

**sage**  
advocacy

# Annual Report

# 2019

**Nothing about you/  
without you**

SageAdvocacy.ie

# Board & Committees

		Board Meeting	Policy & Practice Committee	Risk and Audit Sub Committee	Recruitment & Training Committee	Public Awareness & Media Committee	Finance Committee	Nominations Committee
<b>Patricia Ricard-Clarke</b>	Chair	11 of 11	6 of 7	3 of 3	---	---	---	2 of 2
<b>The Hon. Mary Laffoy</b>	Deputy Chair	10 of 11	7 of 7	3 of 3	---	---	---	2 of 2
<b>Eoin Kennelly</b>	Company Secretary	10 of 11	---	2 of 3	---	---	7 of 8	---
<b>Denis Cremins</b>		10 of 11	---	1 of 3	---	---	8 of 8	---
<b>Catherine Dunleavy</b>		11 of 11	---	3 of 3	---	---	---	---
<b>Claire Kelly</b>		9 of 11	---	3 of 3	---	---	8 of 8	---
<b>Angie Mezetti</b>		8 of 11	---	---	---	3 of 3	---	---
<b>Jim Milton</b>		10 of 11	---	---	---	3 of 3	---	---
<b>Prof. Cillian Twomey</b>		11 of 11	3 of 7	---	---	---	---	---
<b>Brian Ward</b>		9 of 11	---	---	3 of 3	---	---	---

## Executive Group

Executive Director: Mervyn Taylor

Service Manager: Michelle Rooney

Operations / Governance / Administration: Mary Warren

Financial Controller: Paula Bruen.

Communications & Research: (Vacant)

Further details on the work of Sage Advocacy, it's staff and volunteers can be found at [sageadvocacy.ie](http://sageadvocacy.ie)

# Chairperson's Report



A handwritten signature in black ink, appearing to read 'Patricia Rickard-Clarke'.

**Patricia Rickard-Clarke**  
Chairperson

The year under review has been an extremely challenging one, both operationally and financially. Analysis of activities shows a 26% increase in referrals for advocacy and it is clear that Sage Advocacy continues to 'punch above its weight' despite being underfunded.

2019 was a year in which Sage Advocacy made its first moves to find a common home for advocacy and while the Department of Employment Affairs and Social Protection appreciated the logic of our approach it is regrettable that our request to be funded through that department, rather than through the HSE, was refused. We will continue our efforts to map out, define and advance the independent advocacy sector in a collaborative way and, in this regard, we note the number of people with disabilities that we refer to the National Advocacy Service for People with Disabilities and the number of referrals we are receiving from people with mental health issues.

In a very busy year a number of significant developments stand out. Perhaps the most significant, with regard to the future of independent advocacy, was the judgement of the Supreme Court on October 17th in respect of the AC case. With regard to the issue of wardship it stated: "It is essential that the voice of the individual be heard in the process, and if she cannot speak for herself then some person must be found, who is not otherwise involved in any dispute, who can speak for her". The judgement underlines, yet again, the urgent need for legislation to protect the liberties of people in care situations. Another significant development was the request from the Department of Health, via the HSE, for Sage Advocacy to provide support and independent advocacy to the women and bereaved relatives involved in the CervicalCheck review undertaken by the Royal College of Obstetricians and Gynaecologists. It is a testament to the capabilities of our organisation that within 30 days of first being asked to assist we were able to assemble a national team of skilled individuals with mainly healthcare backgrounds along with a helpline and an online recording system.

During the year Sage Advocacy launched 'A New Deal' a discussion document on funding long-term care and support. The document received critical attention in the media and it remains the only policy document of substance produced by an Irish NGO during 2019 on an issue which is vital to the wellbeing of current and future generations of older people. The document argued for a continuum between home and congregated care, rather than two separate statutory systems, and for a social insurance based model supported through the establishment years by use of inheritance tax.

Throughout the year the Statement of Strategy adopted by the Board in 2018 and the Service Level Agreement with the HSE were implemented by a dedicated team of almost 100 volunteers and 23 staff of whom two were part-time and two were on maternity leave. It is a great tribute to their work and dedication that in spite of a period of considerable concern about the financial stability of the organisation they continued to 'go the extra mile' in line with the 'can do' culture of Sage Advocacy.

Our engagement during the year with our main funders, the HSE, led to important discussions regarding the need to stabilise and improve the funding of our services and to consider how best independent advocacy services might in future be funded independently of the HSE in an equitable manner. I want to put on record my appreciation of the support of the Chief Clinical Officer, Dr Colm Henry, the National and Assistant National Director of the Quality Improvement Division, Dr Philip Crowley and Greg Price and of the Deputy Director of the HSE Anne O'Connor and the National Director of Community Operations David Walsh.

I would like to thank my colleagues on the Board and Committees of Sage Advocacy, including members of the Independent Complaints Review Panel, for the important contribution they have made to the effective governance of the organisation. It was our stated aim in our Statement of Strategy to 'recruit only the best' and, in this regard, I am pleased to say that we have succeeded.

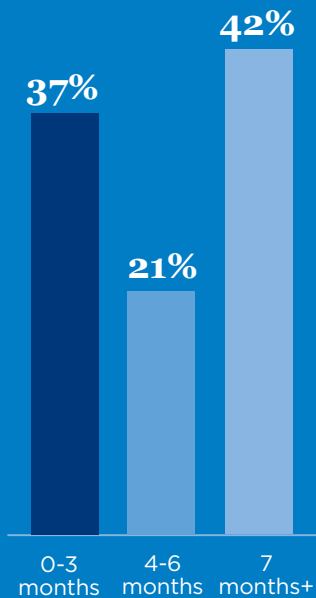
# Activities 2019

## CLIENTS AND CASES

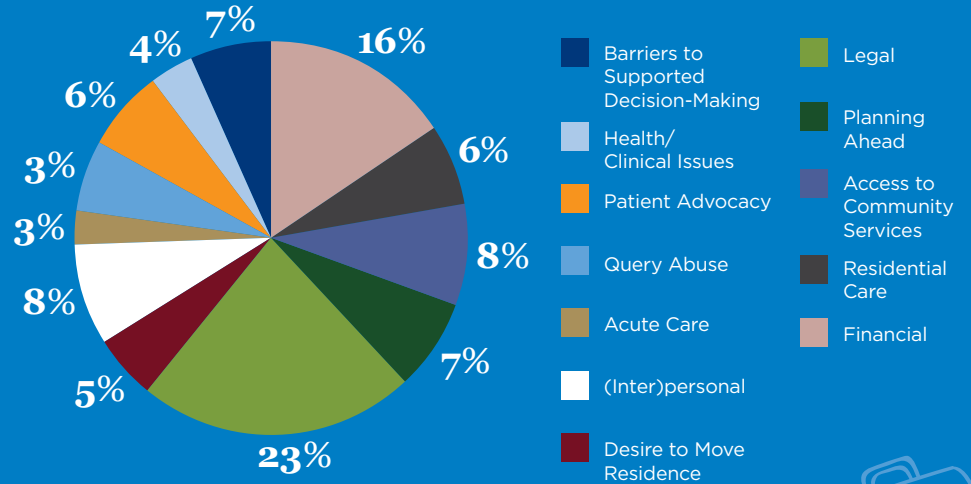
Referrals for Advocacy

# 1,570

Length of Cases



Main Issues



Advocacy Cases Opened

# 1,477

# 161

Cases with Safeguarding Team involvement



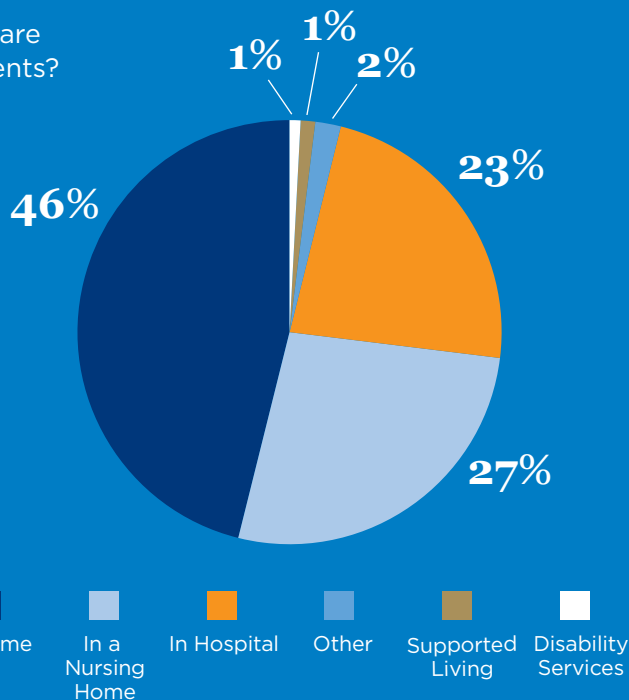
# 173

Patient Advocacy Cases

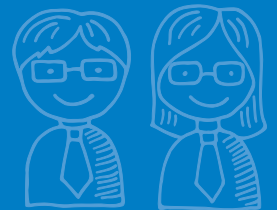
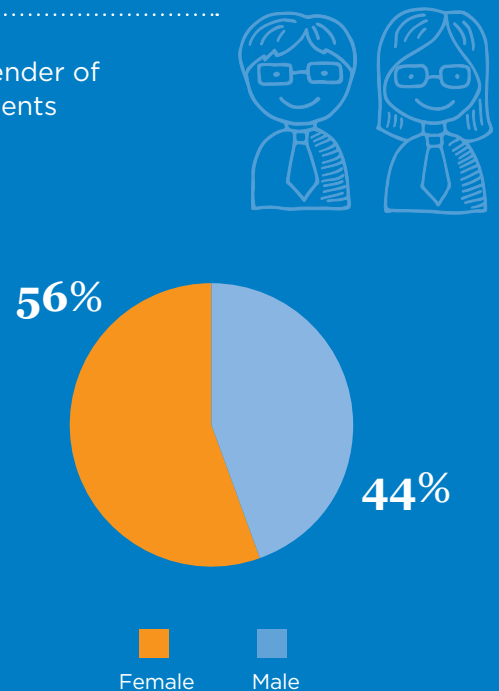
# 73

Cases with Ward of Court/Legal Involvement

Where are our Clients?



Gender of Clients



## PEOPLE

Staff

**22.1**

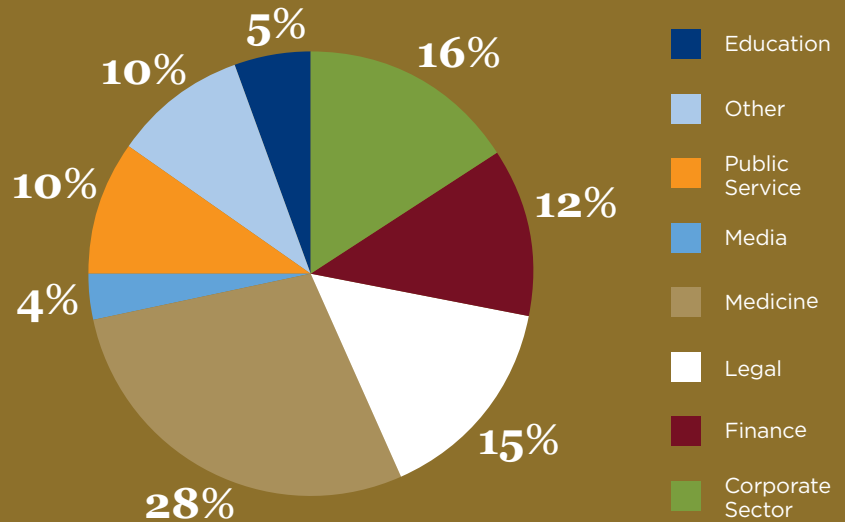
Volunteers

**96**



**26** Board & Committee Members

Background of people involved with Sage Advocacy



## PHONE CALLS, EMAILS & TRAVEL

Main Number Calls received

**6,378**



Landline calls made

**4,032**

Emails sent

**46,362**



1850 Calls

**1,131**

Mobile calls made

**48,204**

Distance travelled

**220,638**

Staff 207,012 km  
Volunteers 13,626 km



Information & Support Calls

**3,964**

Total talk time

**143** days



**14** Info requests under GDPR

Case Work, Stakeholders, Volunteers, Call Records

**2,415**

Texts sent

**17,284**



**25** Lobbying actions



**4** Formal Complaints received

# Financial Statements

Financial period ended 31 December 2019

## Statement of Financial Activities (including income and expenditure account)

For the Year Ended 31 December 2019

	2019	2018
	€	€
<b>Income from:</b>		
Donations	10,950	25,800
<b>Charitable Activities</b>	<b>1,651,771</b>	1,368,000
Other income	744	109,153
<b>Total income</b>	<b>1,663,465</b>	1,502,953
<b>Expenditure on:</b>		
Charitable activities	1,476,868	1,103,045
<b>Net income</b>	<b>186,597</b>	399,908
<b>Total funds brought forward</b>	<b>399,908</b>	-
<b>Total funds carried forward</b>	<b>586,505</b>	399,908

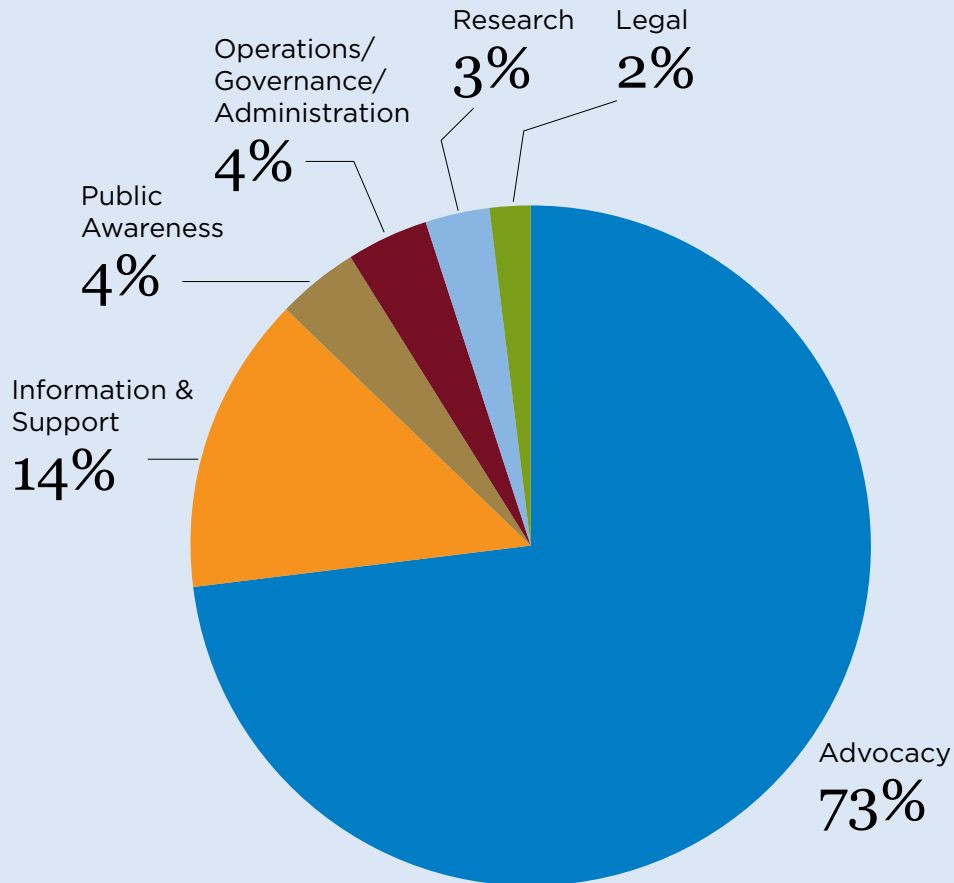
## Balance Sheet

As at 31 December 2019

	2019	2018
	€	€
<b>Fixed assets</b>		
Tangible assets	9,112	14,305
<b>Current assets</b>		
Debtors	12,612	16,643
Cash at bank and in hand	665,940	449,238
<b>Total current assets</b>	<b>678,552</b>	465,881
<b>Creditors: amounts falling due within one year</b>	<b>(101,159)</b>	(80,278)
<b>Net current assets</b>	<b>577,393</b>	385,603
<b>Net total assets</b>	<b>586,505</b>	399,908
<b>Funds</b>		
Unrestricted funds	586,505	399,908
<b>Total Funds</b>	<b>586,505</b>	399,908

## Expenditure Analysis

A breakdown of expenditure for 2019 is set out below based on the strategic priorities of Sage Advocacy. This shows that Advocacy along with Information & Support are the two major areas of expenditure. Given the increasing demands arising from compliance with statutory requirements the figure for Operations / Governance / Administration (4%) is a considerable achievement.



	Direct Costs €	Support Costs €	Staff Expenses €	Volunteer Expenses €	Total €
Information & Support	177,102	17,589	10,916	2,553	208,160
Advocacy	888,711	90,289	92,782	2,089	1,073,871
Legal	30,848	2,931	-	-	33,779
Research	48,034	1,173	-	-	49,207
Public Awareness	49,932	1,172	5,458	-	56,562
Operations / Governance / Administration	51,185	4,104	-	-	55,289
<b>Total</b>	<b>1,245,812</b>	<b>117,258</b>	<b>109,156</b>	<b>4,642</b>	<b>1,476,868</b>

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# Information & Support Rapid Response Service

**1850 71 94 00**

**8am - 10pm daily**

Leave your name, a contact number and a very brief description of the issue. Our aim is to respond to you within an hour. When urgent support is required an experienced Sage Representative can be available nationwide within 24 hours.

24-26 Ormond Quay Upper,  
Dublin 7 DO7 DAV9

 01 536 7330

 [info@sageadvocacy.ie](mailto:info@sageadvocacy.ie)

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