



The Advocacy Project

What we did this year



Health and social care services are changing as they have less money



But we have continued with our advocacy, user involvement and Healthwatch services



We make sure people:

- Know their rights
- Are listened to by services and others
- Take part in decisions around their lives



This year we looked at:



- Our values



- Fair salaries for all staff



- Designing a new website



- Getting money for our services in different ways



Things we did well



- Advocacy – Advocates have visited 20 wards in West London and worked on many cases



- User Involvement – helped groups of people to speak up



- Healthwatch – 3500 people have shared feedback, and 35000 people have come to us for advice



Things we were worried about



- Healthwatch service was going to be cut



- Health services are changing and will have less money



- No news on the Bi-borough contract

Money



- In 2025-26 we had £1 million less than the last year



- We spent less money to manage



- Some of our contracts got extended so that helped



Plans for next year

Earn money for the different services



Work well with other services



Reach more people

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