

Advocacy Counts: A 2024 Snapshot



**Over 1500
people
supported**



**with
5,660
issues**



**Taking
nearly
24,000
actions**



**to uphold over
9,000
individual
human rights**

Our 2024 data shows the incredible work our advocates are doing every day to support Care Experienced children, young people, and adults. Whether it's helping them stay connected to family, access urgent housing support through our helpline, or building strong and consistent relationships, **advocacy makes a real difference.**

This snapshot shows a breakdown of who we've supported in 2024, what issues they've faced, and why the right to independent advocacy is so essential.

But first... the stories behind the stats

Behind every statistic is a Care Experienced person- someone navigating systems that can often feel overwhelming, complex, or unresponsive. Whether they need help being heard, understanding their rights, or accessing critical support, **having an advocate by their side can make a real difference.**

Our members tell us how valuable that support can be. Here's a small snapshot of their experiences showing the impact independent advocacy has had on their lives.

“ I felt there was no one there to listen to me or advocate for my rights, I was overwhelmed already trying to manage independent life without any support and I simply didn't have the time, strength or experience to articulate myself in a way that would be listened to. Having someone to provide advice, be witness to conversations where I raised these concerns, and generally help fight my corner was a lifeline for me and I am so grateful for the help from my advocate.

Care Experienced Person, Summer of Participation, 2023



Personally, independent advocacy has made a big difference to me, it's helped me to express my feelings and get my point across about things I probably would never have opened up about. I think you should be able to have an advocate at any age as you can still struggle to express yourself when you are older, and you still need to have that person who can help you to tell people how you feel.

Care Experienced Person, Summer of Participation, 2023



“ I just wanted to give an update and let you know that I got offered the flat, without the your help, I would never have got this. I can't thank you enough for your help and support when times felt really tough for me. I felt really supported and listened to and it gave me the confidence within myself to keep going. I will continue to tell people about the support given to me from who cares and I am honestly so grateful.

Feedback from a National Advocacy Helpline User, 2023



Who did we support?

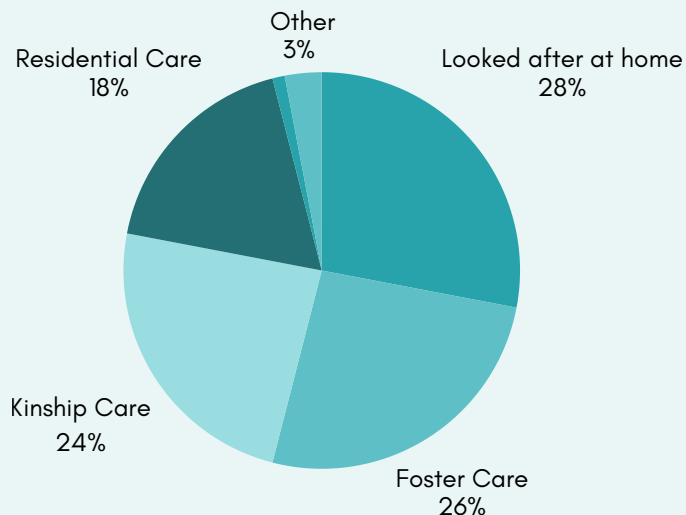
This section breaks down the advocacy provided for children under 16, over 16s, and our national helpline. It includes the number of people we worked with, the number of issues we helped resolve, and their living situations at the time.

Our helpline data, in particular, tells a different story – reflecting the difference in age and living situations of many people who contact this service. This is due to the helpline being lifelong, acting as a vital safety net for those who may be excluded from other services but continue to experience the lasting effects of growing up in care.

Under 16s

Over 900
children and
young people

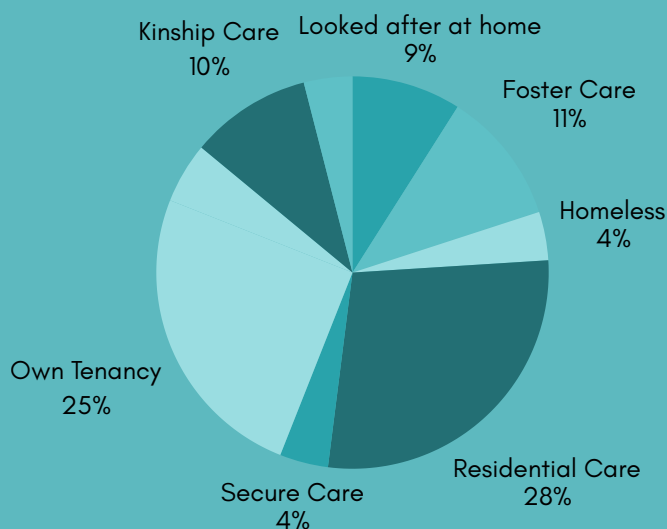
Around 3600
advocacy issues
resolved



Over 16s

Over 500
people
supported

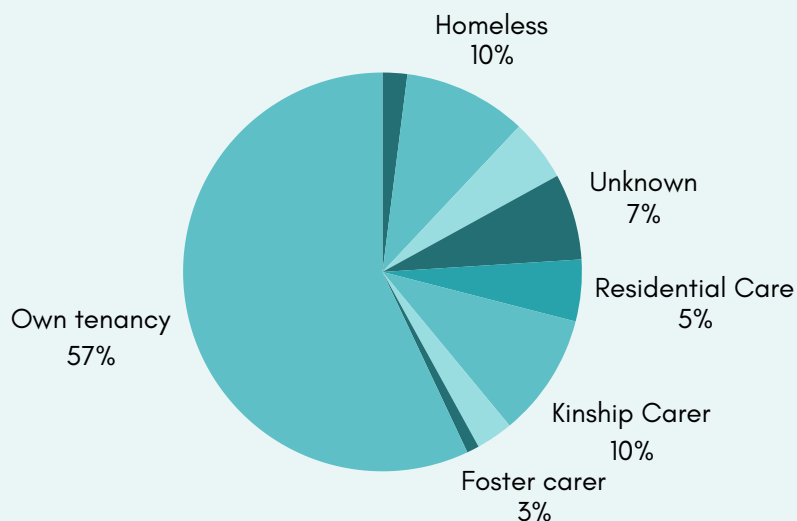
Around 2400
advocacy issues
resolved



Helpline

Over 130
people were supported
through our Lifelong Helpline
service

Around 360
advocacy issues
resolved

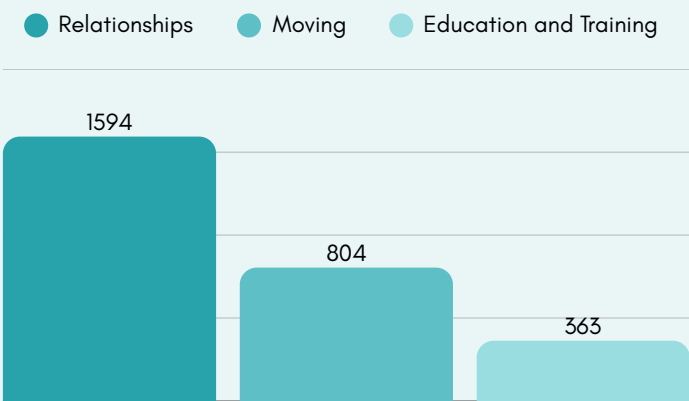


What were the top advocacy issues?

Across all age groups and through our helpline, advocates supported Care Experienced people with a wide range of issues in 2024.

This section highlights the top three issues in each category - ranging from staying in touch with family, to difficulties with placement moves, to accessing financial support.

Under 16s



1 Relationships

Young people wanted support with arranging family time involving parents, siblings, or extended family. This included decisions about increasing, reducing, or stopping “contact”, and where and how that contact should happen.

2 Moving around

This included support to:

- Stay in their current home or return to a previous placement.
- Move to a new placement due to being unhappy where they are.

3 Education and Training

This included support related to:

- Getting more help in school.
- Staying in their current school.
- Changing schools due to social or learning difficulties.

1 Moving around

This includes support to:

- Stay in their current home or return to a previous placement.
- Move to a new placement due to being unhappy where they are.

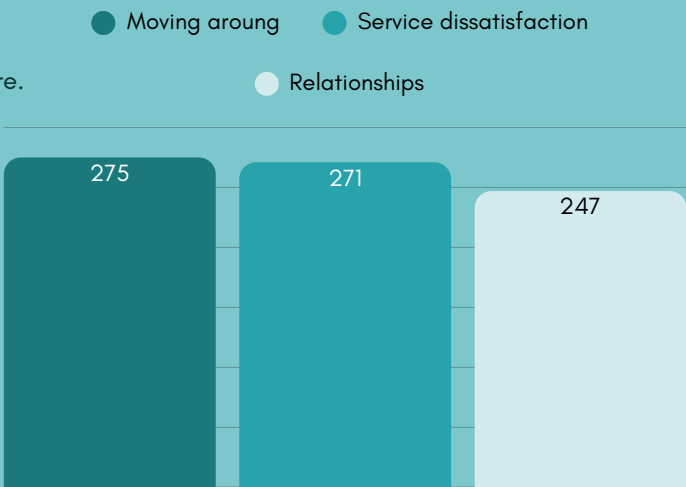
2 Service dissatisfaction

Involves concerns about social workers, teachers or residential staff including poor communication, disagreement with decisions, or unwanted changes in allocation. It also includes where they feel unheard, unsupported, or have conflicts.

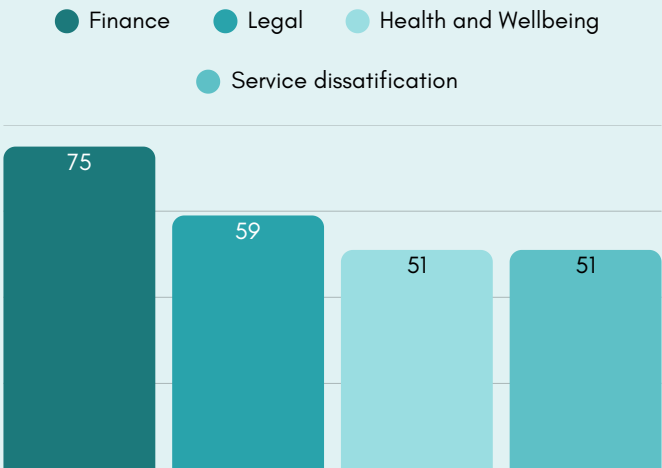
3 Relationships

Involves supports with contact arrangements involving parents, siblings, extended family, or significant others. This included decisions about increasing, reducing, or stopping contact, and where and how that contact should happen.

Over 16s



Helpline



1 Finance

Issues related to benefit entitlements, lack of financial assistance during hardship or life transitions, and support with accessing and applying for grant funding.

2 Legal

Support related to accessing personal records, obtaining ID documents, and securing legal support for matters including protection cases or permanence processes.

3 Health and Wellbeing

This covers issues related to access to mental and physical health services, the quality and availability of those services, and barriers to seeing health professionals—particularly where decisions are made by carers or social workers rather than the person.

What rights were upheld through our work?

As a rights-based organisation, our mission is clear: to make sure the rights of Care Experienced people—so often overlooked or at risk—are recognised, respected, and upheld through independent advocacy.

This section highlights the top three rights upheld in each area of our work in 2024, showing where advocacy helped ensure people's voices were heard and their rights protected.

Under 16s

5551 individual human rights were upheld including

**Right to live
with or keep in
contact with
parents**

2

**Respect for
views**

1

**Right to
privacy &
family life**

3

Over 16s

3452 individual human rights were upheld including

**Right to knowledge
of rights**

2

**Respect for
views**

1

**Right to adequate
standard of living**

3

Helpline

662 individual human rights were upheld including

**Right to live
with or keep in
contact with
parents**

2

**Respect for
views**

1

**Right to
education**

3