

Connected Voice Advocacy – 30 Year Timeline (Plain Text, 2026)

Purple: NAC/ACN/CVA

Green: Legislation and reports

Red: Quality and evaluations

Blue: History

Late 1980s: Citizen Advocacy NE set up to fundraise and lobby for advocacy

1994: *Advocacy in Newcastle*: Report to Newcastle Advocacy Strategy Group

1994: Development worker employed; Advocacy Network Newcastle (ANN) set up

1996: Newcastle Advocacy Centre set up; Citizen Advocacy service starts

1996: We devise ANNETTE advocacy monitoring tool, sold throughout the UK

1996: ANN Code of Practice is developed.

1998: Human Rights Act

2001: Independent Evaluation Report of our Citizen Advocacy service

2001: Action for Advocacy set up to support advocacy organisations nationally

2002: National Advocacy Charter published

2002: Mental Health Advocacy service starts

2005: We give evidence to Joint Committee on Mental Health Bill about Mental Health Advocacy

2005: BME Advocacy service starts

2005: Awarded Community Legal Service Quality Mark

2005: Mental Capacity Act 2005

2005: Direct Payments Advocacy service starts

2006: National *Code of Practice for Advocates* published

2007: Mental Health Act

2008: Older People and People with Physical Disabilities Advocacy service starts

2008: Independent Evaluation Report of BME Advocacy service

2009: Independent Advocacy Qualification launched

2009: IMHA & Relevant Person's Representative services start in Newcastle

2009: *Review of Newcastle's Advocacy Services* report

2010: *Manifesto for independent advocacy services in England & Wales*

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2010: Equality Act

2011: Awarded Action for Advocacy Quality Performance Mark (for 3 years)

2012: Welfare Reform Act

2012: We change our name to Advocacy Centre North

2012: We move from MEA House to Higham House

2013: IMHA service starts in Gateshead; IMHA & IMCA services start in Northumberland

2014: Community Advocacy & Older People's Advocacy services start in Newcastle

2014: Advocacy Action Alliance set up

2014: *Code of Practice for Advocates* revised

2014: Fulfilling Lives service starts in Newcastle & Gateshead

2014: Care Act

2015: Care Act Safeguarding Duties – Safeguarding Adult Boards established

2015: NHS Complaints reform

2015: Independent Care Act Advocacy service starts in Newcastle

2015: Partners for Justice Advocacy service starts in Newcastle

2015: Neurological Advocacy Service starts

2015: *It's a win-win* and *Voices of advocacy* films released

2015: Awarded the Advocacy Quality Performance Mark (for 3 years)

2016: Partners in Health Advocacy service starts in Newcastle

2016: Families through Crisis service starts in Newcastle

2016: Partners for Justice service starts in Durham

2016: Health and Social Care advocacy extends to Gateshead as well as Newcastle

2016: *Highly Commended runner up* for Outstanding Advocacy Service at National Advocacy Awards

2016: Deciding Together consultation we supported reconfiguration of Mental Health services across Northumberland, Tyne and Wear

2017: Law Commission consultation to Deprivation of Liberty and Mental Capacity law

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2017: Statutory Advocacy service (Mental Health, Mental Capacity and Care Act Advocacy) starts in Gateshead

2017: Rights Advocacy service starts in Newcastle

2017: Hate Crime Advocacy service starts in Northumberland, Tyne & Wear

2017: Welfare Advocacy service starts in Newcastle

2017: DIY Advocate® self-advocacy app launched

2017: Health and Care Advocacy service starts in Newcastle and Gateshead

2018: *Fighting for your rights* film released, made by service-users

2018: Awarded *Outstanding Advocacy Service* at National Advocacy Awards

2019: Awarded the Advocacy Quality Performance Mark (for 3 years)

2019: Our organisation changes its name from Newcastle Council for Voluntary Service to Connected Voice and we change our name to Connected Voice Advocacy

2019: Responded to Gender Recognition Act consultation

2019: Mental Capacity Act amendment and Liberty Protection Safeguards

2020: Covid-19 pandemic starts

2020: Coronavirus Act

2020: We develop Advocacy Principles with network of advocacy organisations

2020: We participate in Advocacy Leaders group. Established in Covid pandemic to share good practice, influence policy, collective campaigning.

2021: Revised DIY Advocate® self-advocacy app launched

2021: '*Exploring 'hate relationships' through Connected Voice's Hate Crime Advocacy Service*' report published

2021: *Hate relationships: New understandings of hate crime* film released

2021: We contribute to Ministerial Oversight Group on Do Not Attempt Cardiopulmonary Resuscitation and Care Quality Commission 'Protect, Respect and Connect' report and the Office of Public Guardian changes to Lasting Power of Attorney

2022: We contribute to 'A review of Advocacy for people with learning disability and autistic people who are inpatients in mental health, learning disability or autism specialist hospitals' report led by NDTi and commissioned by NHS England

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2022: Awarded Outstanding Service - National Advocacy Award

2022: We present at Northern Brain Injury Forum

2022: NICE Guidelines (Advocacy services for adults with health and social care needs)

2023: *'Improving responses to Hate Relationships'* research published. Hate ID toolkit launched with Durham and Northumbria Universities.

2023: Awarded Best Equality - National Advocacy Award

2023: National Lottery funds Help through Crisis project, building on success of Families in Crisis, reaching more people.

2023: We contribute to Care Quality Commission State of Care report and Parliamentary and Health Service Ombudsman Scrutiny 2022-23: Government and PHSO response.

2024: We respond to Mental Health Act Bill consultation

2024: We launch Social Justice Champions training

2024: We join judging panel for University of Sunderland short film awards about barriers to reporting hate crime in the.

2024: We contribute to Care Quality Commission Monitoring the Mental Health Act report for long term segregation for in-patient settings.

~~2024: Events held to showcase our advocacy to case managers, solicitors and local authorities.~~

2024: We join Sunderland University's SAFE research exploring safeguarding older people

2024: We involve people in shaping services through a peer-reviewed engagement strategy, a new webpage, a "You Said, We Did" report, and trustee meetings.

2024: We respond to shape the Equality and Human Rights Commission Code of Practice, and feedback to Parliamentary and Health Ombudsman on barriers to using their complaints systems.

2025: Mental Health Act 2025. New law passed.

2025: We respond to Gateshead Community Cohesion strategy

2025: Awarded Advocacy Quality Performance Mark

2025: We showcase our hate crime and personal injury advocacy at the national advocacy conference

2025: Hate ID App launched with Durham and Northumbria University

2025: We facilitate a response from victims to the Northumbria Police and Crime Commissioner consultation on Out of Court Resolutions for Hate Crime.

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2025: We respond to Parliamentary and Health Ombudsman strategy consultation.

2025: We deliver Group Advocacy for residents in Gateshead, helping them improve their housing conditions.

2025: Social Justice Champions and Hate Crime Strategies training is launched

2025: The Bridgebuilders project for creative conversations and collaboration in Newcastle

2025: We rewrite our leaflets and website in plain English to improve accessibility, with support from English Unlocked.

2026: We launch 'Know Your Rights' training with workbooks, online DIY Advocate tool, and peer support group work.

2026: We showcase our brain injury advocacy experience at Irwin Mitchell annual conference

2026: We commission a film to celebrate 30 years of service.