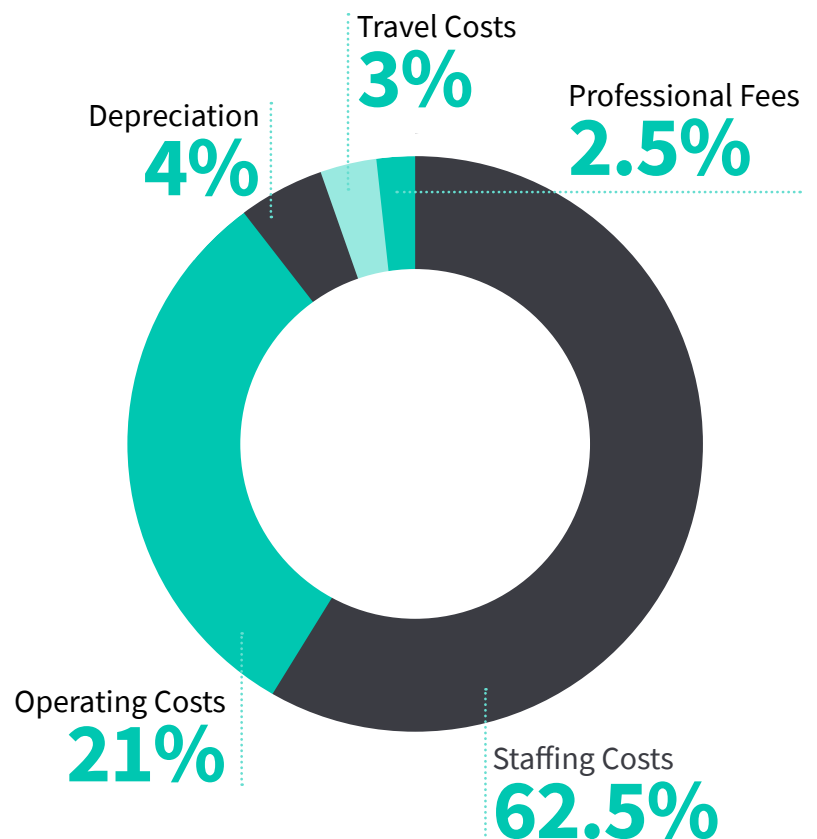
(Previous year 2018/19: £1,556,927.94)

Surplus

£108,913

Reserve Funds

£656,682



The above is a summary of our 2019/20 accounts. For full accounts information please visit the [Charity Commission Website](#)

We are People First.



Contact us.

0300 303 8037
hello@wearepeoplefirst.co.uk

In Carlisle.
**The People First
Conference Centre.**
Milbourne Street, Carlisle CA2 5XB

In Barrow-in-Furness.
Cavendish House
78 Duke Street Barrow-in-Furness
Cumbria LA14 1RR

In Leyland.
Lancashire Business Park
Leyland House Centurion Way
Leyland Lancashire PR26 6TY

We Listen, Engage and Empower.

We are a charity.

People First Independent Advocacy
are a Registered Charity and
Company Limited by Guarantee
Registered Charity No.1184112
Company No.5438407

The People First Centre for Learning
and Conference Centre are part
of People First Services.
A Registered Charity No.1184467

