

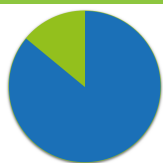
2024 Impact Report

11,229 people

from Bristol, Somerset, North Somerset, South Gloucestershire, Bath & North East Somerset, Isle of Wight, Dorset, Bournemouth, Christchurch & Poole, West Berkshire and Portsmouth and surrounding areas were helped to have their say about what happens in their lives.



As of 31st December 2024 we have 99 employees. Of those, 76 are advocates. Advocates provided 83,080 advocacy hours in 2024.



91% of our frontline staff hold an advocacy qualification or are working towards it, the rest are still within their induction period.

1850



Approximate volunteer, student and trustee hours were completed in 2024. The ways people can volunteer their time with SWAN has evolved over the past year and we have welcomed more experts by experience, students, and Board members. Their contributions are instrumental in enhancing our services through various initiatives.

Our Values:



Innovation: We will build resilience into our organisation by finding innovative ways of working to deliver effective independent services in a rapidly changing environment.



Inclusivity: We will work with all & will engage with our communities to find new ways to support those who are vulnerable and marginalised.



Impact: We will make a positive difference wherever we work.



Impartiality: We believe everyone deserves social justice and free access to independent advocacy.

Our Intentions:



Looking Inward: Building and maintaining strong foundations in a complex and changing environment



Looking Outward: Creating the best possible experience for all stakeholders



Looking to the Future: To create an attractive 'unique selling point' that leads the way to a sustainable future

Top Five Issues



Rights under the Mental Capacity Act



Rights under the Mental Health Act



Access to Health & Social Care



Health & Social Care Complaints



Parents Advocacy

Development

SWAN were awarded a new contract to provide Independent Mental Health Advocacy and Care Act Advocacy for children, young people and adults, and community advocacy for adults, in East Sussex launching on 1 April 2025. We were also awarded a new contract to continue to deliver our fully integrated adult advocacy service in Somerset.

Self-Advocacy

We know that the best advocate is the person themselves. Our Self Advocacy workshops are held within communities and support people and groups to develop and build on their own strengths and skills to be able to speak out, influence local service development and make connections in their area. This year, our peer advocates have empowered participants from the Deaf community, people who have a learning disability, people with experience of mental health services and victims of crime to learn new skills, find their voice and feel more in control of their own lives.

Be Heard

The Autistic Adults Be Heard Service which was launched in September 2023 came to completion in March 2024. The successful pilot project supported 15 autistic adults with self-advocacy around practical, social, health and work issues. Users of the service reported achieving their goals and feeling more confident in advocating for themselves. The Experts by Experience that developed the pilot are still collaborating with SWAN to ensure our services and literature are accessible to those who are neurodiverse.

Co-Production

We co-produce with experts who have used advocacy services to develop a diverse range of services and training programs that are accessible to all. Our Isle of Wight service provides advocacy to prisoners. To ensure accessibility and responsiveness to the needs of this client group, a co-production meeting was conducted with representatives from each wing. This led to significant changes in service delivery based on their feedback. As a result, a drop-in advocacy clinic has been established, and the literature explaining the service has been simplified for better understanding.

What people say about us...

"The passion that the staff have, it has been an invaluable and unexpected learning experience. Their dedication to not only the role but the individuals that they support have been amazing and really has influenced and shown me the true meaning behind person centred and rights based."

Student Social Worker

"I owe my advocate a huge debt of thanks for not only his perseverance but his patience at times as well. We worked together and I can't even begin to tell you just how much of a difference this has made to my life"

Client

"I started as a victims advocate volunteer. This opportunity introduced me to advocacy. I was then interviewed and offered a position within the Bristol team as an independent advocate. I felt welcomed and supported at every step of the way"

Advocate

"We're very happy with the advocates, they're consistent as they come in regularly. They spend time with the clients, and I've noticed them going through the care plans with the nurses. They don't just come in, check the name and go"

Professional



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