PCAS
Person Centred Advocacy & Support
Shropshire Peer Counselling & Advocacy Service

Registered Charity Number **1187362**

Annual report of the CIO for year ending 31 March 2026

Generic Advocacy Service helping people with any disability including multiple disabilities locally

Help you make informed choices

We offer long-term help and support

Support you in meetings

Help to manage your money



Support people to find information

Help access other services you need

We come to you

Contents:

What is Independent Advocacy? ..... Page 3

Background, Mission and Aims ..... Page 4

Benefits of Advocacy ..... Page 5

Trustees – Doreen and Clare ..... Page 6

Trustees – Russ, Jacob and Neil ..... Page 7

Welcome from the Charity Manager ..... Page 8-9

Fundraising and Business Development Report ..... Page 10

Evaluation Manager Update ..... Page 11-12

Our Impact ..... Page 13-16

Impact Section : Case Studies ..... Page 17-23

Impact Section : Quotes from Clients ..... Page 24-25

Shropshire PCAS Team ..... Page 26

Structure, Goverance and Management ..... Page 27

Trustees and Principal Officers ..... Page 28

Financial Review ..... Page 29

Independent Examiner's Report ..... Page 30

Financial Statements ..... Page 31 - 40

Trustee Responsibilities and Statement of Disclosure ..... Page 41

Thanks to our Funders and Donors ..... Page 42

Registered Charity Number 1187362

WHAT IS INDEPENDENT ADVOCACY?



At some point in our lives, most of us will need an Advocate.

You may need help to make a difficult phone call, need someone who can write a letter, or someone to attend with you, at a difficult meeting.

In many cases, the Advocate is a friend or family member, for others, it may be a nurse or social worker. **But what if you don't have any of these people to help?** Or the problem relates in some way to your family, G.P, or social worker? This is where independent Advocacy can help, an Advocate will support you to speak up for yourself as they are ONLY there for you and have no ties to other agencies or people in your life. An Advocate helps you to get the information you need to make real choices about your circumstances, supporting you to put your choices to others.

PCAS assist with:

- Safeguarding people who are vulnerable and discredited against or whom services find difficult to serve.
- Supporting disabled people at risk of losing their tenancy
- Empowering people who need a stronger voice by enabling them to express their own needs and make their own decisions.
- Enabling people to gain access to information, explore and understand their options, and to make their views and wishes known.
- Care issues, accommodation, financial management and paperwork
- Supporting at meetings and long-term support in order to stay living in their own homes for longer.
- PCAS can speak on behalf of people who are unable to do so for themselves.
- PCAS helps people with Mental Health needs, something we have done for 27 years now.
- PCAS helps clients through Adult Safeguarding processes.
- Child Protection/child in need work.

It is important to recognise that an effective Advocate will use their knowledge, experience and skills to enable their client to have the best life possible. This might mean the Advocate telling the client about options that the client has never thought of themselves.

It is also an Advocate's job to be realistic with their client, as not all things a client may want will be possible.

Registered Charity Number 1187362

BACKGROUND, MISSIONS AND AIMS

PCAS Advocacy Service was started in 1995 by Shropshire Disability Consortium to provide a community based independent advocacy service for people with ANY disability over the age of 18 in Shropshire, Telford and Wrekin.

PCAS was set up by disabled people who recognised a need for individuals to be supported to ensure their voice was heard. PCAS is committed to ensuring individuals are as involved as they can be in decisions that affect their lives. We aim to raise awareness of a person's rights and ensure they are safeguarded against in instances where people are unable to do so for themselves.

PCAS is a registered charity; to maintain its independence it is managed by a Board of Trustees, comprising of individuals who have an interest in and a commitment to the work PCAS does. The Board hold a strategic role, having responsibility to oversee effective governance by ensuring PCAS meets legal and charitable obligations.

Our Mission

PCAS provides independent advocacy for adults with any disability, physical, sensory, learning or mental health. We aim to be the Service of Choice, to secure clients' rights, services, and to ensure they are listened to, empowered and treated with respect. We further aim to promote social inclusion, equality and social justice for all, irrespective of sexual orientation or ethnicity.

Our Aims

Assist disabled persons primarily, but not exclusively, living or working within the Counties of Shropshire and Powys, through the provision of Advocacy and information.

- Be recognised as the "Go to" service for Advocacy support
- Enable disabled people to make informed choices
- Promote independence and choice of disabled people through the provision of information
- Provide a service enabling the opportunity for people to take control of their own lives
- Challenge decisions made on behalf of people which they disagree with
- To listen to and engage with a client and actively involve them in any action PCAS assists with

We also have a set of priorities that we use to plan what we want to achieve every year.

This year we have continued to develop our service to meet the growing needs of local people who are requiring more long-term assistance with their finances, enabling disabled people to stay living in their own homes for longer and those with Mental Health issues.

Registered Charity Number 1187362

BENEFITS OF ADVOCACY

The impact of advocacy can reach far beyond resolving an immediate problem. For many of the people PCAS supports, having an independent advocate alongside them can increase confidence, independence and overall wellbeing.

- **Having a voice** - Advocacy helps people express their wishes, concerns and needs, particularly when they feel they are not being heard or find it difficult to speak up for themselves.

- **Independent support** - Our advocates are independent and work in the interests of the individual. Their focus is on understanding what matters to the person and helping them make informed choices.

- **Someone who listens** - Taking the time to listen and understand the whole situation is an important part of advocacy. We work alongside the person to identify the issues they are facing, explore their options and decide what they would like to happen next.

- **Building confidence and independence** - Developing a trusted relationship with an advocate can help people feel more confident about dealing with situations themselves. Wherever possible, we support people to build their skills and independence rather than simply doing things for them.

- **Making everyday life easier** - Advocacy does not always involve major issues. Something as simple as helping someone understand a letter, make a telephone call or complete paperwork can remove a significant source of worry and help them feel more in control of their life.

- **Helping people stay safe** - Advocates can help people recognise when something is not right, including situations involving abuse, exploitation or financial harm. We can support individuals to understand their rights, raise concerns and access appropriate safeguarding support.

- **Improving quality of life** - Resolving problems with areas such as housing, finances, benefits, health or social care can have a much wider impact. When someone feels safer and more secure, they may have greater confidence to socialise, take part in their community and enjoy everyday activities.

- **Being there when someone has no one else** - Many of the people we support have limited family or informal support networks. Having a trusted advocate gives them someone they can talk to about their worries, fears and concerns. If PCAS cannot provide the particular support they need, we will help them find an organisation or service that can.

Ultimately, advocacy is about empowering people to have greater choice, control and understanding in their own lives. By providing independent, person-centred support, we help people feel heard, understand their rights and move forward with greater confidence and independence.

Registered Charity Number 1187362

TRUSTEES

Doreen Ellis - Chair



Joined PCAS: 2016

Interests: Holidays across the UK and abroad and exploring family history in Ukraine

Skills: Doreen has a financial and administrative background in banking and schools, people skills, experience in advocacy before joining PCAS through being an advocate for her daughter who has mental health and mild learning difficulties, empathy, the ability to be objective and a sense of humour!

Clare Harris – Vice Chair & Treasurer



Joined PCAS: 2011

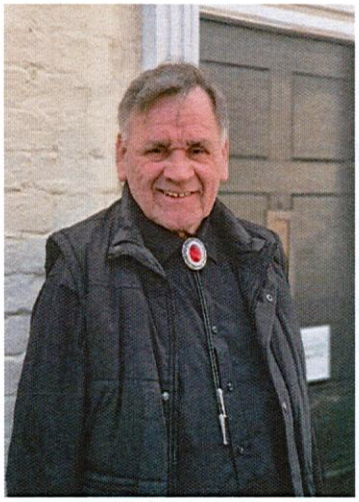
Interests: Charities! Clare is also treasurer for another local charity, the Rotary Club of Wem and District.

Skills: Employed as a bookkeeper and widow of the Founder of PCAS so knowledgeable and passionate about keeping it going.

Clare and her late husband Paul ran Loppington House, a Shropshire home for 47 young adults with severe learning difficulties for 27 years until his passing.

Registered Charity Number 1187362

Russ Jones – Trustee



Joined PCAS: 2017

Interests: Singing and music - Russ plays many musical instruments and is a member of the Ellesmere Choral Society and Mere Melodies choir, as well as singing his favourite country music tunes on karaoke nights.

Skills: Russ has himself had help from PCAS as he coped with his own life-long illness and disability and he always brings a smile and a positive outlook to PCAS.

To read more about his own PCAS experience, click here

Jacob Ayre – Trustee



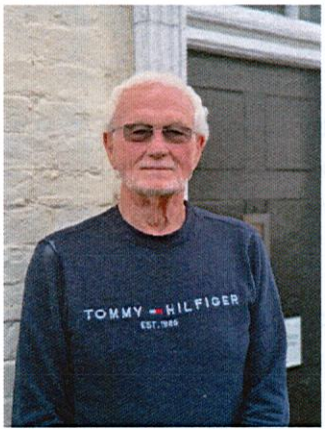
Joined PCAS: 2022

Interests: A great believer in co-production and person-centred, lead services.

Skills: Over 10 years of experience in health and social care, supporting people with varied diagnoses and support needs including - learning disabilities, autism, acquired brain injury, dementia, physical disabilities, mental health and victims of crime.

For work Jacob manages the Wesleyan Foundation and funds charities and schools across the country. He has also set up numerous peer advocacy groups and workshops across the different organisations he has worked for.

Neil Pulker – Trustee



Joined PCAS: 2022

Interests: Championing people through being a Sherrifhales Parish Councillor and roles at various charities.

Skills: Neil had a successful career at Volvo car manufacturer and has skills of consultancy and performance management. He describes himself as a strategic and creative thinker, developing the thoughts into tactical plans that can be implemented and measured while always speaking his mind.

Registered Charity Number 1187362

WELCOME FROM THE CHARITY MANAGER



Hello to our amazing funders and supporters,

Simon Arthur – Proud Manager of PCAS here.

The first thing I want to say is a huge thank you to our funders, donors, supporters and everyone who has played a part in keeping our charity open for another year. We simply could not continue doing what we do without you.

Another year has flown by and PCAS has now reached an amazing 31 years. Yes, we started on 1st April 1995 and here we are, still evolving and adapting as the years go by. During that time, we have helped and supported more than 12,000 people of all ages, living with a wide range of disabilities and conditions.

During this very busy year, we welcomed Tarrah Lewis as our Business Development Manager. As a small charity, becoming more sustainable and securing our future has to be a major focus, particularly as grant funding becomes increasingly difficult to obtain.

The feedback we receive from funders often tells the same story; there is simply an overwhelming number of applications and not enough funding to go around. Some opportunities are now receiving hundreds, and sometimes more than a thousand, applications, with only a small proportion being successful. This makes finding sustainable funding increasingly challenging for small charities like ours.

Despite these challenges, during the year we have still managed to support 183 vulnerable and disabled people aged 18 and over. You will see more information about the people we have supported throughout this report.

This is an amazing achievement for our team, particularly as our average weekly advocate hours have reduced from 177 to 97 over the year due to grants ending and staff retirements.

Our amazing evaluation and administration worker Alli has also retired after 20 years with PCAS and is now enjoying some well-deserved time with her family. Alli has left a huge hole after giving so much to the charity over the years. We have welcomed Elaine to the team, who is settling in well and helping us continue this important work.

Over the year, we have helped our clients with 2,696 different issues affecting their lives and supported them to access 1,094 other services across a huge range of areas. We have also recorded 1,554 positive outcomes during the year. Not every issue can be resolved quickly; some advocacy

cases can take weeks or months to reach an outcome, particularly where several organisations or statutory services are involved.

Back in January 2026, I found out that I had been nominated for a High Sheriff Award and had actually won one! The award was presented at a ceremony in Telford on 19th January. My lovely lady Alli and I went along and were amongst many deserving people from across Shropshire and Telford receiving awards. After more than 30 years with PCAS, this award is something I am incredibly proud of, and I can only thank Jackie Copson for nominating me.

During the last 12 months we have faced many changes, completed countless funding applications and adapted the way we work. But perhaps our biggest achievement is simply that we are still here, at a time when so many charities and services are having to reduce what they offer or close altogether.

And the need for PCAS certainly hasn't gone away.

Shropshire is a large rural county where limited public transport, isolation and hidden poverty can make life particularly difficult for disabled and vulnerable adults. Many of the people who come to us live alone or have very little family support. Some struggle to understand paperwork, bills or increasingly complicated digital systems. Others are facing problems with housing, health, social care, finances, discrimination, safeguarding or abuse.

For some people, having an advocate alongside them can be the difference between understanding what is happening and feeling completely overwhelmed. Without that support, people can be at risk of losing their home, their health, their independence or simply not accessing the services and support they are entitled to.

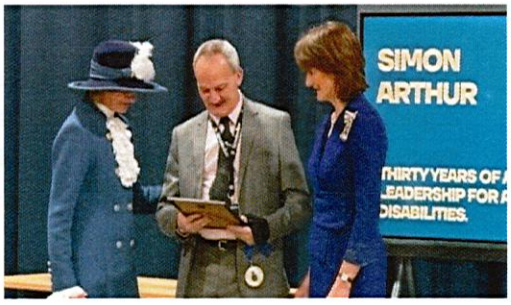
That is why, whatever changes happen around us, one thing will remain the same: the core work and focus of this charity will always be the people we are here to help. They are the reason PCAS exists.

I hope that when I write my update for next year's Annual Report, I will be able to tell you that PCAS is in a more secure position financially. We will continue developing our systems, staff team, policies and procedures and looking at how we can make PCAS sustainable for the future.

After 31 years, there are still people across Shropshire and Telford & Wrekin who need someone independent in their corner, helping them to have a voice, understand their choices and move forward with their lives.

Thank you to everyone who helps us to continue being that person.

Simon Arthur
PCAS Manager



FUNDRAISING AND BUSINESS DEVELOPMENT REPORT

Tarrah Lewis, Business Development Manager



I joined Shropshire PCAS in December 2025 as Business Development Manager, working alongside Charity Manager Simon Arthur. Since joining the charity, my focus has been on increasing awareness of our services, developing new partnerships and creating sustainable fundraising opportunities to support our vital advocacy work across Shropshire and Telford & Wrekin.

During my first few months, I concentrated on building relationships with local organisations, businesses and community leaders while establishing a programme of fundraising activities and identifying new income opportunities. I attended numerous networking events across the county, met with local councillors, connected with fellow charities and voluntary organisations, and began developing partnerships that will benefit the charity for years to come. These relationships have already resulted in increased referrals, greater awareness of our work and new opportunities for collaboration.

Our fundraising activities included the Easter Quiz Night, Firewalk Challenge and support through the Oswestry BID Christmas Lights Competition, alongside a generous donation from Ironbridge Rotary following our appeal on BBC Radio Shropshire. These activities not only generated valuable income but also helped introduce Shropshire PCAS to new audiences, strengthen our presence within the local community and build a growing network of supporters.

Alongside fundraising, I have focused on strengthening the long-term sustainability of the charity by identifying potential grant funders, developing corporate sponsorship opportunities and building relationships with local businesses, community groups and statutory organisations. Increasing awareness of independent advocacy remains a key priority, ensuring that more people understand both the support we provide and the growing demand for our services.

Although this report reflects only my first four months in post, it has laid strong foundations for the future. The partnerships established, awareness raised and opportunities created during this period have already begun to generate further fundraising and collaborative opportunities, placing Shropshire PCAS in a stronger position to continue supporting disabled and vulnerable adults across Shropshire and Telford & Wrekin.

I would like to thank everyone who has supported Shropshire PCAS by attending events, making donations, introducing us to new contacts and championing our work within their communities. Every contribution helps us continue giving a voice to those who need it most, and I look forward to building on this momentum in the year ahead.

EVALUATION MANAGER UPDATE

Allisone Arthur, Evaluation Manager, Retires after 19 years



Allisone joined Shropshire PCAS in 2007 and has been a much-valued member of the team for an incredible 19 years.

During her time with PCAS, Allisone played an important role behind the scenes, collating evaluation information and providing the statistics needed for our funders, often adapting these to meet different reporting requirements. She also supported our Advocates with paperwork, data input, timesheets and many of the administrative tasks that kept the service running smoothly.

But Allisone brought much more than her administrative skills. Her friendly presence in the office has been a big part of PCAS life, with plenty of conversations, laughter and, of course, her fantastic homemade cakes! Her baking has certainly brightened many an office day over the years.

To thank Allisone for her hard work, loyalty and dedication, the team enjoyed a special meal together to celebrate her 19 years with PCAS and wish her all the very best for the future.

Thank you, Allisone, for everything you have given to PCAS over the years – and for all the cake!



Tarrah, Alli and Glenda at our Coffee and Chat event



Some of Alli's many spreads!

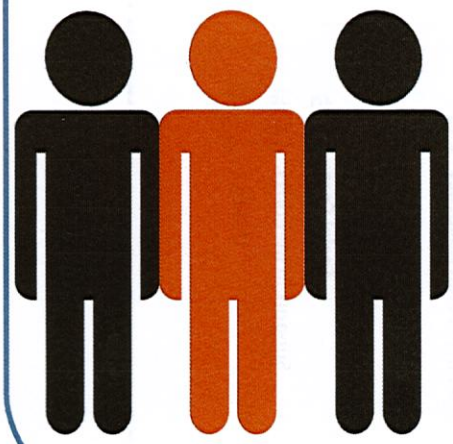


Colleagues marking Allisone's retirement milestone



Alli

OUR IMPACT

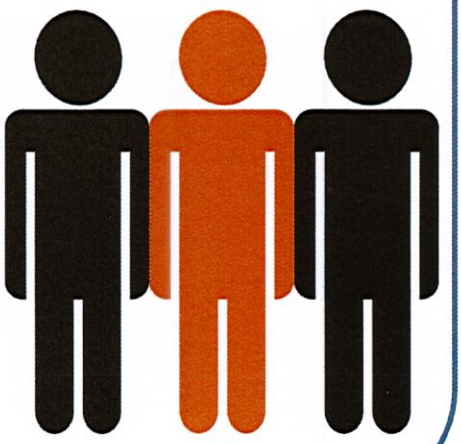


IN THIS FINANCIAL YEAR

2025 – 2026

PCAS HAS HELPED

183 PEOPLE

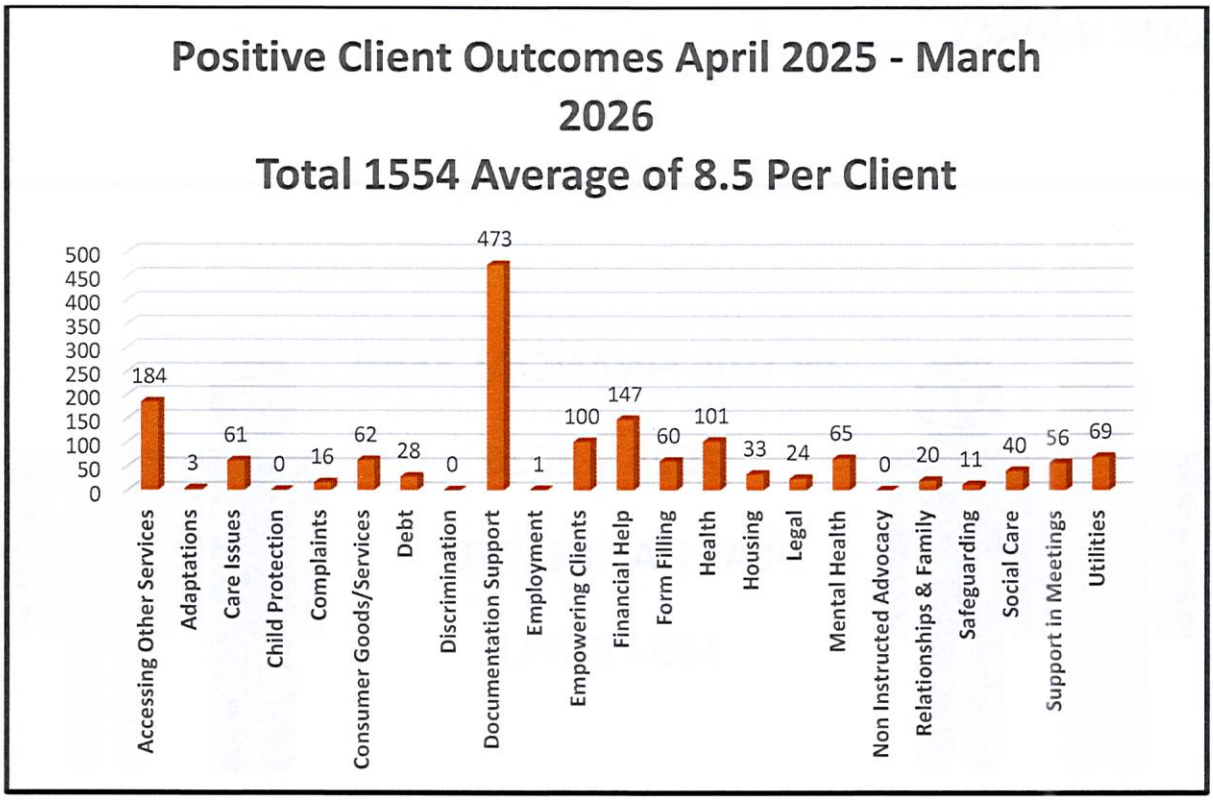


Over this financial year, PCAS has helped clients with 2696 client issues. This shows how hard our advocates are working and just how much support our clients need from us.

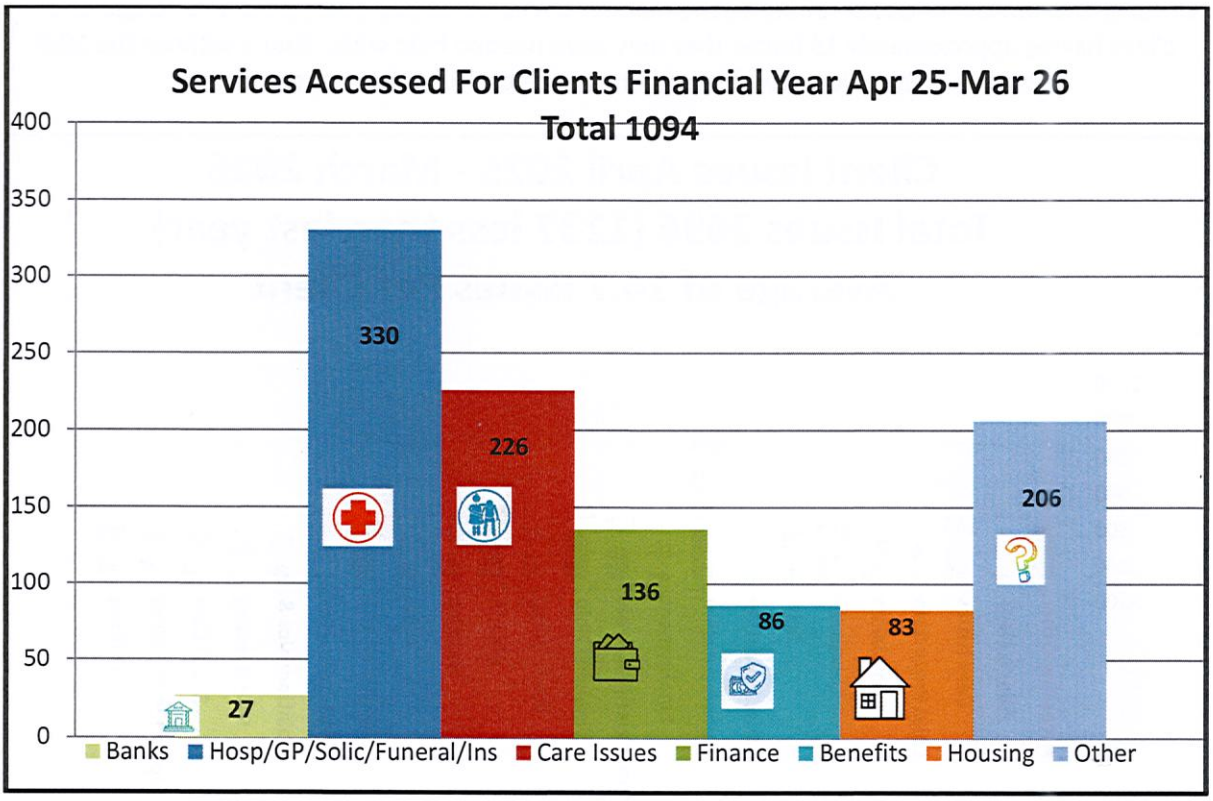
Dividing the number of issues (2696) by the number of clients helped (183) gives an average of each client having approximately **15 issues** that they have needed help with. That's without the 1094 other services we have accessed on client's behalf to assist them further.

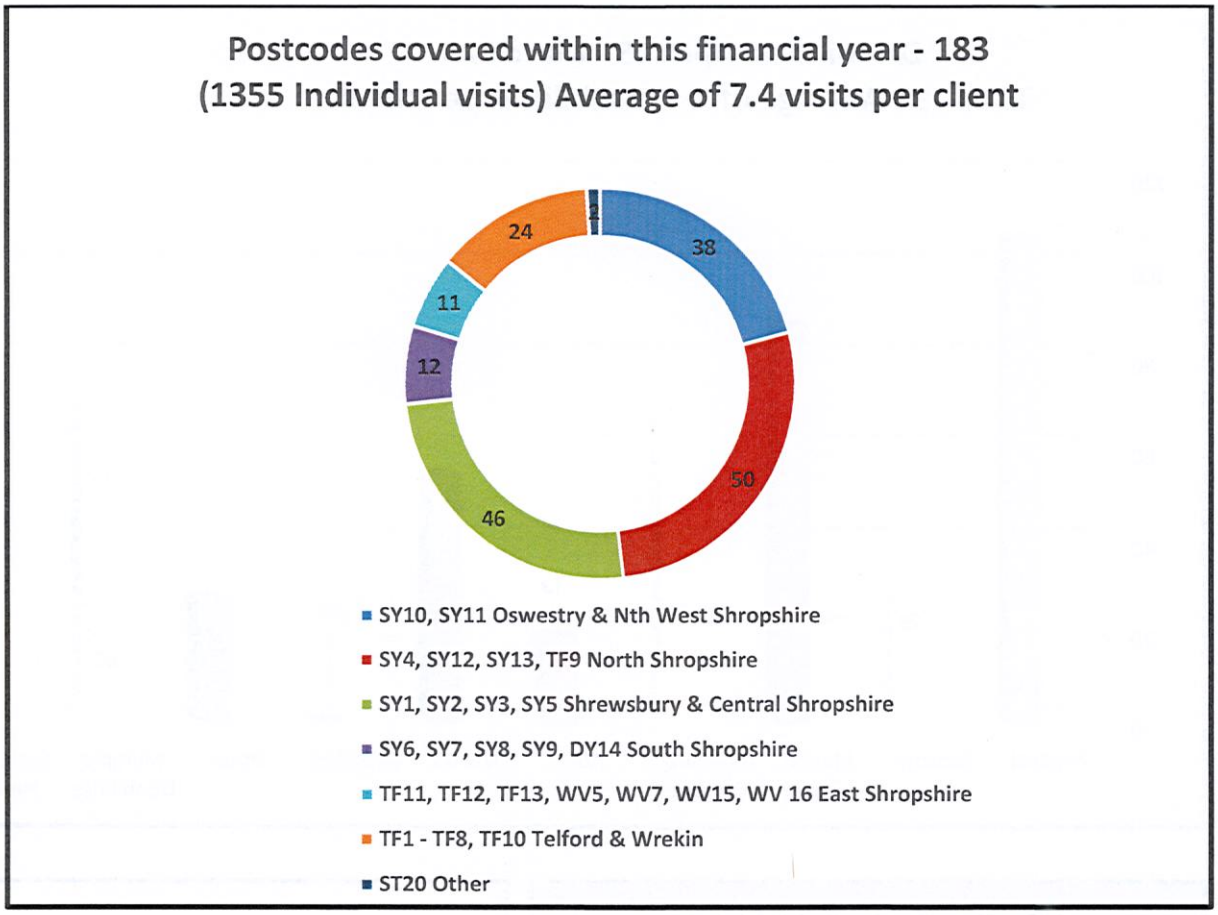


Registered Charity Number 1187362

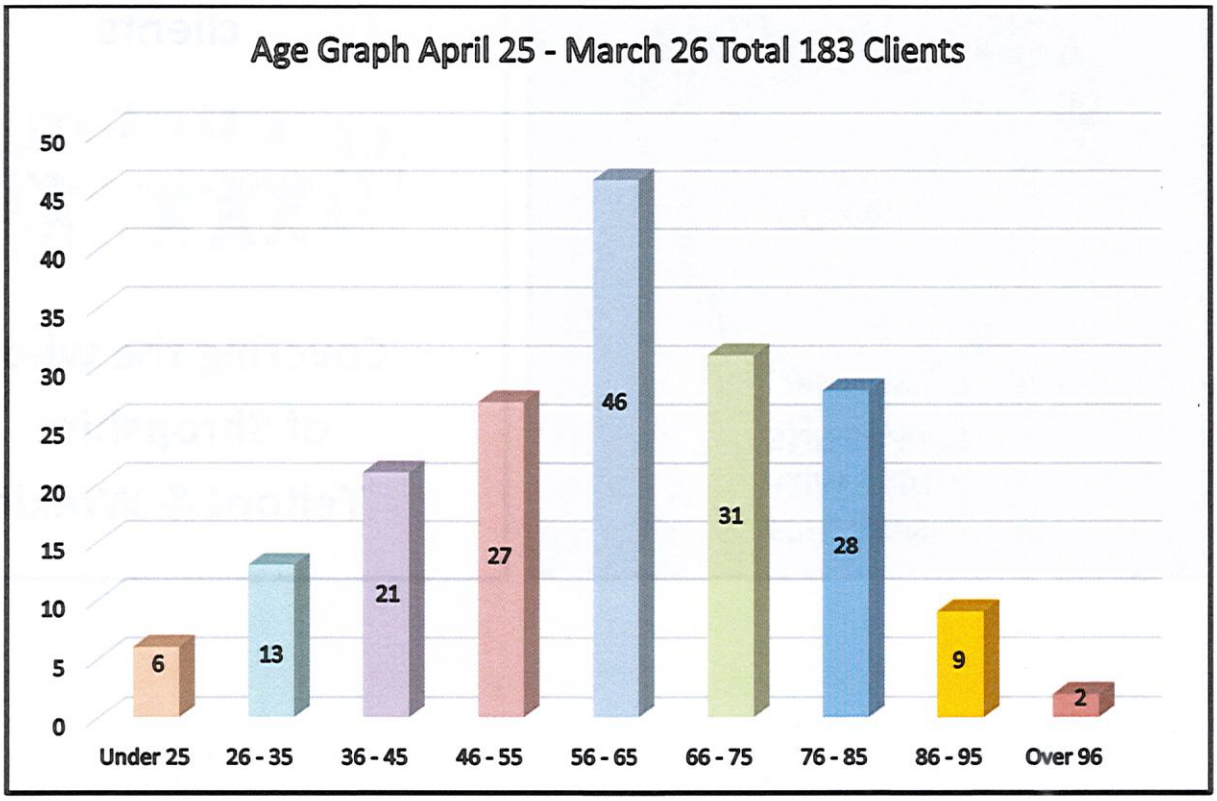


Clients often require many other services to put their life back on track, an average of 8.5 other services per client this year. Our Advocates are very skilled and persistent at getting other services to help their clients. The Below graph shows which areas clients need assistance from other services in more detail.

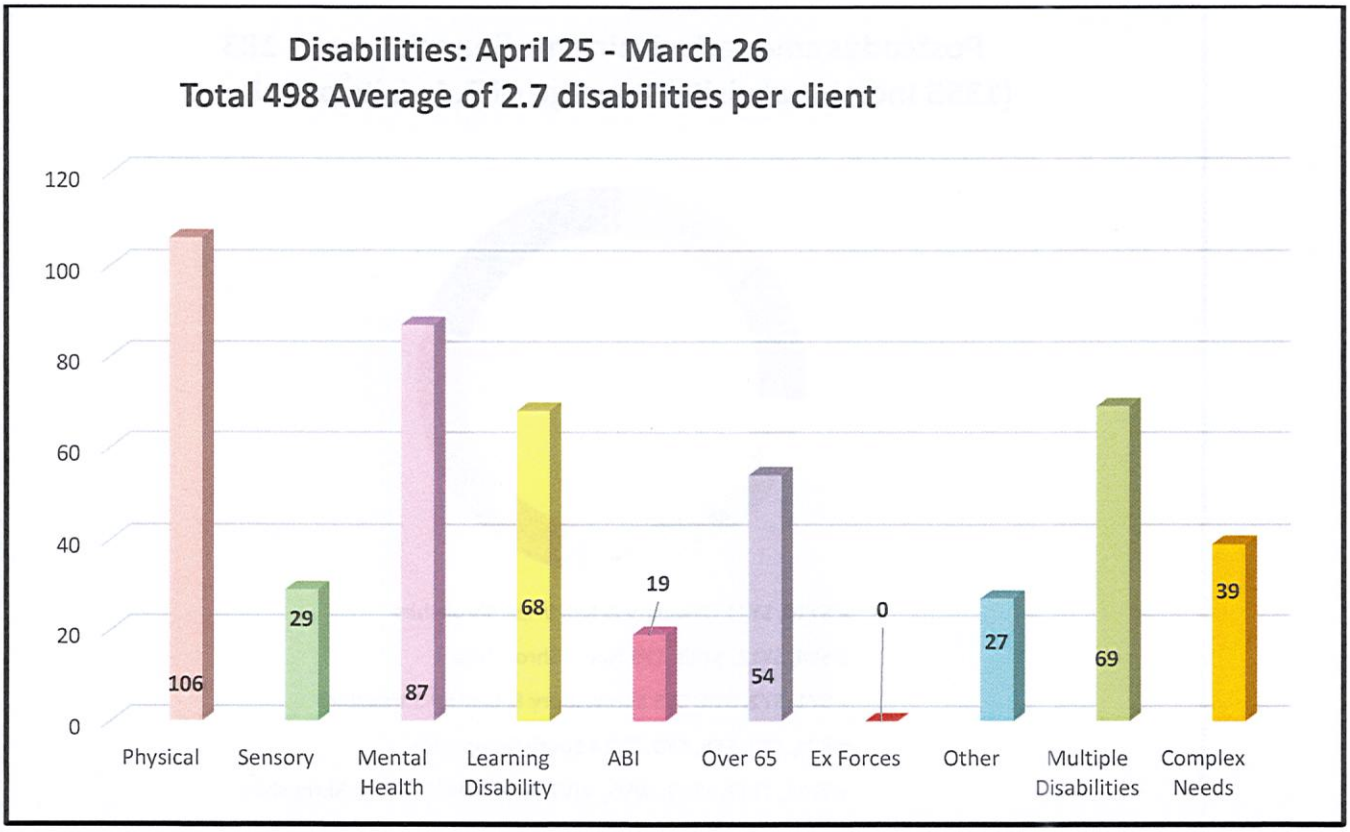




The above chart shows the area spread in which we have visited our clients this financial year.



Registered Charity Number 1187362



8452 STAFF HOURS



SUPPORTING PEOPLE WITH DISABILITIES

We have made 1355 individual visits to clients



Covering the whole of Shropshire, Telford & Wrekin

IMPACT SECTION: CASE STUDIES



Robin, 54, from Shrewsbury, has been supported by Shropshire PCAS through some of the most difficult and frightening periods of his life.

As an amputee, Robin was already facing significant challenges when he was told that his remaining leg was also at risk. During this incredibly worrying time, his PCAS advocate was there to make sure he didn't have to face everything alone.

His advocate accompanied him to an important hospital appointment, helping Robin understand the information being given to him and supporting him as he came to terms with the possibility of further surgery.

"Having my advocate there was vital. I find it difficult to understand things, particularly after being told I could lose my other leg."

On the day of his surgery, Robin was understandably frightened and reached out to his advocate for reassurance.

"I was so afraid on the day of surgery, but I was able to phone my advocate. It was a much-needed voice out of the darkness that helped me more than you can ever imagine."

Thankfully, doctors were able to save Robin's remaining leg, but our support didn't end when he left hospital.

PCAS has continued to support Robin with many aspects of everyday life, including understanding and paying bills, applying for benefits, dealing with housing and health issues and going through important letters and paperwork.

For Robin, having someone who takes the time to explain things properly has been particularly important.

"I struggle to understand most everyday things. PCAS go out of their way to sit with me at my home and explain things three or four times if necessary. They always make sure I understand. Knowing I have somebody I can ask for help has been crucial to me."

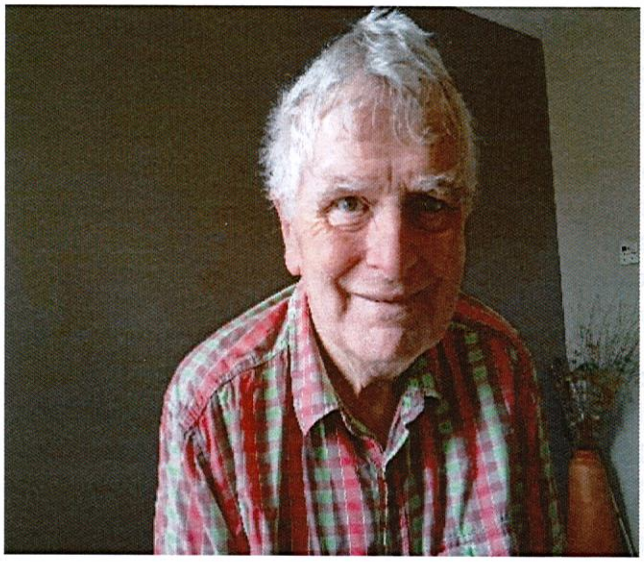
Over time, this support has also helped Robin rebuild his confidence and independence. For several years, he rarely left his home except for essential appointments and shopping. Recently, he felt able to go out socially for the first time in years.

"Because I was feeling better about life, I found the confidence to go out. It has made a big difference to my quality of life."

"PCAS has been an absolute lifeline. A huge thank you to PCAS for doing so much for me and helping to make me feel so much better."

Registered Charity Number 1187362

IMPACT SECTION: CASE STUDIES



An 80-year-old man with terminal cancer has been supported by PCAS following increasing difficulties managing independently at home.

The client lived alone in a flat and had limited family involvement, which left him feeling isolated and overwhelmed by his diagnosis, medical appointments, and upcoming move into residential care.

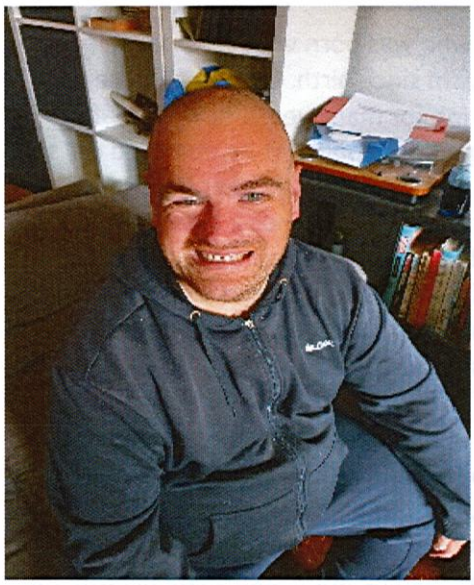
As his advocate, I provided practical and emotional support during a very difficult period in his life. I attended multiple hospital appointments with him to ensure he understood the information being provided by healthcare professionals and to help him express his wishes and concerns. Having support during these appointments reduced his anxiety and helped him feel less alone when discussing his treatment and future care.

When it became clear that the client could no longer safely remain in his flat, I supported him through the transition into a nursing home. Moving was distressing for him, as he was leaving behind a home filled with memories and possessions that were important to him. I worked closely with the client and Shropshire Council to ensure the move happened as smoothly and quickly as possible.

A key priority was making sure he had access to belongings that brought him comfort and familiarity. I arranged for treasured personal items to be delivered promptly to his new room so that the environment felt more like home. I also helped organise a new television, which became an important source of entertainment and comfort for him.

In addition, I regularly supported the client with opening and understanding his mail, helping manage paperwork that he found confusing and stressful. Throughout my involvement, I focused on maintaining his dignity and ensuring he continued to engage in activities that made him happy and improved his quality of life.

IMPACT SECTION: CASE STUDIES



Readers of our last Annual Report may remember James, a long-standing PCAS client with learning disabilities. At the time, James was living with and being supported by his father, who was terminally ill. Sadly, James' father has since passed away, bringing a significant period of change to his life.

Since then, James has moved into supported living, where he shares a home with other people with learning disabilities and has access to support from carers 24 hours a day.

Although this has been a major transition for James, there have been many positives. He is now surrounded by housemates of a similar age, has developed friendships and is enjoying a much more active social life. He joined a dance group and recently took part in a public dance show, which was a great achievement for him.

James has also taken up football, which he really enjoys, and is learning to prepare simple meals for himself and make healthier choices. The sports village where he works has recently reopened following a refurbishment, and James has been making use of his free membership by swimming each week.

Following the loss of his father, James has started bereavement counselling. This has also given him the opportunity to spend more time with his sister, who has learning disabilities and attends counselling too. They have both expressed an interest in seeing more of each other socially.

James continues to enjoy attending Greenacres Farm one day a week and, following a recent review, is considering increasing this to two days.

While James has made some fantastic progress, there are still areas where advocacy and ongoing support are important. One of these is managing his finances. James has found himself getting into debt because he has limited understanding of his regular financial commitments and how much money he has available to spend. He is also accustomed to eating out regularly, something he often enjoyed doing with his father.

PCAS will continue working alongside James, his supported living provider and his brother, who has Lasting Power of Attorney for his finances. Together, we hope to put a system in place that ensures James can meet his regular financial commitments while understanding how much money he has available for himself.

Importantly, James is involved in these conversations and is happy to receive this support. The aim is not to take control away from him, but to give him the right support to make informed choices, develop his budgeting skills and maintain as much independence as possible.

James' journey over the past year shows why long-term, person-centred advocacy can be so important during major life changes. Despite experiencing the loss of his father and moving into a completely new living environment, James is building friendships, trying new activities and developing new skills – while PCAS remains alongside him to help navigate the challenges that arise.

IMPACT SECTION: CASE STUDIES



Debbie is a 70-year-old lady who was born with cerebral palsy so has been unable to use one arm since birth. Despite this she was very active and held down a job for many years, however, after a fall severely damaged her hip which could not be operated on, she was left unable to walk. She lived at home with her husband and had a care agency providing two carers 4 times a day. This care package collapsed and as Adult Social Care could not find a replacement she was placed in a nursing home miles away from home. Eventually she was moved to another nursing home close to the marital home making visits from her husband much easier.

Approximately 3 years after she moved into nursing care, neighbours became concerned about her husband as he was turning up at their homes during the night suffering from confusion and anxiety. When they went inside his house, they found mouldy and out of date food in the fridge. He then also moved into the nursing home alongside his wife but was self-funding as Adult Social Care had assessed him as being able to manage at home alone.

After this very lengthy period of being in a nursing home, a Social Care Practitioner visited Debbie and informed her that a care agency had been found that could cover her care package and the plan was that she would be returning home. I discussed this with her as she was rightly very nervous of returning home together with her husband as he now had a diagnosis of Dementia and was unable to provide the support for her during the periods they were alone in the house. She suffers from sleep apnoea and he had always assisted on putting on her mask at night, she sleeps downstairs and is hoisted in and out of bed, he sleeps upstairs but the bathroom is downstairs and his mobility was severely reduced after a fall in the nursing home and breaking his hip. Also, due to his Dementia he would tell his wife to 'do it herself' sometimes when she asked for help.

We wrote a list of pros and con's relating to going back home or staying in the nursing home and obviously involved her husband in the decision-making process. They decided they would not be able to cope and if the care package at home collapsed again, they may be separated if they both needed to go into a home.

We held a meeting with the Social Care Practitioner to inform them that Debbie and her husband wished to remain in the nursing home together and explained the reasons why. They would sell their home to cover the cost of their care until their capital reduced to a level that the local authority would provide funding. Assessments were carried out and it was agreed that they both met the criteria for nursing care. All the paperwork was dealt with, the house was sold, and both Debbie and her husband remain in the nursing home feeling safe and secure.

IMPACT SECTION: CASE STUDIES

My client had experienced repeated falls on the stairs, resulting in several attendances at A&E. A stairlift was identified as necessary to support her to remain living safely and independently at home.



Due to her disability, she was unable to manage the process herself, so support was provided to help her navigate this, including liaising with occupational therapists, Shropshire Council, and her social housing landlord to progress the referral, assessment and arrangements for appropriate equipment

I supported a client whose housing provider was withdrawing their Care Alarm service. Due to his diagnosis of dementia, he would have been unable to navigate the transition independently. I assisted him in sourcing and transferring to an alternative provider, ensuring continuity of support.



Without a care alarm in place, he would have been highly vulnerable and at significant risk, as he relies on this system to call for help in an emergency. This support has ensured that these risks were reduced and appropriately managed.

This has enabled him to remain living independently in his supported living accommodation while maintaining his safety.

IMPACT SECTION: CASE STUDIES

Initials	**GR**
Gender	**Female**
Age	**43**
Disability	**Learning Difficulties**
Length of time from identifying issue to outcome	**12months**

The issue
My client is a single mother with slight learning difficulties. She has three children. The youngest two are at special Schools and both have learning disabilities. Her eldest child has just finished college and is hoping to go to University in Sept. He is classed as a young carer. My client is trying to parent, but her children are testing the boundaries and going through puberty which is extremely hard on my client as a lone parent with no family support. She is dyslexic and has trauma related to childhood family abuse. She can get overwhelmed with paperwork and situations as they arise.
The steps taken to address the issue
My client was receiving regular counselling from a psychologist, but this has come to an end due to her psychologist`s retirement. This means she is now on a waiting list to see a talking therapist. Whilst waiting for this she is dealing with daily life with three growing children, two of whom are at different schools. She will let me help her with paperwork, emails and telephone calls because she finds it hard to take in what people are saying to her.
The outcome
By putting organisation of paperwork in place, helping her keep track of appointments and upcoming future events, communicating with the children`s schools and now helping her help her son navigate his Uni placement she is able to feel less stressed and pressured to do well to keep Social Services from her door due to traumatic interactions in the past.
The challenges and how they were met
By giving my client the information from correspondence that she receives in a straightforward way or support in meetings by rewording things in a way she understands, she can make proper informed decisions about her family.
Conclusion
Due to working with my client for a while I have got to know her and she trusts me. She can panic and get frustrated about situations but by knowing that I can support her to express herself to any agencies involved it gives her more self-resilience. She is very specific and vocal about what she wants and how she wants to be treated by organisations.

IMPACT SECTION: CASE STUDIES

Initials	**BS**
Gender	**Male**
Age	**80**
Disability	**Brain Injury, Heart Issues**
Length of time from identifying issue to outcome	**9 months**

The issue

My client has an acquired brain injury and has had a heart valve replacement in the past. I have supported my client for a few years with all sorts of issues such as housing, debts etc. He has had bad health on and off but last Feb 25 he was admitted to hospital and subsequently suffered a stroke whilst an inpatient. He was rushed to Stoke to have an op to remove the clot and then began his recovery in Telford Hospital. Whilst this was going on his ex-wife discovered that he was being given insulin despite not being diabetic, queried it and it was stopped immediately. This was compounded by some other medication that was administered and some stopped all together. Despite making the hospital aware of his original brain injury hospital staff would speak to my client about complex issues that he could not respond coherently to at the time. Without his family`s intervention while on the ward it could have been fatal.

The steps taken to address the issue

Since my client has come out of hospital and made great recovery from his stroke to the point where I have helped him regain his driving licence under medical review he has been looking into his treatment in hospital at the time of his stroke.

The outcome

With information recalled by my client, his ex-wife and his medical records I have helped him to write a letter of complaint and to ask for an explanation of his care and treatment at the time of his stroke The complaint system for the NHS can take months to get a response. As he had attended 3 different hospitals it took 8 months to get a response from them, which while very apologetic, was dismissive of his concerns and not very clear.

The challenges and how they were met

By keeping records as my client`s ex partner had done I was able to use this information to draft the letter for him. Setting out his questions and concerns about his treatment.

Conclusion

By having all relevant documentation to support the application and a clear objective from my client as to what he needed we are on the path to getting the right information for him so that he can decide if he wants to pursue it legally via his Solicitor

IMPACT SECTION: QUOTES FROM CLIENTS

Great service, everything I expected. Nothing you can do better. PCAS is a good fall back, here when needed. Great comfort, cool character.
KN

I can offload my worries and concerns. Glad Glenda is back & able to see me again.
DG

My advocate supported me through a safeguarding issue. My finances would still be abused without help & to protect me, Shropshire Counsil have taken over my finances now, so that I am safe
AA

My advocate made my life easier and made sure I understood what was going on with my Child Protection Case. Without help, I would not have understood much.
CB

I feel much better because I know I can contact my advocate, I don't feel so alone. I would have been really isolated, & feel without support, I would have lost my tenancy & have got into a lot of debt with my utility bills.
RP

All my bills are in order with no money owed because of the help I have had. If my advocate did not check on me, I'd be in a hell of a mess, as I don't have the ability to sort things for myself.
PB

My advocate supported me to have my voice heard when making decisions on where to live. Without this help, my family may have taken over the decision making.
BW

PCAS helped me to challenge my landlord & saved my tenancy in Ludlow. Without this help, I would have been evicted.
PD

I have now been able to send a letter of appeal against a decision made by the NHS. I would not have been able to do this without the assistance of my advocate.
MB

I am no longer being financially abused by family. I can now access my shower, open my front door as handrails have all been replaced. I would have been in a mess financially without PCAS.
CB

I know I have someone who will support me. This enables me to attend appointment that I would not cope with by myself. My incontinence & contraceptive issues would not have been sorted. I am getting ongoing help with my mental health issues, which I would not have had without this advocacy support.
CM

I can understand lots of things better & I know I can get support if I need it. I would have got extremely depressed without my advocate.
GC

My advocate has really helped me to ask for help with what was too stressful, even though I am capable. Without support, I would not have addressed the issues at all. I don't feel I can pursue the matter further for a complete resolution, but I got a partial one.
JB

I always feel apprehensive before my advocate visits and much happier & relieved of stress after the visit. I am less confused and feel more in control & reassured. I would be in a complete muddle & probably needed more family involvement, which I don't want. I prefer someone independent.
JW

My advocate has changed EVERYTHING for the better. I would have sunk & probably have had a nervous breakdown, because I was overwhelmed & felt like I had the stuffing knocked out of me.
ZB

I have a new home, without support I would now be homeless.
AL

The issue I had which was causing me so much stress & worry has been resolved. Thank you so much for all you did to help me. I don't know what I would have done without you, I think I would have gone under.
DC

I have been able to move to more suitable accommodation. My advocate helped me to move from an upstairs flat.
DH

I was supported through a police investigation. I would not have been able to carry on with my allegation if not supported by PCAS.
MT

Support has given me the courage to do more for myself. I had been confused & felt lost before.
JP

SHROPSHIRE PCAS TEAM



Back Row: Glenda Crawshaw, Lynne Davis, Neil Pulker, Clare Harris, Simon Arthur, Russ Jones and Ben Payne.

Front Row: Wendy Timmis and Tarrah Lewis

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its governing document, a foundation model constitution for a CIO.

The charity did not become active until 1 June 2020, the date from which the CIO took over the activities, assets and commitments of its antecedent charity, Shropshire Peer Counselling and Advocacy (registered charity number 1102986)

PCAS (Shropshire Peer Counselling and Advocacy Service) covers the whole of Shropshire, Telford & Wrekin and is a registered charity (number 1187362)

PCAS supports any person aged 18 or over with ANY disability or multiple disabilities.

There is no charge to our clients for our service, which is something we feel very strongly about. Our clients are often the most vulnerable in society, many having multiple disabilities and who do not fit into the remit of other services.

Recruitment and Appointment of New Trustees

Prospective trustees come from all walks of life. If you feel you would be interested in becoming a Trustee, please contact the PCAS office on 01691 658008. An informal chat about what we do is the first step, then you would fill in an application form if you are still interested. From there, you would meet a couple of Trustees, and the current board would then vote on your prospective application.

The Board of Trustees meets every two months, with additional meetings held when required. All of our Trustees give their time on a voluntary basis and receive no payment for their role.
Our Trustees come from a range of professional and personal backgrounds, bringing a valuable mix of skills, knowledge and experience to the charity. Importantly, one of our Trustees is a former PCAS client, bringing lived experience and a valuable perspective to the Board and helping to ensure that the voices of the people we support are reflected in our governance.

The Board has overall responsibility for the strategic direction and governance of PCAS, ensuring that the charity is well managed, financially sustainable and continues to achieve its charitable aims. Day-to-day management and operational decisions are delegated to the PCAS Manager and staff team, who work within the responsibilities and authority agreed by the Board of Trustees.

Risk Assessment

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure controls are in place to provide reasonable assurance against fraud and error, this has been done.

Public Benefit

The Trustees have taken due regard of the Charity Commission's guidance on public benefit when planning the activities for the year.

TRUSTEES AND PRINCIPAL OFFICERS

Trustees

Chair	Doreen Ellis
Vice Chair/Treasurer	Clare Harris (Resigned – 11th August 2026)
Trustee	Russell Jones
Trustee	Jacob Ayre (Resigned – 23rd March 2026)
Trustee	Neil Pulker

Staff - PCAS

PCAS Manager/Advocate	Simon Arthur
Assistant Manager/Shropshire Advocate	Glenda Crawshaw
Business Development Manager	Tarrah Lewis
Shropshire Advocate	Wendy Timmis
Telford & Wrekin Advocate	Maura Atterbury
Shropshire Advocate	Sam Elliot
Shropshire Advocate	Lynne Davis
Shropshire Advocate	Ben Payne
Evaluation Manager	Allisone Arthur

Professional Advisors

Bank	Unity Trust Bank
Building Society	The West Bromwich
Independent Examiners	Border Accountants Ltd 5 Lower Brook Street, Oswestry, SY11 2HG 01691 661144

Financial Review

Reserves Policy

The free reserves of the charity were £72,855 at the year end and the Trustees consider this amount to be sufficient for their immediate operating requirements. Included in the £72,855 is £40,000 which has been designated for operating costs should funding cease to allow the charity to continue to function whilst further funding is applied for.

Principal Funding Sources

The charity has been funded by various grants this year from:

- The National Lottery Community Fund (Reaching Communities)
- Private Donation
- Henry Smith Foundation
- Garfield Weston Foundation
- Wesleyan Foundation
- Select Healthcare
- Postcode Local Trust
- Severn Trent Community Fund
- P. B. Dumbell Charitable Trust
- Woodroffe Benton Foundation
- Wenlock Forester Trust
- Housing Plus Community Fund
- Rotary Club of Ironbridge
- Other Donations from supporters

The above funders and supporters are the backbone of our charity and without their generous funding we would not be able to provide the service we do.

Future Developments

We continuously strive to develop our services in order to meet the need of our clients. Funding is always an issue. However, we endeavour to be proactive as we fight for the rights of our vulnerable client group.

The Trustees' report was approved by the Board of Trustees

Doreen Ellis (Chair) : .....

DATE : 19/10/2026

Registered Charity Number 1187362

Independent Examiner's Report to the Trustees of Shropshire Peer Counselling & Advocacy For the year ended 31st March 2026

I report to the trustees on my examination of the financial statements of Shropshire Peer Counselling and Advocacy Service (the charity) for the year ended 31 March 2026.

Respective responsibilities of trustees and examiner

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the t the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section The 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 the independent examiner must be a member of a body listed in section 145 of the Charities Act 2011. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants of England and Wales, which is one of the listed bodies.

Your attention is drawn to the fact that the charity has prepared accounts in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference with the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn. I understand that this has been done in order for the accounts to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I conform that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. Accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
2. The financial statements do not accord with those records; or
3. The financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

J. M. Ollier

J M Ollier FCA
Border Accountants Limited
5 Lower Brook Street
Oswestry
SY11 2HG

Dated 19/10/2026

Shropshire Peer Counselling & Advocacy
Statement of Financial Activities
for the year ended 31st March 2026

	Notes	Unrestricted funds £	Restricted funds £	Total 2026 £	Total 2025 £
Incoming resources from generated funds					
Donations and legacies	3	**13,146**	**61,500**	**74,646**	2,918
Charitable activities	4	**-**	**199,153**	**199,153**	181,067
Investments		**355**	**-**	**355**	3,633
Total incoming resources		**13,501**	**260,653**	**274,154**	187,618
Resources expended					
Charitable activities	5	**7,802**	**198,663**	**206,465**	183,067
Total resources expended		**7,802**	**198,663**	**206,465**	183,067
Net incoming resources before transfers		**5,699**	**61,990**	**67,689**	4,551
Gross transfers between funds		**-**	**-**	**-**	-
Net income for the year/ Net movement in funds		**5,699**	**61,990**	**67,689**	4,551
Fund balances at 1 April 2025		**67,156**	**31,825**	**98,981**	94,430
Fund balances at 31 March 2026		**72,855**	**93,815**	**166,670**	98,981

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

Shropshire Peer Counselling & Advocacy
Balance Sheet
at 31st March 2026

	Notes	Unrestricted £	Restricted £	2026 Total £	2025 Total £
Fixed assets					
Tangible assets	9	84	-	**84**	112
Current assets					
Debtors		3,023	-	**3,023**	-
Cash at bank and in hand		70,165	100,740	**170,905**	159,335
Creditors: amounts falling due within one year	10	(417)	(6,925)	**(7,342)**	(60,466)
Net current assets		72,855	93,815	**166,586**	98,869
Total assets less current liabilities		72,855	93,815	**166,670**	98,981
Income funds					
Restricted funds	11			**93,815**	31,825
Unrestricted funds				**32,855**	37,156
Designated funds				**40,000**	30,000
				166,670	98,981

The accounts were approved by the Trustees on 19th October 2026.

D Ellis

Mrs Doreen Ellis – Chair

Registered Charity Number 1187362

1 Accounting policies

Shropshire Peer Counselling & Advocacy is controlled by its governing document, a constitution and constitutes a Charitable Incorporated Organisation.

1.1 Accounting convention

The financial statements have been prepared in accordance with the Charities Act 2011 and "Accounting and Reporting by Charities": Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cashflows.

The accounts have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The accounts are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees' continue to adopt the going concern basis of accounting in preparing the accounts.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known and the receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

1.5 Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following basis:

Fixtures, fittings and equipment	25% on a reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than the carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in previous years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, Other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Basic financial assets, which include debtors and cash and bank balances, are initially recognised at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

1.11 Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds can only be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

1.12 Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

1.13 Deferred income

Deferred income is released to the Statement of Financial Activities in the period that the income relates to.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	2026	2025
	£	£
Donations and gifts	74,646	2,918

4 Charitable activities

	2026	2025
Services provided under grants	199,153	181,067
	199,153	181,067
Analysis by fund:		
Unrestricted funds	-	-
Restricted funds	199,153	181,067
	199,153	181,067

5 Charitable activities

	Counselling & Advocacy services £	2026 £	2025 £
Staff costs	145,350	145,350	138,374
Depreciation and impairment	28	28	37
Rent	3,372	3,372	6,601
Insurance	823	823	820
Telephone	1,515	1,515	2,778
Postage and stationery	2,425	2,425	2,328
Light and Heat	4,598	4,598	4,794
Marketing	26,521	26,521	1,978
Travel	16,764	16,764	19,197
Accountancy	4,240	4,240	6,000
CRM Database	121	121	-
Sundry	708	708	160
	206,465	206,465	183,067

6 Trustees

There were no trustees' remuneration or other benefits for the year ended 31 March 2026 nor for the year ended 31 March 2025.

Trustees' expenses

During the year there were no expenses reimbursed to trustees (2025: £0).

7 Employees

Employment Costs	2026 £	2025 £
Wages and salaries	145,350	138,374
	143,568	121,967

7 Employees

Continued...

Number of employees

The average monthly number of employees during the year was:

	2026 Number	2025 Number
Advocacy work	**5**	7
Administration	2	1
	7	8

There were no employees who received total employee benefits (excluding employer pension costs) of more than £60,000.

There were no employees whose annual remuneration was £60,000 or more.

8 Taxation

The charity is exempt from tax on its charitable activities.

9 Tangible fixed assets

	Fixtures, fittings & Equipment £
Cost	
At 1 April 2025	2,376
At 31 March 2026	2,376
Depreciation	
At 1 April 2025	2,264
Depreciation charge for the year	28
At 31 March 2026	2,292
Carrying amount	
At 31 March 2026	84
At 31 March 2025	112

10	**Creditors: amounts falling due within one year**	**2026**	2025
		£	£
	Accruals	1,826	2,260
	Deferred income	5,516	58,206
		7,342	60,466

Deferred income at 01.04.25	£58,206
Released in year	£52,690
Deferred income at 31.03.26	£5,516

11 Movement in funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants, all restricted funds for the year are to used for advocacy services:

		Movement in funds			
	Balance at 1 April 2025	**Incoming resources**	**Resources Expended**	**Transfers between**	**Balance at 31 March 2026**
	£	**£**	**£**	**£**	**£**
Henry Smith	4,897	35,867	(40,764)	-	**-**
Postcode	3,568	18,750	(22,318)	-	**-**
Reaching Communities	6,177	106,143	(76,747)	-	**35,573**
Garfield Weston	-	20,000	(3,110)	-	**16,890**
Private Grant	-	40,000	(24,367)	-	**15,633**
Severn Trent	-	19,000	(8,948)	-	**10,052**
Wenlock Forrester	-	8,060	-	-	**8,060**
Wesleyan	-	6,667	(7,360)	-	**(693)**
Others	17,183	6,166	(15,049)	-	**8,300**
Restricted funds	31,825	260,653	(198,663)	-	**93,815**

12 Related Party Transactions

There were no related party transactions in the year, nor in the year to 2025.

Independent Examiners

A resolution will be proposed at the Annual General Meeting that Border Accountants be re-appointed as independent examiners for the ensuing year.

Trustees' Responsibilities

Charity law requires the Trustees to prepare Financial Statements for each financial year, which give a true and fair view of our Registered Charity, as at the Balance Sheet date and of its incoming resources and applications, including income and expenditure for the financial year. In preparing these Financial Statements, the Trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the Financial Statements; and

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the Registered Charity and to enable them to ensure that the Financial Statements comply with the Registered Charities Act of 2011. They are also responsible for safeguarding the assets of the Registered Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of Disclosure

So far as the Trustees are aware, there is not any relevant accounting information of which the charities examiners are unaware. Additionally, the Trustees have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant accounting information and to establish that the Charity's examiners are aware of said information.

This Annual Report was compiled by Elaine Wright

Thank You to all our funders and donors

The National Lottery Community Fund (Reaching Communities)

Private Donation

Henry Smith Foundation

Garfield Weston Foundation

Wesleyan Foundation

Select Healthcare

Postcode Local Trust

Severn Trent Community Fund

P. B. Dumbell Charitable Trust

Woodroffe Benton Foundation

Wenlock Forester Trust

Housing Plus Community Fund

Rotary Club of Ironbridge

Other Donations from supporters

PCAS
Person Centred Advocacy & Support
Shropshire Peer Counselling & Advocacy Service

PCAS, Suite 1
The Willow Tree
Willow Street
Oswestry
SY11 1AJ
Telephone: 01691 658008

Web Site: www.shropshirepcas.co.uk

Email: simon@shropshirepcas.co.uk **(PCAS Manager)**

Registered Charity Number 1187362