



**mental welfare**  
commission for scotland

# The right to advocacy

Appendix 2:  
Collated submissions from each area

Corporate document

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April 2023



## COLLATED SUBMISSIONS FROM EACH AREA

No	Board	Local Authority	Respondent (HSCP)	Page no
1	<b>Ayrshire &amp; Arran</b>	East Ayrshire	East Ayrshire	2
2		North Ayrshire	North Ayrshire	21
3		South Ayrshire	South Ayrshire	41
4	<b>Borders</b>	Borders	Borders	66
5	<b>Dumfries &amp; Galloway</b>	Dumfries & Galloway	Dumfries & Galloway	88
6	<b>Fife</b>	Fife	Fife	110
7	<b>Forth Valley</b>	Clackmannanshire, Stirling & Falkirk	Clackmannanshire, Stirling & Falkirk	154
8	<b>Grampian</b>	Aberdeen city	Aberdeen city	178
9		Aberdeenshire	Aberdeenshire	203
10		Moray	Moray	225
11	<b>Greater Glasgow &amp; Clyde</b>	East Dunbartonshire	East Dunbartonshire	247
12		East Renfrewshire	East Renfrewshire	274
13		Glasgow	Glasgow	296
14		Inverclyde	Inverclyde	315
15		West Dunbartonshire	West Dunbartonshire	338
16		Renfrewshire	Renfrewshire	360
17	<b>Highland</b>	Argyll and Bute	Argyll and Bute	383
18		Highland	Highland	410
19	<b>Lanarkshire</b>	North Lanarkshire	North Lanarkshire	433
20		South Lanarkshire	South Lanarkshire	456
21	<b>Lothian</b>	Edinburgh	Edinburgh	480
22		East Lothian	East Lothian	509
23		West Lothian	West Lothian	534
24		Midlothian	Midlothian	557
25	<b>Orkney</b>	Orkney	Orkney	578
26	<b>Shetland</b>	Shetland	Shetland	605
27	<b>Tayside</b>	Angus	Angus	628
28		Dundee	Dundee	651
29		Perth and Kinross	Perth and Kinross	675
30	<b>Western Isles</b>	Western Isles	Western Isles	702
31	<b>The State Hospital</b>	The State Hospital	The State Hospital	724

<b>Organisation:</b>	<b>East Ayrshire Health and Social Care Partnership</b>
Job Title:	Service Manager – Planning and Performance
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

- Yes
- No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

A survey was issued to advocacy providers to gather feedback. Advocacy providers were also invited to attend a Steering Group to develop the strategy. Stakeholder engagement sessions also took place during 2017-2018 which advocacy providers were invited to attend with a specific session for providers held on 18 October 2018.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

A survey was issued to advocacy providers requesting it to be shared with people who use advocacy services. Stakeholder engagement sessions also took place during 2017-2018. A specific session for carers' representatives was held on 12 November 2018.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**An Equality Impact Assessment screening was completed.**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

The action plan for the new Independent Strategic Advocacy Plan will reflect the advocacy needs of people in regards to mental health, dementia and learning disability.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

The East Ayrshire Adult Protection Committee have an action in their Improvement Plan to ensure adults at risk are appropriately referred to independent advocacy services during an Adult Support and Protection Investigation.

**Current Commissioned Services**

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

The overall aim of the service is to support to Service Users, Families and Carers and ensure that their views, wishes and thoughts are represented. There are no waiting lists for the service but service users subject to compulsory measures are prioritised.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

**14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Not specifically. This is a generic service open to homeless people with condition (as above).

**15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Not specifically. This is a generic service open to asylum seekers with condition (as above).

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Please provide details**

Not specifically. This is a generic service. A separate service is commissioned to support carers.

## Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

East Ayrshire Advocacy Service receives funding from both the HSCP and NHS Ayrshire and Arran as detailed below.

Core fund from HSCP £216,910 – 2% increase.

NHS fund £134,546 – not changed in 2 years

This has supported the service to continue to deliver advocacy support.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

This service is provided as part of the contract with East Ayrshire Advocacy Service.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

The advocacy service works with other prison services to share information on the service. There is also posters and leaflets distributed throughout the prison. Prior to Covid, awareness raising sessions and workshops were held in the prison. This is being restarted now the public health restrictions are lifted.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

## Any further details

The management of these cases would be considered on a case by case basis, depending on the proposed length of time for the person to be out with their home area. If short/temporary, local independent advocacy services would continue to support the person to provide continuous access to advocacy. If longer term or permanent, local advocacy services would hand over to an advocacy service in the other area, sharing information as appropriate.

## Monitoring and review arrangements

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

Through the provision of this Service, the Provider shall achieve the following outcomes:

- Improve the quality of life across our communities.
- Older people are supported to live independently in the community.
- Older people, vulnerable adults and their carers supported, included and empowered to live the healthiest life possible.
- Impact of multiple deprivation and poverty on the health & wellbeing of the most vulnerable individuals and communities address.
- Equality of opportunities, quality and accessibility and early intervention/prevention.
- Protection of children and the safety of vulnerable adults, individuals and families promoted.
- Alcohol and drug related harm reduced.
- Community capacity, spirit and cohesion developed.
- Active healthy lifestyles and positive behaviour change promoted.

This list is not exhaustive.

Monitoring reports are submitted and reviewed on a quarterly basis.

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

Monitoring reports are submitted and reviewed on a quarterly basis.

The service carry out evaluations with their service users. The HSCP are developing a Quality Assurance process to be used with all services.

### 24 Do you get information from each organisation about the number of people accessing advocacy support?

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

1<sup>st</sup> April – 30<sup>th</sup> June 2022  
Number of new referrals: 125  
Number of active cases: 265



Number of people discharged from service: 99 (Reasons for discharge: 82 Issue Resolved, 8 Deceased, 6 Non Engagement, 1 Able to Self-Advocate  
2 Moved Outwith Area  
Number of surgeries/groups held: 33  
Number that attended surgeries/groups: N/A

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

This information is captured in the quarterly monitoring reports. The service continues to prioritise those in crisis or subject to legislation. In the monitoring report for April-June 2022, there continued to be an increase in Adults with Incapacity and Mental Health Act referrals and they were prioritised daily.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

The East Ayrshire Advocacy Service prioritises the provision of advocacy support to people subject to compulsory measures as stated above.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Satisfaction surveys are completed annually. Exit surveys are completed when cases are closed through comment cards and by telephone.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

The advocacy service has a website and printed materials that are distributed widely. Independent advocacy services participate in several local partnership meetings and deliver awareness sessions to HSCP staff, Care Homes etc.

The service is promoted on the Living Well East Ayrshire website. The service has its own website which it is currently developing to gather the key information on new referrals.

The service also attends community events regularly to promote the service.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Independent advocacy services operate an open referral system, including self-referral and non-instructed advocacy. Referrals are also by various methods including telephone, online and walk-in. All statutory agencies are also able to refer by any method. Removal of barriers to referral is the means by which advocacy services are made available to all members of a community including equality groups. Independent advocacy services are linked in with the Council's Equalities Officer, the Equalities Forum and attend various community based groups attended/organised by people in equalities groups. An Equalities Impact Assessment will be completed as part of the development of the new Plan.

**32 How do you measure this?**

Discussions, as appropriate, at monitoring meetings and within the staff supervision sessions.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Existing HSCP needs assessment and Locality profile information is being used as part of the evidence base in the development of the refreshed advocacy plan.

Future demand particularly in terms of the mental health impacts of Covid need to be considered in the new Plan.

**34 If No, how do you plan to address any unmet need in future?**

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**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Further work is being carried out currently to look at the reasons why people may not engage with the service. This is a very small proportion of people using the service but requires further clarification.  
The findings of engagement and consultation including gap analysis, will inform the refreshed advocacy plan.

**36 Are any specific action planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

The action plan for promoting the service for the next year is being developed currently. A key focus will be on extending awareness raising sessions now that public health restrictions have lifted.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

### NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

The HSCP do not commission advocacy for children and young people placed out with the authority. However, the expectation is that the service provider would have independent advocacy available as part of the care package.

## Monitoring and review arrangements

This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.

- 6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?

N/A

- 7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?

N/A

- 8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?

Yes

No

If Yes, please provide the most up to date information provided by each organisation

N/A

- 9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?

N/A

- 10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Annual monitoring data from providers

No monitoring

Other (please specify)

N/A

- 11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?

N/A

12 Have there been any specific actions to promote the use of advocacy among staff?

Yes

No

Please provide any further details below.

N/A

## Future plans

13 Does your integrated children services planning structure include an advocacy planning group covering your area?

Yes

No

Other (please describe)

14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?

Yes

No

If Yes, please describe

15 If No, how do you plan to address any unmet need here?

Not currently, this will require to be considered particularly with the refresh of the Independent Advocacy Strategic Plan.

16 Any Other Comments?

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	East Ayrshire Advocacy Service (EAAS)	Who Cares? Scotland			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  18 and over Children aged 14 and over under the Mental Health Care and Treatment Act, Looked after Children supported at Looked After Reviews and at Children's Hearings (if appropriate)	<input type="checkbox"/> Yes <input type="checkbox"/> No  Birth – 26 years	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>£351,456</b>	<b>£52,780</b>			
	Details total budget information split into the following categories (if possible):					
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) 3 years from 1/4/22 – 31/3/25 with the option to extend for x2 1 years beyond that.	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) 4 years	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	<b>12</b>	<b>2</b>			

<b>Organisation:</b>	<b>NHS Ayrshire &amp; Arran</b>
Job Title:	SENIOR MANAGER
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	NORTH AYRSHIRE HEALTH & SOCIAL CARE PARTNERSHIP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**



Advocacy Strategy  
final.docx

Our previous advocacy strategy was from 2019/2021 as attached:

We are currently finalising our strategy for 2022-2025. This should be completed and signed off by the end of the year.

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

As our commissioned provider, AIMS advocacy sit on the consultation and writing group and have been a key stakeholder in our updated plan.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

As part of our original plan, service users were directly consulted and involved. For this updated plan, their views, opinions and comments are being collated via AIMS advocacy, who as highlighted above are part of the consultation and writing group.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

An equality impact assessment will be completed as part of our new strategy.

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

Our previous advocacy strategy had an associated action plan as attached:



Advocacy Action  
Plan.docx

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

This plan has now been absorbed into our new strategy re-draft as opposed to being separated. And commissioned service is measured in an ongoing basis as part of contract management via Key performance indicators.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

We currently have a MH Transition and recovery plan in addition to our HSCP Strategic Plan. The strategic plan reflects not only North Ayrshire, but across Ayrshire in a lead partnership approach.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

In partnership with AIMS, due to a current waiting list we have agreed a priority waiting list, ensuring those that require advocacy most receive it. This is never an ideal situation to be in, however those subject to mental health act legislation and adults with incapacity act legislation will be prioritised where necessary.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**



14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

---

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

---

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details

---

We do not commission a separate service explicitly for carers. Carers can access our generic commissioned service

## Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Not at this time.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

Not applicable

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

Not applicable

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

Our advocacy service continue to support individuals out of area. They also offer brief supports to those placed out of area in an emergency basis.

## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

- 1) People have a greater awareness, and understanding, of advocacy
- 2) People are more involved in decision making processes that affect their lives
- 3) People are more able to advocate for themselves.
- 4) People are more aware of, and able to access, their rights and entitlements.
- 5) People who use the service are involved in shaping the service and central to the development of a Quality Assurance Framework which is used to obtain stakeholder experiences of advocacy.
- 6) People from all backgrounds and circumstances are able to access advocacy

These standards are monitored via contract management processes. Biannually a report is produced to demonstrate attainment of.

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Contract management arrangements via H&SCP. Formal meetings bi-annually and site visits annually. Contract management is focused on above KPI's with updates provided every 6 months.

AIMS also took part in external quality performance mark assessment, via National Development Team for Inclusion Programme October 2020. Demonstrating that they were working to the Advocacy QPM standards, and were awarded this award for a period of 3 years from February 2021.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

- Yes
- No

**If Yes, please provide the most up to date information provided by each organisation**



Contract meeting  
April 2022 - summary

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

As at April 2022 - Capacity/waiting list: There was a waiting list in place (20 cases) at the end of March but the majority of these cases have now been matched. Allocations are prioritised based on need

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

Services are prioritised based on need. Those subject to legal procedures such as MHA and AWI are prioritised if appropriate.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Our commissioned services have processes in place to measure satisfaction and complaints. Both are reported on as part of contract management processes.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

It may be that complaints are provided to the Health & Social Care Partnership via other means; directly from individuals, on behalf of individuals i.e. MSP enquiries, and/ or via statutory bodies such as Care Inspectorate for example. There have been no such complaints regarding our advocacy services.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Information is provided by those in services, however, most public campaigns are via our commissioned services. We do have a communications department however that provides updates for particular pieces of work or awareness campaigns as appropriate.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Advocacy services are open to all.

**32 How do you measure this?**

We do not currently measure this, but could include as part of contract management processes.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

As part of the new strategic plan we are considering future needs and how these best can be met.  
For example, with the addition of the new national forensic adolescent inpatient unit, 'Foxgrove' a new advocacy commission has been considered.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

As a collective partnership, our new strategy incorporates, children, adult and older adult needs. Representatives from across the continuum are part of the consultation and writing groups. Current and anticipated unmet needs have been considered as part of this plan. For instance, with the new MAT standards, careful consideration of accessibility and availability has been conceptualised within our plan.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

As part of our new strategic launch, we will plan appropriate communications within and across Ayrshire.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

The commissioned advocacy service for children, does not currently cover those with mental illness, learning disability or related condition. The commissioned service self-reports that they do not possess the skills and experience to do so, as such the local team support the family and those who provide direct care on an individual basis, drawing in expertise from other services as appropriate.

## Monitoring and review arrangements

This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Not applicable

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

Not applicable

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

- Yes
- No

**If Yes, please provide the most up to date information provided by each organisation**

Not applicable



9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?

Not applicable

10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

- Annual monitoring data from providers
- No monitoring
- Other (please specify)

Not applicable

11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?

Not applicable

12

Have there been any specific actions to promote the use of advocacy among staff?

- Yes
- No

Please provide any further details below.

However, not for children with mental health or learning disability (and associated conditions)

## Future plans

13 Does your integrated children services planning structure include an advocacy planning group covering your area?

- Yes
- No
- Other (please describe)

14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?

Yes

No

**If Yes, please describe**

This is captured within the overall group.

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	AIMS advocacy	Barnados – Hear 4 u advocacy project (supports children and young people aged 5-26 years).			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
<b>6</b>	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>7</b>	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>8</b>	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>9</b>	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>10</b>	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>11</b>	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>12</b>		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

	Children & young people with a learning disability	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	No	The service supports any child/young person aged between 5-26 years of age with any condition.			
<b>18</b>	People with any other condition (specify)	Alcohol or Drug Addiction				

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  Hear 4 U advocacy service supports young people between the ages of 5-26 years of age.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>AIMS</b>				
	Details total budget information split into the following categories (if possible):	£304,371				
	People with mental health problems	Combined budget				
	People with learning disability	Combined budget				
	People with dementia	Combined budget				
	People with autistic spectrum disorder	Combined budget				
	Mental disordered offenders	Combined budget				
	Homeless people with mental illness, learning disability, dementia	Combined budget				
	Asylum seekers with mental illness, learning disability, dementia	Combined budget				
	Carers of people with mental illness, learning disability, dementia	N/A				
	Children & young people with a mental health problem	N/A				
	Children & young people with a learning disability	N/A				
Children & Young people with ASD or ADHD	N/A					



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions	N/A				
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions	N/A				
	Young asylum seekers with mental illness, learning disability, dementia	N/A				
	Children * young people with any other condition (specify)	N/A				
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	<b>14</b>				

<b>Organisation:</b>	<b>South Ayrshire Health And Social Care Partnership</b>
Job Title:	Contract and Commissioning Officer/Service Manager
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

- Yes
- No

**If Yes please provide details of when the advocacy strategic plan will be completed**

**If No please can you kindly advise why this is not being developed?**

We have a draft strategy being written; however, this process was paused due Covid epidemic and our plan is to have a completed strategy by June 2023.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

South Ayrshire HSCP commenced the first stages of development of a Strategic Advocacy Plan in 2018. The strategy is informed by information from the [Scottish Independent Advocacy Alliance \(SIAA\)](#), [guidance from Independent Advocacy Guide for Commissioners from the Scottish Government \(2013\)](#), alongside views from the community, service users, third sector organisations, including the three advocacy organisation commissioned to provide advocacy to children, young people and adults, within South Ayrshire and HSCP staff. The strategy covers all vulnerable groups who have a legal right to be supported by advocacy. Whilst the draft version of the strategy was started in 2018, it now requires completion with more accurate figures to represent the services the HSCP provides through third sector organisations for the 2020–2022 period.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

The person who started the Advocacy Strategy has now left the HSCP and we was unable to locate this information. Only information available is the statement given to the Senior Management Team (see answer to question 6 above).

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

- Yes
- No

If Yes, can you please submit a copy along with your questionnaire?

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

- Yes
- No

If Yes, can you please submit a copy along with your questionnaire?

**10 If No, is an action plan in the process of being developed?**

- Yes
- No

If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?

**Following completion of the Advocacy Strategy, an action plan will be completed for June 2023.**

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

The new LD Strategy 2022 - 2027 puts forward the following actions for LD, split into the following different sections;

**Health and wellbeing;** (Actions)

**What we are going to do:**

By December 2022, we will develop a Covid Recovery Plan which will ensure there is restorative action for issues caused by the Covid pandemic such as poor mental health and missed health appointments. The Covid Recovery Plan will investigate innovative support ideas.

1. We will continue to offer Dietetic assessment and treatment on one-to-one or group session basis where appropriate.
2. We will continue to work with third sector colleagues signposting clients to services available and support education in nutrition to colleagues working in health and social care.
3. By December 2022, we will have developed a programme of work with Public Health to promote oral health programmes to people with Learning Disabilities which will be ongoing throughout the strategy.
4. By March 2023, we will provide people with a learning disability with a health passport and fast track ID when they go into hospital.
5. By March 2024, we will deliver awareness-raising sessions to all new health workers.
6. By December 2023, we will support people with learning disabilities to understand and use information about their health to ensure they have an up-to-date Anticipatory Care Plan.
7. We will continue to make sure people with learning disabilities get the same support as everyone else for sexual health and wellbeing including relationships. The Community Learning Disability Team will provide health focus groups to ensure that people with learning disabilities have their health needs identified and met.
8. We will continue to ensure older people with learning disabilities can access the healthcare and support they require, for example: for individuals who are at risk of or where there are concerns around dementia, we will ensure that they have access to appropriate and timely assessments and support following any diagnosis.
9. By June 2023, we will utilise the re-ablement service for older clients with learning disabilities to facilitate an effective hospital discharge.

10. By March 2023, the Community Learning Disability team will begin to work alongside provider agencies and their staff to offer trauma-informed training and will ensure all health and social care staff are trained in trauma-informed care and practice. This will be ongoing throughout the strategy.
11. By March 2023, we will ensure people with learning disabilities and/or their carers have access to supports and interventions to stay mentally well.
12. By March 2024, we will work with our partners in Thriving Communities and the Third Sector to provide awareness-raising activities on hate crime and will promote using community hubs as places of safety for people to access support as required.

**Choice and Control;** (Actions)

**What we are going to do:**

1. By December 2022, we will co-produce an action plan for improving the delivery of Self-Directed Support to people with learning disabilities. This will address recommendations from the recent Self-Directed Support Scotland report.
2. By September 2022, we will create a Transitions Action Plan for young people with learning disabilities based on the Principles of Good Transitions 3. This will include an Improvement Plan based on the Principles into Practice.
3. By December 2022, we will agree and implement a process which involves services such as further education, skills development, welfare and housing as part of the transition planning process.
4. We will work closely with schools to help them prepare young people for transition to adulthood.
5. By December 2023, we will ensure the support provided to parents with learning disabilities demonstrates the ten family support principles set out in The Promise.
6. We will continue to support care-experienced young people with learning disabilities to feel loved, safe and respected so they can fulfil their potential.
7. By March 2023, we will work with our partners across services to ensure staff are trained in Adult Support and Protection. This work will be ongoing throughout the duration of the strategy.
8. By December 2023, we will develop innovative models of care to support people with learning disabilities to remain in or return to South Ayrshire.
9. We will continue to ensure people with learning disabilities are involved in local activities and groups, that these groups are varied to meet the needs of those who attend and are promoted on South Ayrshire Lifeline, so people are aware of what is available.
10. By December 2022, we will ensure people with learning disabilities have an independent advocate if they want one to support people to have a say in their support.

11. By December 2023, we will ensure carers feel valued and have access to the right support to allow them to continue in their caring role.

### **Living Independently:** (Actions)

#### **What we are going to do:**

1. By March 2023, we will publish a 'Market Position Statement' on the housing we need for people with learning disabilities. This will look at a range of housing models and support for people living in their own tenancy and in homeless accommodation as well as improving the data we collect to identify housing needs in the future. The 'Market Position Statement' will also include training requirements for housing and social work staff.
2. By December 2023, we will explore and deliver solutions for enhanced telecare to ensure people can live as independently as possible.
3. By June 2023, we will develop an action plan with our partners in Thriving Communities and Ayrshire College to improve people's experiences of learning and employment. This will consider how people over the age of 30 can receive support into employment, review the recruitment practices of South Ayrshire Council and NHS Ayrshire and Arran to ensure these are appropriate for people with learning disabilities and ensure there is a broader range of learning opportunities which also link to employability.
4. We will continue to work alongside provider organisations to embed our Quality Assurance process ensuring the views of those receiving support and their carers are considered.
5. By December 2023, we will update our Commissioning Plan for Adults with Learning Disabilities to reflect the priorities set out in the strategy.
6. We will provide individual communication support depending on the needs of the person.
7. We will utilise the Community Connector role to develop asset-based approaches to community inclusion and meaningful volunteering opportunities.
8. Budgeting support will continue to be provided to people with learning disabilities as and when appropriate.

### **Active Citizenship:** (Actions)

#### **What we are going to do:**

##### **We value what people with learning disabilities tell us and we will listen.**

1. By December 2022, we will develop, with people with learning disabilities, a range of support options including a building-based service that meets the needs and aspirations of people across the learning disability spectrum and will encourage people to spend time with their peers.
2. By March 2023, we will develop a range of support options for people without a diagnosis of a learning disability.

3. By June 2023, we will support people with learning disabilities to use digital equipment to reduce isolation and increase opportunities for online interaction with friends and family.
4. We will increase participation of the League of Champions in decision-making by ensuring they are involved in meaningful discussions and are listened to.
5. By June 2023, we will improve how we are delivering our services and support by engaging with people with learning disabilities at least once a year by doing an annual survey.
6. By May 2027, we will have worked constantly alongside the League of Champions to ensure that our paperwork is easy to understand.

### **The New South Ayrshire HSCP Strategy 2021 – 2031**

#### **Mental Health :**

1. Embed recognition that mental health and wellbeing are connected to services provided elsewhere, e.g. housing, education and employment support and develop links with these services, as well as supporting individuals to engage effectively with support that may be of benefit to them. Commission work by end 2021
2. An extreme teams approach to reviewing how Child and Adolescent Mental Health Services (CAMHS) are delivered across Ayrshire. Ensuring that they meet the National Specification for a CAMHS service, but also meet local needs within South Ayrshire with meaningful specialist Mental Health contribution to the “Whole System” of service for children and adolescent in South Ayrshire
3. Enhancing Mental Health Officer capacity - End 2022
4. Working with housing to develop a range of supported accommodation models that will meet the needs of those with mental ill health and which are orientated to a community-based recovery. End 2022
5. Work with others to invest in and further develop Distress Brief Intervention (DBI) in South Ayrshire. Rollout Training by End 2022
6. Review of transfer of mental health service. End 2022
7. Crisis situations will be examined and managed with a focus on recovery planning, rather than reactive intervention. End 2022
8. Independent services such as advocacy will be made available to people to support them to make choices and take control of their lives - End 2022
9. Continue to strengthen the links with other agencies working with vulnerable people in our communities or other places such as hospitals or prisons to improve their opportunities on release or discharge – End 2021

#### **Learning Disability:**

1. Strengthening opportunities and arrangements for people with learning disabilities to use Self-Directed Support as a mechanism for more choice and control in their lives. End 2022 Integration Joint Board Strategic Plan 2021 - 2031 71

2. Improving organisational culture via staff workforce development, training and the promotion of practice standards and ethics.
3. Work in partnership with South Ayrshire Council's Housing Service to identify housing need and to develop Social Housing specifically for people with Learning Disabilities . End 2022
4. Work in partnership with Locality Planning Groups to develop assets-based approaches to community inclusion.
5. Developing partnership approaches to increasing the number of people in employment and engaged in different aspects of community life and activities . End 2022
6. Publish new Adult Learning Disability Strategy for South Ayrshire Drafted by end of 2021.

### **Adult Carers Strategy – 2019 – 2024 - Actions**

1. It will be necessary to revisit this EQIA to take account of any concerns during the lifespan of this Strategy. As a consequence the EQIA will become a live document requiring regular review and updating - 31 December 2020
2. Link with Ayrshire Equality Partnership to explore opportunities to develop an interpreting and translation service for carers - 31 December 2020
3. Increase engagement and participation of carers from minority ethnic communities in the implementation of this Strategy - 31 December 2020
4. Develop a bank of carer case studies which assist in raising targeted awareness of male carers and carers from minority ethnic communities - 31 December 2020
5. Link with Corporate Parenting Officer to look at implications for young adult carers who have experienced Scotland's care system - 30 April 2020
6. The implementation plan supporting this Strategy should include actions to engage with hard to reach carers and outreach work to identify and support the needs of specific communities and LGBTI groups locally - 1 December 2020
7. The implementation plan supporting this Strategy should include actions to raise awareness with local employers in relation to carers' rights and flexible working policies - 31 December 2020
8. This strategy sets out a performance framework to gauge the delivery of the strategy. It will be important to ensure that performance information is reported in terms of breakdown of the protected characteristics - 30 April 2020
9. Deliver carer awareness training to midwifery and health visitors to promote better awareness of carers - 30 April 2022
10. Once available the carer data, such as Carers Census will be analysed and used to influence development activity within this strategy - 30 April 2020
11. Ensure all staff, providing support to carers, undertake mandatory Equality and Diversity training - 30 April 2022.



## Current Commissioned Services

12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?

Yes

No

If Yes, please provide details

South Ayrshire HSCP commission Circles Network to undertake advocacy services for people 16 years-old and over, including prioritisation for people who are subject to compulsory measure under the Mental Health Act.

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

The service commissioned by South Ayrshire HSCP can work with homeless people, whether they have a mental health, learning disability, dementia or not. We do not have a service commissioned specifically to work with homeless people. The current advocacy organisation has worked with 10 people describing themselves as homeless over the period covered by this report.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

The advocacy service commissioned by South Ayrshire HSCP can work with asylum seekers, whether they have a condition such as mental ill-health, learning disability, dementia or not.

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

The advocacy service commissioned by South Ayrshire HSCP can work with carers, however, when the current organisation receives a referral from a carer, they normally refer them onto the Carers Centre in Ayr that is able to provide advocacy as part of their service.

**Commissioning budget**

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

- Yes
- No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## Prisons and advocacy services

18 Do you have any prisons in your HSCP area?

Yes

No

19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?

Yes

No

If Yes, please provide details

20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)

## NHS patients placed in private healthcare facilities out with home health board area

21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?

From a local service where they are receiving care

From home health board / local authority

Don't know

Any further details

We have written this type of instance into our advocacy service specification; however, We am unaware if this element of the service has been called for. "Where people are moving to, or from South Ayrshire, there is an expectation the Service will liaise with Advocacy Services out with South Ayrshire as required".

## Monitoring and review arrangements

22 What are the outcomes you are seeking to achieve and how do you monitor these?

- 1 Service Users feel they have their wishes, views and preferences considered within any decision-making process and will be encouraged to become effective self-advocates where appropriate.

- 2 Service Users have their human, legal and other rights safeguarded, and others, involved in the care and support of such Service Users will be aware of the centrality of such rights.
- 3 Service Users feel able to have some ownership and involvement in shaping the Service and will be central to the development of a Quality Assurance Framework which
- 4 Service Users feel enabled to make informed choices and decisions and shall have access to appropriate and accessible information. ill be used to obtain stakeholder experiences of Advocacy Service
- 5 The Service Provider shall raise awareness of any areas or issues that require changes to SA HSCP policies and/or practices.

These outcomes along with other areas of the service are be monitored every 6 months, however this has not taken place due to Covid. We have also undertaken quality assurance process, where all our providers will have a quality assurance visit to ensure the quality of the services being provided, although the advocacy services quality assurance visit has not taken place yet.

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

These outcomes along with other areas of the service are be monitored every 6 months, however this has not taken place due to Covid. We have also undertaken a quality assurance process, where all our providers will have a quality assurance visit to ensure the quality of the services being provided, although the advocacy services quality assurance visit has not taken place yet.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

- Yes
- No

**If Yes, please provide the most up to date information provided by each organisation**

August 2020– End of April 2021 and refreshed figures for April 2020 – March 2022.

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

- Yes
- No

**If Yes, please provide the most up to date information available**

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

The service specification for this service outlines the service provider must ensure that areas of advocacy where the HSCP has a legislative duty should be prioritised. This was done to ensure that people who may be subject to detention or tribunals under the Mental Health Act are offered support promptly to meet the time set out in the MH legislation and to ensure that their human rights are upheld in this circumstance.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

The advocacy organisation as part of its contract is asked to undertake customer opinion surveys, with the results being shared with the HSCP. The HSCP has also asked for quality assurance checks to be undertaken with all its' service providers.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Monitoring of our commissioned advocacy services should be carried out every six months, however, this has slip during the Covid period. However, all providers are aware that they should report any complaints they receive to the HSCP, via a Complaints Proforma.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

South Ayrshire HSCP currently raises awareness through the operational teams in each of the areas mentioned above. The provider is also responsible for raising awareness within South Ayrshire, including though having a prominent office in the town in Ayr and through leaflets, etc and having stands at local events open to the public and specific social care events.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

The current service provider is aware that it requires to work with all groups of people, including equality groups.

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**32 How do you measure this?**

The service provider is expected to gather data relating to all the groups of people it provides an advocacy service to, including equality groups.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Work is currently underway to renew the advocacy strategy and work is being undertaken to project future need related these specific areas and others, covered by independent advocacy.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

Work is currently underway to renew the Advocacy Strategy for South Ayrshire HSCP and when this is finished the contract will need to be re-tendered as the current adult advocacy contract is due to end 31<sup>st</sup> March 2024. This will be an ideal opportunity to promote awareness of the availability of advocacy services, along with any other actions that may come out of the renewal of the advocacy strategy.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

Circles Network is also commissioned by the South Ayrshire Drug and Alcohol Partnership to provide an advocacy service to people who misuse drugs and/or alcohol. This part of the adults advocacy service is provided by an advocacy worker with lived experience of drug and/or alcohol misuse under separate service specification. The budget for this service is £29,000 per annum and is currently renewed on annual basis due to the way that ADP's are currently funded in Scotland by the Scottish Government.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

[Children's Services Plan 2020 - 2023 \(Adobe pdf documents\)](#)

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

### NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

From a local service here they are receiving care

From home health board / local authority



Don't know

### Any further details

We currently do not have any children or young people who would be NHS patients placed outwith their home local authority.

If we did Advocacy would be provided either from their home health board/local authority, or where they were receiving care.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

### 6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?

We currently commission two independent advocacy services with the main reason for referrals being:

1. Child Protection and Mental Health
2. Care Experienced

Both services do work with children and young people who have learning disabilities, however there is no specific Learning Disability only service within Children and Families.

It is expected both Providers will:

- enable access to an advocate and ensure that the views of children/young people are heard by decision makers;
- support the right of children/ young people to express their views;
- encourage children/young people to develop the confidence to speak up for themselves;
- ensure that the views of children/young people are taken into account by those who are involved in decision making about the lives of children and young people.

Outcomes are monitoring via:

- Quarterly Monitoring Meetings which include feedback from those with Lived Experience
- Looked After Reviews
- Team Around the Child Reviews

### 7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?

- Quarterly Monitoring Meetings which includes feedback from those with Lived Experience
- Yearly Quality Assurance Meetings directly involving those with Lived Experience

- Contract Supply Management Scorecards
  - Peer Researchers/Champions Board Consultation/Evaluation with those with Lived Experience
- Complaints Register

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Who Cares ? Scotland – 4 YP in total – 3 x LD/ASD and 1 x MH  
 Hear 4 U – 3 YP in total – 2 x LD and 1 x MH

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

- Quality Assurance Process
- Looked After Reviews
- Peer Researchers/Champions Board to consult with Children/Young People directly

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Complaints Register

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

The Providers undertake awareness raising by attending Team Meetings, disseminating information including 'marketing material'. Internal Communications is utilised to promote services which includes a Newsletter and Social Media posts is utilised to promote the services.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

A forum has been established with the current providers and Corporate Parenting Lead to manage referrals appropriately. This work involves ongoing promotion with staff and partner agencies including SCRA.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

- Yes
- No
- Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

- Yes
- No

**If Yes, please describe**

Ongoing work is taking place in relation to the Advocacy Strategy.

This will include

- Direct Consultation with those with Lived Experience
- Population analysis - demographics and health needs to anticipate future need
- Analysis of need of those children and young people known to Education/Health and Social Services.

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

The Circles Network provides adult advocacy services within South Ayrshire, also provides advocacy services to people affected by drug, and alcohol misuse. The Alcohol and Drug Partnership (ADP) provide the funding for an advocate who has personal lived experience of drug and alcohol misuse. Total funding for this post is £29,000 per annum.

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Circles Network Ltd, New Bridge Street, Ayr KA7 1JX	Who Cares? Scotland, 40 Wellington Street, Glasgow, G2 6HJ	Hear 4 U (Barnardo's), Bosewell House, 10-12 Arthur Street, Ayr, KA7 1QJ		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No

5	People with dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	N/A	N/A	N/A		
<b>18</b>	People with any other condition (specify)	N/A	N/A	N/A		

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>					
	Details total budget information split into the following categories (if possible):	£211,771.11 per annum inclusive	£54,000 per annum. Please	£39,000 per annum. Please		



	In respect of ADP funding. Please note we are unable to breakdown the Adult Advocacy budget into the various groups below.	Note: we are unable to breakdown the Children's Advocacy budget into the various groups below.	Note: We are unable to breakdown the Children's Advocacy budget into the various groups below.		
People with mental health problems					
People with learning disability					
People with dementia					
People with autistic spectrum disorder					
Mental disordered offenders					
Homeless people with mental illness, learning disability, dementia					
Asylum seekers with mental illness, learning disability, dementia					
Carers of people with mental illness, learning disability, dementia					
Children & young people with a mental health problem					
Children & young people with a learning disability					
Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ...Contract due to end 31st March 2024 .	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	4.5 x whole-time-equivalent advocacy workers	1.5 x whole-time-equivalent advocacy workers	1 x whole-time-equivalent advocacy worker		

<b>Organisation:</b>	<b>NHS Borders</b>
Job Title:	General Manager Mental Health and Learning Disability Services
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	Scottish Borders Health and Social Care Partnership

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes But in the process of being reviewed. Adults only
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

- Yes
- No

**If Yes please provide details of when the advocacy strategic plan will be completed**  
**If No please can you kindly advise why this is not being developed?**

The existing plan is currently under review and should be completed by end December 2022.

## Consultation & Involvement

### 6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan

Adult advocacy: The local provider (BIAS) was actively included in consultation activities alongside other stakeholders (including people with lived experience, other commissioned mental health service providers, all partners contributing funding.

### 7 Please describe how people who use advocacy services were consulted or involved in the development of the plan

Adults: It has been difficult to ensure the active involvement of people who use advocacy services in the past, so additional efforts have been made to increase engagement in the current service review. Methods have included:

- asking Border Care Voice (representing people with lived experience of mental health problems) to promote and facilitate on-line or face-to-face discussion on an individual or group basis
- Carrying out a survey of all stakeholders including service users using on-line, paper and easy-read versions with encouragement to access support from support workers or carers to participate.

### 8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?

Yes HIA for young people

No Adults

If Yes, can you please submit a copy along with your questionnaire?

## Action Plan

### 9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

### 10 If No, is an action plan in the process of being developed?

Yes

No

**If Yes, please provide details of when the action plan will be completed**  
**If No please can you kindly advise why this is not being developed?**

Adults and C&YP: The local independent advocacy service (BIAS) is currently being reviewed and this process incorporates aspects relevant to the review and revision of strategic and action plans. These include gaps in service provision, addressing increasing demand v limited capacity, promoting awareness of the service, and managing operational issues.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Adults: The Borders Health & Social Care Strategic Plan is in the process of being updated based on a consultation process that has been widely promoted. This will include findings from recent service reviews within mental health services that will in turn inform future commissioning plans.

Advocacy also features in current delivery plans for Learning Disability and addictions services.

The Scottish Borders Rapid Rehousing Transition Plan (2019-2020 – 2023-2024) commits to developing pathways to prevent homelessness for the groups who are predictably at highest risk of rough sleeping and homelessness, including individuals with Mental health difficulties.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

Independent advocacy referrals to the provider must be prioritised around the Mental Health Act, Adults with Incapacity, and Adult Protection.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

Advocacy support is provided flexibly to meet individual need and not stipulated in the service contract. This may however may be discussed in exploring how future need may be met without any increase in investment being possible.

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Adults meeting social care eligibility criteria will be able to access independent advocacy via the relevant social care service. We are currently exploring ways in which the service can be more actively promoted amongst relevant groups, which would include amongst services for homeless people.

Whilst we don't have homelessness specific advocacy services, officers do routinely make clients aware of the BIAS advocacy service and how to access it. Housing support officers (with SBC homelessness housing support team, the commissioned housing support service-provided by Penumbra and the commissioned Housing First service provided by Cyrenians) all advocate for clients as part of their role. This can include, for example, supporting households to secure and sustain suitable accommodation, access benefits, set up utilities etc.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Adults meeting social care eligibility criteria will be able to access independent advocacy via the relevant social care service. We are currently exploring ways in which the service can be more actively promoted amongst relevant groups, which would include asylum seekers.

Refugee families are supported by a Scottish Borders Council Resettlement Worker. Support includes advocacy services. The Scottish Refugee Council also have regional staff that offer support to families and staff working with them. The refugee support is closely aligned to funding and direction from the Home Office and CoSLA.

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Adults meeting social care eligibility criteria will be able to access independent advocacy via the relevant social care service. Although BIAS is not explicitly commissioned to provide a service for carers, it is actively promoted by the local Carers Service.

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

The Alcohol & Drugs Partnership (ADP) increased it's funding from £5K to £10K this financial year.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

---

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

There would be an expectation that SPS would in the first instance be in a position to offer assistance in identifying appropriate advocacy either from within the establishment the individual is residing or at a local level. Details of local service provision could be provided to key prisons i.e. HMP Edinburgh, Corntonvale and HMYO Polmont, as these establishments will house the majority of people held on remand or in custody from the Borders (this information is not, at this time shared).

Not all individuals placed on remand or given a custodial sentence will be open to Justice Social Work and their presentation and outcome at court may not be known by the service. Where known Justice Social Work staff may act as advocate, as appropriate e.g. with housing services or link with BIAS or Border Care Voices, if required. Where an individual is open to an adult social work service the allocated worker will be contacted.

It is assumed that individuals subject to statutory throughcare and long term sentences, will receive advice and guidance on advocacy via the Integrated Case Management process managed by SPS. This would however require to be clarified and might be included in the Advocacy Plan.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**



## Monitoring and review arrangements

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

- People have increased control regarding care arrangements
- People have more choice in their care arrangements
- People are more able to make change happen
- Increase knowledge and understanding of Self Directed Support and Independent Advocacy to stakeholders.

Outcomes monitoring data is required in the service contract which should be routinely reported on to commissioners (quarterly and annually).

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

The service contract requires quarterly and annual reporting to commissioners which asks for a wide range of data (quantitative and qualitative). This should be discussed at face-to-face meetings with the provider. This has proved problematic over recent years, in part due to the Covid pandemic, and as a result of changes in commissioning staff. However, a review of the contract is currently underway which has identified ongoing problems with the provider's ability to record and report on all the data required. Plans to address these collective issues are being formulated and due to be completed by end December 22.

### 24 Do you get information from each organisation about the number of people accessing advocacy support?

- Yes
- No

**If Yes, please provide the most up to date information provided by each organisation**

We get information on the number of referrals to the service provider rather than from the agencies generating the referrals. We also get data on the source and care category of those referrals; cases closed, and length of contact time. Data for 2021 showed that there were 250 new referrals (125 of which were statutory referrals). The majority of referrals are from mental health, dementia and learning disability services.

### 25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?

- Yes
- No

**If Yes, please provide the most up to date information available**

This has not been done routinely but has been included in the current service review. Autism and Children's advocacy services have been identified as gaps. Children's services is to come under the auspices of the C&YP Planning Partnership.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

The contract stipulates that BIAS must prioritise referrals around the Mental Health Act, Adults with Incapacity, and Adult Protection.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Service user engagement is included in the contract specification but the current service review has identified that this is not routinely happening. It will be subject to an Action Plan for improvement and future commissioning arrangements will ensure this is addressed.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Adults: This is to be addressed in future commissioning arrangements.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

This is a gap in delivery despite it being a requirement of the contract, and will be addressed as a specific focus in the Advocacy Action Plan, and in future commissioning arrangements.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Relevant health and social care staff working with vulnerable groups are generally aware of the service, but recent feedback shows this needs to be improved and it will be addressed in the resulting Action Plan. An EIA will also be carried out as part of this process to inform actions required amongst specific groups that may benefit from raising awareness of independent advocacy services.

**32 How do you measure this?**

This will be taken to specific relevant forums e.g. LGBT groups and service providers to assess how information is gathered and monitored. There are other actions currently in progress

including responding to the Mental Welfare Commission recommendations around informing and supporting people of different ethnicities. This will dovetail with actions arising out of the advocacy service review.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Partner agencies have been asked to assess future demand and gaps in services as part of the current service review. It has been noted that the number of referrals from mental health, dementia and learning disability services has been rising over recent years. Whilst BIAS is not currently commissioned to support those with autism, it is apparent that the number of people seeking assessment for autism is also rising rapidly and will likely add to future demand for independent advocacy support.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Adults: We are in the process of trying to assess the level of future demand as part of our service review.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

This will form part of the new contract for providing independent advocacy services, and will be a specific action within an Advocacy Action Plan. It will cover a range of methods and outlets for ensuring vulnerable groups are aware of the service and how it may be accessed.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

The current service review is due to report end October which will include recommendations for future commissioning arrangements.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

### Any further details

Children and Families Social Work commission *Who Cares? Scotland* to provide a very small independent advocacy service for looked after children (5.5 hours per week). This is complimented by some residential care providers who also contract *Who Cares? Scotland* to provide a similar service for residents of their resources.

There have been 15 children referred for independent advocacy for the period April – July 2022 (including 8 from SW and 1 from school). The current caseload is 18.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Quarterly monitoring report from Who Cares/ Scotland. Service is referral led therefore outcomes are dependent on presenting need.

General outcomes reported on include:

1. Are respected.
2. Are aware of their Rights.Can express their views and opinions.
3. Feel Included
4. Are listened to and have their views and opinions taken seriously and given due weight and
5. regard
6. Can freely take part in meetings and discussions

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

Monitoring is done via quarterly report from provider scrutinised by C&F SW Group manager. There is no external scrutiny of the advocacy provision. Who Cares? Scotland are a national provider of advocacy services specifically for looked after and care experienced children and young people. They do not differentiate specifically between young people's mental health, learning disability or related conditions.

---

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

N/A (see 7)

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

N/A (see 7)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

Awareness raising of *Who Cares? Scotland* is done in a variety of ways: social media and direct mailshots of looked after and care experienced children and young people; contact and social media with relevant professionals; involving local children and young people in national *Who Cares?* Advocacy campaigns, etc.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

See 11.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

A multi-agency Advocacy Development Group (who report to the Children and Young People's Leadership Group's (CYPLG) Commissioning Sub-Group). The purpose of the meeting is to scope and identify funding for an independent advocacy service for children and young people in the Scottish Borders. Membership of the group is from SBC, NHS Borders and the third sector.

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

This is in its early stages and assessing projected need for children is still under development.

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?



## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Borders Independent Advocacy Service Low Buckholmside Galashiels TD1 1RT	Who Cares? Scotland			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> xYes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No x Looked After Children and Care Experienced Young People only	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input type="checkbox"/> xYes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No x	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> xYes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No x	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No

5	People with dementia	<input type="checkbox"/> xYes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes X (if LAC) <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes X (if LAC) <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes X (if LAC) <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes X (if LAC) <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)	Alcohol & drug problems Older people Those with generic health conditions				

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes X (if LAC) <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input type="checkbox"/> xYes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> xYes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input type="checkbox"/> xYes <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input type="checkbox"/> x No	<input type="checkbox"/> Yes <input type="checkbox"/> No x	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>BIAS</b>	<b>Who Cares?</b>			
	Details total budget information split into the following categories (if possible):		£10,450			
	People with mental health problems	33,233				
	People with learning disability	20,441				
	Adult Protection (inc. people with dementia)	26,891				
	People with drug and alcohol problems	10,000				
	Generic health and social care services (accessible to all adult groups below)	104,768				
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					

Children & Young people with ASD or ADHD						
		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions		Budget not differentiated			
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions		Budget not differentiated			
	Young asylum seekers with mental illness, learning disability, dementia		Budget not differentiated			

	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> xOther (please detail) ...3 year contract extended annually pending this review.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years x <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	5 part-time officers plus 1 part-time administrator	One (5.5 hours per week)			



<b>Organisation:</b>	<b>NHS Dumfries and Galloway</b>
Job Title:	Deputy Head of Strategic Planning and Commissioning
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP, Local Authority

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

- Yes
- No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

**The current** Dumfries and Galloway Advocacy Plan for Adults 2018 – 2021 requires review and updating. This has not been a priority area during the recent Covid crisis but is planned for 2023/4 Dumfries and Galloway Advocacy Service are currently commissioned by Dumfries and Galloway council on behalf of the Integrated Joint Board to provide individual and collective advocacy to adults who require support under the Mental Health (Care and Treatment) (Scotland) Act 2003. This includes non instructed advocacy. They also provide individual and collective advocacy to all adults who reside in Dumfries and Galloway who require the services of an advocate. This includes people who are in prison, have physical disabilities, families at risk, homeless, Carers for example.

## Consultation & Involvement

### 6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan

A working group with representatives of Strategic Planning and Commissioning for Mental Health, Social Work Mental Health, Dumfries and Galloway Advocacy Service and the Commissioner for Children and Young People's advocacy met to plan the engagement needed for the Advocacy Plan which included Dumfries and Galloway Advocacy Service.

### 7 Please describe how people who use advocacy services were consulted or involved in the development of the plan

Engagement with people who use the current Independent Advocacy Services and those who might wish to the service in the future was undertaken in June and July 2018. The questionnaire included the IJB equality monitoring form; the responses to the questionnaire were consistent irrespective of equality group. The results of the questionnaires and focus group informed the structure and the actions contained within a draft Advocacy Plan.

Organisations and services with an interest in Independent Advocacy were given an opportunity to comment on the draft Advocacy Plan.

Staff and volunteers who deliver Independent Advocacy receive equality and diversity training. In addition, staff and volunteers spend time with other organisations such as LGBT to ensure that staff and volunteers understand issues that may face a particular equality group

### 8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10**

**If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

The action plan covered the period 18-21 and requires review and updating. This will be completed at the same time as the Advocacy Plan in 2023/24.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

The Integration Joint Board Strategic Commissioning Plan is for all adults living in Dumfries and Galloway and sets out the IJB ambition for a human rights based model of care and support. A Health and Social Care Partnership Delivery Plan has also been developed which details specific actions across the whole system, including mental health, dementia and learning disabilities.

The Health and Social Care Partnership has established a Complex Needs Programme Board to ensure that services and plans are in place to support people with complex needs, such as learning disability and mental health.

The IJB Housing with Care and Support Strategy also sets direction for services for people with mental health, dementia or learning disabilities in the form of supported living.

A local delivery plan for the national 'Coming Home' report is also in development by the Complex Needs Programme Board.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

The provider gives priority to those in Hospital and those coming under the MH Act including Guardianship, ASP etc.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

x No

**If Yes, please provide details**

**14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
<b>Generic service explicitly commissioned to support homeless people with this condition</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Generic service open to homeless people with condition – no specific agreement relating to this</b>	x	x	x
<b>Specific homeless advocacy service (s) commissioned</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Dumfries and Galloway Advocacy Service are currently commissioned by the Integration Joint Board to provide individual and collective advocacy to adults who require support under the Mental Health (Care and Treatment) (Scotland) Act 2003. This includes non instructed advocacy (see glossary). They also provide individual and collective advocacy to all adults who reside in Dumfries and Galloway who require the services of an advocate. This includes people who are in prison, have physical disabilities, families at risk, homeless, Carers for example.

**15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
<b>Generic service explicitly commissioned to support asylum seekers with this condition</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Generic service open to asylum seekers with condition – no specific agreement relating to this</b>	x	x	x

Specific asylum seeker advocacy service (s) commissioned

**Please provide details**

Dumfries and Galloway Advocacy Service are currently commissioned by the Integration Joint Board to provide individual and collective advocacy to adults who require support under the Mental Health (Care and Treatment) (Scotland) Act 2003. This includes non instructed advocacy (see glossary). They also provide individual and collective advocacy to all adults who reside in Dumfries and Galloway who require the services of an advocate. This includes people who are in prison, have physical disabilities, families at risk, homeless, Carers for example.

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	x	x	x

**Please provide details**

Dumfries and Galloway Advocacy Service are currently commissioned by the Integration Joint Board to provide individual and collective advocacy to adults who require support under the Mental Health (Care and Treatment) (Scotland) Act 2003. This includes non instructed advocacy (see glossary). They also provide individual and collective advocacy to all adults who reside in Dumfries and Galloway who require the services of an advocate. This includes people who are in prison, have physical disabilities, families at risk, homeless, Carers for example.

**Commissioning budget**

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

x Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Additional one-off contribution to costs of £60,842 made for 2020/21

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

HMP Dumfries as required make referrals to the commissioned service Dumfries & Galloway Advocacy Service.

An example of provision is included below

The commissioned service has supported a prisoner during his hospital appointments where they sat in on the consultation to ensure they understood what was happening. If anyone who is going to be sectioned then a referral made on their behalf by the mental health team to the commissioned service.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

The commissioned service meets with prison staff to discuss how they can provide information on services. Prisoners are provided with information on request and information which is also provided on notice boards within the prison.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

People using the independent advocacy service in Dumfries and Galloway can expect the following outcomes:

have increased choice and personal control and

- have influenced the decision making processes
- were supported to challenge decisions
- achieved the outcome they were seeking
- felt listened to by the professionals/ service Providers
- were supported to make their own decisions
- is supported to appeal, complain or raise concerns
- accessed information to support decision making

have increased independence and

- increased personal dignity and respect
- reduced dependency on services
- increased confidence

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

The Health and Social Care Partnership have a contract monitoring function that is based on the principles of providing assurance, managing risk and sharing intelligence. This includes regular contact with Commissioning Officers.

Part of the contract monitoring process requires partners to undertake to engage with people who use their services to provide an overview of their experiences.

Advocacy Service colleagues participate in a number of third sector for a, including Carers Interest Network and TSDG Health and Social Care Forum.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

We have info on referrals from data requested under contract monitoring

20-21 – 463 client referrals plus 267 enquiries = Total of 730

21-22 – 614 client referrals plus 182 enquiries = Total of 796

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

This includes those in Hospital then anyone else coming under the MH Act including Guardianship, ASP etc.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

The provider issues feedback forms to clients and referrers. These forms can also be provided in easy read format for clients.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Data will is collected from Dumfries and Galloway Advocacy Services as part of contract monitoring in line with the Dumfries and Galloway Contract Monitoring Framework.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

The provider holds awareness sessions with Social Work and NHS teams and also other services such as Adult Support and Protection Team, Alcohol and Drug Partnership, Self Directed Support teams, Hospital staff teams, third sector services etc. They also utilise posters, leaflets, website and social media.



**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Staff and volunteers who deliver Independent Advocacy receive equality and diversity training. In addition, staff and volunteers spend time with other organisations such as LGBT to ensure that staff and volunteers understand issues that may face a particular equality group. The provider had developed close links with other services such as LGBT Plus in Dumfries and Galloway to raise awareness of services.

**32 How do you measure this?**

A working group with representatives of Strategic Planning and Commissioning for Mental Health, Social Work Mental Health, Dumfries and Galloway Advocacy Service and the Commissioner for Children and Young People's advocacy met to plan the engagement needed for a new Advocacy Plan.

Engagement with people who use the current Independent Advocacy Services and those who might wish to the service in the future was undertaken in June and July 2018. The questionnaire included the IJB equality monitoring form; the responses to the questionnaire were consistent irrespective of equality group. The results of the questionnaires and focus group informed the structure and the actions contained within a draft Advocacy Plan.

In addition information is collected through ethnicity information / equality forms issue by provider.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

This will be central to the review of the current advocacy plan and will include a review of unmet need.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

X No

**If Yes, please describe**

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

x Yes

No

Other (please specify)

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

The Health and Social Care Partnership is working with the local Alcohol and Drugs Partnership to commence commissioning of advocacy services specifically for people with alcohol and drug issues.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

### **Any further details**

We don't record figures for the number of CYP who receive advocacy support who are in placement outwith D&G. I can confirm however that our advocacy provider supports YP who are in placements outwith the area either by staff from this region visiting or staff from the provider in the local area providing support through a reciprocal agreement. In 21/22 there were 27 CYP from D&G supported via advocacy who had a mental illness, learning disability or related condition.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

- To ensure that young people's own views are heard and adequately represented and to empower the child/young person
- To promote choices to young people
- To provide advocacy, related support and information in an age-appropriate and child/young person centred manner.
- To provide advocacy for children and young people who have a mental disorder in compliance with the Mental Health Act.
- To provide an independent and confidential advocacy service to include information, support and advice for Dumfries and Galloway children and young people who are or have been Looked After and Accommodated within or outwith the region.
- To develop and promote children's and young people's involvement in service planning.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

We currently complete an annual contract monitoring meeting with our advocacy provider. Prior to the meeting the provider must complete an online survey with details of activities and outcomes achieved in the past year. They must also provide details of their income/expenditure and future developments. This information is discussed in full at the

meeting and both parties are provided with the opportunity to raise any issues. In between the annual contract monitoring there is frequent communication between the provider and the local authority and the provider will regularly supply stats and up to date information about the service.

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

The advocacy provider measures the outcomes of all CYP over a minimum of 12 weeks and this includes gathering comments, complaints and general satisfaction which is then fed back to the local authority at contract monitoring meetings. The provider also uses the tool Boardmaker to assist in communicating with CYP with learning disabilities.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

The advocacy provider has a formal complaints process and any received are monitored at the contract monitoring meetings. CYP can also raise complaints through their social worker or via the local authority complaints process.

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

The advocacy provider raises awareness by engaging with social work, the children's reporter and local schools. Social Workers must ensure that advocacy is offered for each child attending a LAC review or a children's hearing.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

All staff are expected to raise awareness of advocacy services for all children who are subject to Looked After child, mental health and child protection procedures.  
The consideration of whether a child has an advocate or not is subject to discussion at all key meetings in which key decisions are made for a child.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Our existing advocacy service provides advocacy for children subject to mental health care and treatment. Staff in health and social care can refer to our independent advocacy service. We seek a range of staff to advocate on behalf of children with a learning disability.

**15**

**If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

We commission an independent advocacy service to provide independence in the advocacy process on behalf of children and young people. We are fortunate that Barnardo's also provides the independent advocacy for children subject to Children's Hearings throughout Dumfries and Galloway.

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Barnardo's Hear 4 U, 7 George St Mews, Dumfries	Dumfries and Galloway Advocacy Service			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



<b>13</b>	Children & young people with ASD or ADHD	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	Children subject to Child Protection Processes	No			
<b>18</b>	People with any other condition (specify)	No	No			

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>	5-26 years				
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	£84,301  For all advocacy services	1 April 2020-31 March 2021 - £158,000 + one-off contribution to costs £60,842 for 2020/21  March 2021 of £60,842.00 1 April 2021-31 March 2022 - £158,000  For all advocacy services			
	Details total budget information split into the following categories (if possible):		Not available			
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					

Asylum seekers with mental illness, learning disability, dementia					
Carers of people with mental illness, learning disability, dementia					
Children & young people with a mental health problem	£17,346				
Children & young people with a learning disability					
Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions	£66,955				
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	X 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	5	7 paid staff working as Independent Advocates plus 1 volunteers with a further 2 training. One CEO, one Service Manager and an Admin. All staff/volunteers are trained to support clients.			

<b>Organisation:</b>	<b>Fife Integration Joint Board / Fife Health and Social Care Partnership</b>
Job Title:	Head of Service
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	Fife Health and Social Care Partnership/Fife Health Board (NHS Fife) / Fife Council Social Work Services

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

---

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

The Advocacy Strategy 2018 to 2021 is attached with this Return.

**5 If No, is an advocacy strategic plan in the process of being developed?**

- Yes
- No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

---

Additional information:

Building on the work from the previous Strategy (2018 to 2021), a refreshed Advocacy Strategy is being developed for 2022 to 2025.

## Consultation & Involvement

### 6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan

In developing the overall aims of the Advocacy Strategy (2018 to 2021), a wide range of people including advocacy users, advocacy organisations and other stakeholders were consulted. Seven stakeholder events were held, and an extensive engagement process was undertaken. Some comments from the consultation feedback are included in Appendix 1 of the Strategy Document. The conclusions and recommendations from those events have been used directly to inform the Strategy.

The Advocacy Forum, which is an independent body comprising of representatives from local advocacy organisations and people with an interest in advocacy services, helps to ensure that service users and advocacy organisations have a strong say in the ongoing development of advocacy services in Fife. It provides an opportunity to share best practice, raise concerns, and highlight key issues.

### 7 Please describe how people who use advocacy services were consulted or involved in the development of the plan

As above.

### 8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

Yes, a copy of the EQIA is attached with this return.

## Action Plan

### 9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**



**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

Additional Information:

Fife's Advocacy Strategy encompasses the strategic goals for learning disability and mental health. Fife's Advocacy Strategy 2018 – 2021 sets out 4 clear objectives and an associated action plan to achieve these objectives, the 4 objectives and the action plan are detailed on pages 13 and 14 of the Advocacy Strategy 2018 - 2021.

Furthermore, an additional set of measures were added at the request of the Adult Support and Protection Committee. Processes have been implemented to systematically measure Fife's duty under the Adult Support and Protection Act 2007 to evidence the uptake of Advocacy in ASP (Adult Support and Protection) specifically.

Advocacy provision in Fife is a combination of a professional Advocacy Contract and commissioned grant funded services through individual Service Level Agreements to several organisations. In 2021, the Reimagining Third Sector Commissioning Project was launched, and a project plan was developed and agreed in January 2022. The scope of the project includes all grant funded services, including organisations who deliver independent advocacy services across Fife. The project plan is focussed on ensuring effective engagement and collaborative working to achieve project goals. The vision of the Reimagining Project is: *To have an outcome focussed approach to commissioning which supports all partners to work effectively together to create innovative, sustainable, support solutions, aligned to strategic priorities and local needs.* Through the project, several actions are underway which support the development of independent advocacy services in Fife.

It is intended that all grant funded advocacy providers will apply for grants in January 2023, will have updated SLAs (Service Level Agreements) in place by April 2023, and new monitoring arrangements thereafter. The project seeks to focus on ensuring that services are developed based on the lived experience of service users and the mechanisms put in place via the reimagining work will directly inform the development of the refreshed Advocacy Strategy.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans.**

Locality Planning

Locality Planning Groups have been established for some time across all 7 localities in Fife. These provide a mechanism for greater collaboration between professionals, communities, and individuals to inform service design, planning and delivery for each locality. The membership of the Locality Planning Groups, which includes representation from mental health, dementia and learning disabilities services and supports, ensures that a wide range of community-based stakeholders can inform all aspects of service provision for their locality. The Locality Planning Groups advise the Fife Health and Social Care Partnership (HSCP) on issues affecting communities and the activities, interventions and resources which are required to achieve the agreed locality plans. These are developed to reflect local needs and priorities and align with

redesign programmes which are already underway through the Fife Council 'Plan for Fife 2017-2027' and the Fife Health and Social Care Partnership 'Strategic Plan 2019-2022'.

### Reimagining Third Sector Commissioning Project

The Fife Health and Social Care Partnership currently invests over £10 million annually on grants to the third sector so that vital services can be provided to support people in Fife to live independent and healthy lives. The Reimagining Third Sector Commissioning project aims to make sure that the health and social care services we fund reflect the HSCP strategic priorities and needs of local people, including people, and those important to them, with needs associated with mental health, dementia and learning disabilities conditions.

### Carers Strategy

Fife Health and Social Care Partnership have a Carers Strategy for Fife 2018-2021 which aligns with the Carers (Scotland) Act 2016. The mission of Fife's Carers Strategy is that: *'Carers will have access to high quality information at a time and place that best meets their needs, which enables them to make positive choices to thrive and flourish as a carer for as long as they want to, and to live a happy and fulfilling life alongside their caring role'*. The Carers Strategy 2018-2021 recognises the importance of the provision of high-quality Advocacy Services to its carers as a contribution to achieving its mission. Work is currently underway to refresh and renew the Carers Strategy.

### Mental Health & Wellbeing in Primary Care Services Programme

As part of a range of Scottish Government initiatives within the 'Coronavirus (COVID-19) Mental Health Transition and Recovery Plan', the Fife Health and Social Care Partnership in collaboration with a wide range of health, social care and third sector stakeholders has developed an ambitious proposal for the establishment of strengthened community-based multidisciplinary mental health and wellbeing services and supports in each locality in Fife. The aim is for an integrated community-based system which supports mental health and wellbeing, ensures access to the right service, in the right place, at the right time, and is delivered through a system-wide model of aligned, embedded, and commissioned services and supports geared to enabling people to live independent and healthy lives. The proposal has been submitted to the Scottish Government for consideration.

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

Fife Health & Social Care Partnerships Professional Advocacy Contract specification sets out the services to be provided under the contract. This was developed in line with the aims and objectives of Fife's Advocacy Strategy. The Advocacy Contract delivers on professional advocacy to vulnerable individuals aged 16 and over who are affected by disability, chronic illness, or mental disorder. Those eligible to receive this service specifically, but not exclusively, includes people with mental health issues, learning disabilities, personality disorder, physical disabilities, acquired brain injury, dementia, and autism spectrum disorders as well as chronic illness.

The Contract also delivers on provision of advocacy services to children under 16 who are subject to compulsory measures under the Mental Health (Care & Treatment) (Scotland) Act 2003 or are the subject of a Welfare Guardianship Application, under the Adults with Incapacity Scotland Act 2000.

In addition, one of Fife's grant funded providers is funded to deliver independent advocacy support to unpaid carers. Carers are supported to understand the importance of having a Power of Attorney so that they have the powers to make decisions should the cared for person lose capacity. The organisation supports both the carer and the cared for person to arrange a suitable Power of Attorney, including working closely with appropriate solicitors to support those who don't hold Power of Attorney where a guardianship order is required.

Whilst Fife specify that support for people subject to compulsory measures under the Mental Health Act is delivered by some organisations, Advocacy Services are also commissioned and delivered to a broad range of individuals.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

---

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

---

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

---

Fife Carers Centre, Fife Young Carers and Circles Network provide Advocacy Services specifically for carers including those with mental health, learning disability and dementia and those with any other issue.

## Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent-advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Both commissioned and contracted advocacy providers received an uplift from the Health and Social Care Partnership in respect of the Living Wage Increase from 1<sup>st</sup> December 2021 to ensure that social care staff within their organisation(s) would be paid the Living Wage from 1<sup>st</sup> December 2021. The uplift applied was 5.47% which was applied to the social care staff element of their running costs.

A further Living Wage uplift of 4.79% was applied in April 2022 in the same manner as the December 2021 uplift.

There has been no change to services as a result of these budget increases.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

See question 18, there are no prisons in the Fife area.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

### Any further details

Any potential advocacy requirements are discussed during the initial assessment process and where there is a need identified for independent advocacy, a referral is made to the relevant Advocacy Service. This means that an independent Advocacy Service is often in place prior to placement out with the area.

After a placement is made out with Fife, there is scope for two separate processes to be followed:

- Where an individual is placed out with Fife, (whether Scotland, or elsewhere in the UK), the allocated social worker identifies the nearest Advocacy Service in the area where the service user resides, contacts that service and requests their support. The Advocacy Service sends the invoice to the relevant Team Manager in Fife's Health and Social Care Partnership who then arranges for it to be paid.

There are also occasions where an Advocacy Service is in place by a Fife commissioned advocacy provider at the time an individual is placed out with Fife, where appropriate, a Fife provider will continue the provision of the Advocacy Service (often remotely) until the advocacy reaches its conclusion.

## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

The Advocacy Strategy 2018 to 2021 aligns with the Health and Social Care Partnerships Strategic Plan 2019 to 2022 and contributes to achieving the nine National Health & Wellbeing Outcomes and six Public Health Priorities for Scotland.

The Fife Advocacy Strategy aims to continue to ensure that:

- A wider range of people are eligible to receive independent advocacy, including carers.
- People can access a broad range of independent advocacy services.
- More people are aware of what advocacy is, how it can benefit them, what advocacy services are available in Fife, and how to access them.
- Local advocacy services are provided with appropriate support in order to help them develop their services in line with the strategy.

There is an expectation on the advocacy providers to consider the applicability of the Scottish Independent Advocacy Alliance's Principles and Standards for Independent Advocacy. It is expected that the service will comply with the four Principles, which are:

- Independent advocacy puts the people who use it first;
- Independent advocacy is accountable;
- Independent advocacy is as free as it can be from conflicts of interest; and
- Independent advocacy is accessible.

In addition, in 2020 the members of the Fife Advocacy Forum were supported by Evaluation and Support Scotland to further develop their work on Advocacy Outcomes that were originally developed in 2014/2015. A Logic Model was produced to support advocacy providers to be able to record and report on the impact that independent advocacy has on people accessing the different advocacy services in Fife.

Outcomes are monitored annually by a Council Officer.

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Fife Health & Social Care Partnership has a monitoring and evaluation framework which includes the monitoring of both quantitative and qualitative information in terms of outcomes and outputs. This is monitored on an annual basis by a Council Officer. On a 3 yearly basis each grant funded organisation also receives an independent 3 yearly evaluation from a Council Officer not known to the organisation.

The Contract for Advocacy Services is also monitored at least annually at review meetings.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

The following information has been taken from the Annual Monitoring of grant funded organisations and the Contract Review for contractually funded Advocacy Services and details the number of people accessing advocacy support for the most recent monitoring period of January 2021 to December 2021. *Please note that where the actual number of people accessing a service is less than 5, the specific number has not been shown due to risk around potential identification of a specific individual.*

Circles Network – Contract

Total amount of individuals who accessed the service: 1494

Total amount of issues: 1548

Total amount of people 16 and over: 1493

Total amount of people under 16: <5

### Circles Advocacy – Service Level Agreement

Total number of un-paid carers provided with Advocacy Support: 31

### Dunfermline Advocacy

Number of Citizen Advocates recruited and trained: 5

Number of Citizen partnerships formed: <5

Number of existing partnerships supported: 46

Number of Preparation Courses/Training Events: 5 virtual networking events, 8 face to face networking events, 6 virtual preparation courses, 19 one to one preparation sessions, 11 information sessions for volunteers, 3 in house staff training sessions, 6 external training sessions.

Number of short-term citizen advocacy partnerships supported: 14

Number of short-term advocates supported: 17

### Equal Voice

Trained and recruited new Advocates: 10

Existing Partnerships being supported: 19

New Partnerships formed: 8

Promotional/Awareness raising events: 21

### Fife Forum

17 Individuals accessed support.

Attendance at 3 Fife Advocacy Forum Meetings.

75 contacts made with Care Homes to promote the Service.

### Fife Young Carers

Advocacy Support to Young Carers 146 beneficiaries.

### Fife Carers Centre

Advocacy support to Adult Carers 172 beneficiaries

Help and support provided to carers to complete emergency plans 75 beneficiaries.

### IncludeME

Existing Partnerships sustained: 20

New Partnerships formed: <5

Promotional/Awareness raising activity: 30

New Advocates recruited: 10

New Advocates trained: 8

Preparation Course training sessions: 30 attendees, 3 sessions delivered.

### Kindred Advocacy

96 families/children supported with Advocacy.

### Peoples First

Existing Group Support: 13 groups supporting 105 members.

Individual Support: 15

Promotional Activity/Awareness Raising events: 5

### Who Cares

Quarter 1 of 2021 – 17 new cases opened.

32 home visits.

49 one to one sessions.

12 meetings attended either with or on behalf of young person.

\*\* funding ceased 31/03/2021, figures estimated based on previous annual monitoring and output achievement.



Barnardos

663 Individual Sessions. 16 Group Sessions, 35 Young People.

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

Additional Information:

The grant funded voluntary organisations do not have any requirements under their Service Level Agreements to report on unmet needs, there is however the opportunity at the Annual Monitoring Meeting to discuss any concerns where unmet need may arise.

Within the Contract for Professional Advocacy, unmet need is discussed at review meetings with the organisation, and it is formally reported on in both their quarterly monitoring and Annual Review reports.

Fife also has an Advocacy Forum in place where advocacy organisations are fully represented. The Fife Advocacy Forum considers additional areas for development or improvement and works collaboratively with Fife Health and Social Care Partnership to identify ways to implement improvements.

The Reimagining Project has created an opportunity to review the monitoring arrangements for grant funded organisations, through updating our monitoring arrangements we will better understand the demand for advocacy services, and referral sources. We will build in processes to look at any gaps in service where people are seeking support to exercise choice and control which will inform future development of advocacy support services.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

Additional Information:

The Health & Social Care Partnership's Professional Advocacy Contract specification sets out the services to be provided under the contract. Both the Contracted Advocacy Service and the Grant Funded Advocacy Services were developed in line with the aims and objectives of Fife's Advocacy Strategy.

The Advocacy Contract in line with the Advocacy Strategy states the following;

"People in Fife, aged 16 or over, who are affected by disability, chronic illness, dementia or mental disorder (including mental illness, learning disability or personality disorder) and are

unable to safeguard their own well-being, rights, care or other interests will be eligible to receive independent advocacy services”

This includes those who are subject to compulsory measures under the Mental Health (Care & Treatment) (Scotland) Act 2003, or are the subject of a Welfare Guardianship Application, under the Adults with Incapacity (Scotland) Act 2000.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

The advocacy organisations individually gather satisfaction information from people using the service in respect of the service provided, this is then looked at as part of the annual monitoring exercise carried out by Council Officers.

**28 How do you monitor complaints about advocacy services?**

- Annual monitoring data from providers
- No monitoring
- Other (please specify)

The advocacy organisations individually gather complaints information in respect of the service provided, this is then looked at as part of the annual monitoring exercise carried out by Council Officers. Only one of Fife’s commissioned advocacy providers has received complaints over the last 2-year period, these complaints were resolved promptly with no further issues. All other commissioned and contracted advocacy providers have confirmed that no complaints have been received with regards to their service over the last 2-year period.

If an individual makes a complaint to Fife Health and Social Care Partnership about an advocacy provider, the Health and Social Care Partnership would initially refer them to the primary agency for investigation. Any response provided to an individual from the primary agency will also be provided to Fife Health and Social Care Partnership. Where an individual is not satisfied with the response provided by the primary agency, they are invited to get back in touch with Fife Health and Social Care Partnership, the complaint would then be forwarded to the Service Monitoring Officer.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Individual advocacy organisations raise awareness of their service using a variety of means. Fife Advocacy Forum have the lead for general awareness raising and utilise a variety of platforms e.g. social media, press, websites, leaflets, undertake presentations to groups, pop-up stands at local community events.

'On Your Doorstep Fife' is Fife Health and Social Care Partnership's community website, the website holds information about care providers, clubs, organisations, groups and activities that are locally available in Fife. The website holds the details of all organisations that provide Advocacy in Fife along with their contact numbers and email addresses. 'On Your Doorstep Fife' is aimed at individuals who require care and support, family carers, practitioners, care providers, support workers and health staff as well as members of the public. [www.onyourdoorstepfife.org](http://www.onyourdoorstepfife.org)

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

Fife's Advocacy Forum have a programme of meeting with Social Care Teams to raise awareness. The Forum also provide Social Care Teams with their Advocacy in Fife Booklet which details all available services that can be referred to.

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Both contracted and commissioned providers deliver services to all equality groups without discrimination.

Each organisation has an in-depth knowledge and understanding of the population in the area where they deliver support, this allows each organisation to target their awareness raising and promotional activity to ensure it reaches equality groups.

A number of Advocacy Providers have links with Fife Equalities Network and have accessed training via the Scottish Independent Advocacy Alliance.

**32 How do you measure this?**

Currently not measured.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Fife Health and Social Care Partnership have commissioned a Joint Strategic Needs Assessment which was completed in June 2022. The Assessment has been undertaken on key areas around Fife's demographics and population health that are likely to impact on the levels of need and demand that need to be taken account of in the planning for future services.

This will ensure that Fife's Health and Social Care Partnership strategic plans are based on robust understanding of the current and predicted future needs of local populations. The information in the Joint Strategic Needs Assessment will inform and guide the commissioning and delivery of health, wellbeing, and social care services.

Further to this, Fife's current Advocacy Strategy is due to be renewed. A refreshed Advocacy Strategy Planning Group will be created where service user and provider views will be fully considered through representation on the Advocacy Strategy Planning Group as well as participation and engagement events. Both service user and provider views will be used to shape the direction of the refreshed Advocacy Strategy. This will ensure that any data and information on projected need is gathered and considered in the development of the new Strategy.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

The Advocacy Strategy Working Group identified and considered gaps in provision and unmet during the development of the Advocacy Strategy (2018 to 2021). A new Advocacy Strategy Working Group will be created as part of the development of the refreshed Advocacy Strategy (2022-2025) and this group will revisit gaps in provision and unmet need to inform future planning of Advocacy Services in Fife. This will be informed through the work of the Reimagining Project which has mapped advocacy provision in Fife and is developing our approach to planning, monitoring, and developing grant funded services. The Advocacy Forum will also play a key role in the development of the refreshed Advocacy Strategy.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

- No
- Other (please specify)

Fife Health and Social Care Partnership will be refreshing the Advocacy Strategy which will include holding a range of stakeholder events to promote advocacy awareness and inform the future strategy development. This process will be supported by the Health and Social Care Partnerships Participation and Engagement Team. Fife Advocacy Forum will also take a lead role in this work.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

None.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No – Fife does not have an Integrated Children's Services Plan however we do have a Children's Services Plan 2021-2023 which has been provided.

**2 If Yes, does it include advocacy?**

Yes – The Children's Services Plan 2021-2023 has a strong reference to the importance of children's rights which includes the provision of independent Advocacy Services for Children and Young People. Fife's Children's Service continue to embed the UNCRC in their collective work to ensure that best practice is evident across the Children's Services Partnership to promote Children's Rights.

No

**If Yes, can you please submit a copy along with your questionnaire?**

A copy of the Children's Services Plan 2021-2023 will be provided with this return.

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

The uplift in relation to the Living Wage was not relevant to children's services and therefore no uplifts have been applied in the last 2 years.

Work was undertaken to re-align funding into Service Briefs as part of a wider Children's Services review and as a result of this review, funding to 'Who Cares' ceased on the 31<sup>st</sup> of March 2021.

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

### Any further details

Where a Child or Young Person is placed out with their home local authority, the allocated Social Worker would ensure that the child/young person is aware of the Barnardo's rights and advocacy service and provide the child/young person with relevant information. The Social Worker determines if an independent Advocacy Service is required or whether the allocated Social Worker can undertake the advocacy role. Any child placed out with Fife remains a Fife child and therefore has access to the Barnardo's Rights & Advocacy Service.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Our Professional Advocacy Contract delivers advocacy support to children under 16 years who are subject to compulsory measures under the Mental Health (Care & Treatment) (Scotland) Act 2003, or are the subject of a Welfare Guardianship Application, under the Adults with Incapacity (Scotland) Act 2000.

The Contract aligns with Fife's Advocacy Strategy which supports Fife's Health and Social Care Partnerships Strategic Plan and contributes to achieving the nine National Health & Wellbeing Outcomes and six Public Health Priorities for Scotland.

The Fife Advocacy Strategy aims to continue to ensure that:

- A wider range of people are eligible to receive independent advocacy, including carers.
- People can access a broad range of independent advocacy services.

- More people are aware of what advocacy is, how it can benefit them, what advocacy services are available in Fife, and how to access them.
- Local advocacy services are provided with appropriate support in order to help them develop their services in line with the strategy.

There is an expectation on the advocacy providers to consider the applicability of the Scottish Independent Advocacy Alliance's Principles and Standards for Independent Advocacy. It is expected that the service will comply with the four Principles, which are:

- Independent advocacy puts the people who use it first;
- Independent advocacy is accountable;
- Independent advocacy is as free as it can be from conflicts of interest; and
- Independent advocacy is accessible.

In addition to this, Fife also commission an Advocacy Service from Barnardo's. The Children and Young People (Scotland) Act 2014 and the Getting it Right for Every Child policy inform the service delivery across the Children's Services Partnership in Fife to improve outcomes for children, young people and families in Fife. The advocacy brief fully encompasses the United Nations Convention on the Rights of the Child (UNCRC) and supports Children's Services to achieve some of the outcomes in relation to children's rights in the Children's Service Plan 2021-2023. The service delivered by Barnardo's is underpinned by the guiding principles specific to rights in the UNCRC (Articles 2, 3, 6, 12), these are:

- non-discrimination
- the best interests of the child
- right to life, survival and development
- right to express views, have them given due weight considering age and maturity

Outcomes for this service are split into two distinct groups based on the support for children and young people and service improvement/quality assurance. The outcomes are detailed below:

#### **Outcomes for Children and Young People**

- Improvement in children and young people's awareness and understanding of their rights leading to improved wellbeing
- Improvement in children and young people's confidence and ability to express/share views
- Improvement in children and young people's engagement, participation and understanding in decisions which affect them
- Improvement in children and young people's active involvement in meetings
- Improvement in children and young people's engagement with services
- Improvement in children and young people's active participation and feedback to local and strategic groups

#### **Outcomes for Service Improvement**

- Increased availability of analytical feedback of the lived experience of children and young people who are looked after
- Increased awareness of rights across the children services partnership
- Improvement in collaborative working to promote and embed children rights

All outcomes for Advocacy Services for Children and Young People are monitored annually by a Council Officer.



**7** **riefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

Fife Health & Social Care Partnership has a monitoring and evaluation framework which includes the monitoring of both quantitative and qualitative information in terms of outcomes and outputs. This is monitored on an annual basis by a Council Officer. On a 3 yearly basis each grant funded organisation also receives an independent 3 yearly evaluation from a Council Officer not known to the organisation.

The Contract for Advocacy Services is also monitored on an annual basis at annual review meetings.

**8** **Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

The following information has been taken from the Annual Monitoring of grant funded organisations and the Contract Review for contractually funded Advocacy and details the number of people accessing Advocacy service(s) for the most recent monitoring period of January 2021 to December 2021. *Please note it is not possible to break this down into specific mental illnesses. Please also note that where the actual number of people accessing a service is less than 5, the specific number has not been shown due to risk around potential identification of a specific individual.*

Circles Network – Contract

Total amount of people under 16: <5

Equal Voice

Trained and recruited new Advocates: 10  
Existing Partnerships being supported: 19  
New Partnerships formed: 8  
Promotional/Awareness raising events: 21

Fife Young Carers

Advocacy Support to Young Carers 146 beneficiaries.

Kindred Advocacy

96 families/children supported with Advocacy.

Who Cares

Quarter 1 of 2021 – 17 new cases opened.  
32 home visits.  
49 one to one sessions.  
12 meetings attended either with or on behalf of young person.

\*\* funding ceased 31/03/2021, figures estimated based on previous annual monitoring and output achievement.

Barnardo's

663 Individual Sessions. 16 Group Sessions, 35 Young People.

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

The advocacy organisations individually gather satisfaction information from people using the service in respect of the service provided, this is then looked at as part of the annual monitoring exercise carried out by Council Officers.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

The advocacy organisations individually gather complaints information in respect of the service provided, this is then looked at as part of the annual monitoring exercise carried out by Council Officers. Only one of Fife's commissioned advocacy providers has received complaints over the last 2-year period, these complaints were resolved promptly with no further issues. All other commissioned and contracted advocacy providers have confirmed that no complaints have been received with regards to their service over the last 2-year period.

If an individual makes a complaint to Fife Health and Social Care Partnership/Children's Services about an advocacy provider, the Health and Social Care Partnership/Children's Services would initially refer them to the primary agency for investigation. Any response provided to an individual from the primary agency will also be provided to Fife Health and Social Care Partnership/Children's Services. Where an individual is not satisfied with the response provided by the primary agency, they are invited to get back in touch with Fife Health and Social Care Partnership/Children's Services, the complaint would then be forwarded to the Service Monitoring Officer.

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

Individual advocacy organisations raise awareness of their service using a variety of means. Fife Advocacy Forum have the lead for general awareness raising and utilise a variety of platforms e.g. social media, press, websites, leaflets, undertake presentations to groups, pop-up stands at local community events.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

Fife's Advocacy Forum have a programme of meeting with Social Care Teams to raise awareness. The Forum also provide Social Care Teams with their Advocacy in Fife booklet which details all available services that can be referred to.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

Fife's current Advocacy Strategy (2018 to 2021) is due to be renewed. A refreshed Advocacy Strategy Planning Group will be created where Children's Services Directorate will be fully represented to ensure the new Advocacy Strategy will encompass Children's Services requirements.

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Fife's current Advocacy Strategy is due to be renewed. A refreshed Advocacy Strategy Planning Group will be created where service user and provider views will be fully considered through representation on the Advocacy Strategy Planning Group as well as participation and engagement events. Both service user and provider views will be used to shape the direction of the refreshed Advocacy Strategy. This will ensure that any data and information on projected need is gathered and considered in the development of the new Strategy.

In addition, the new service brief written by Children's Services for Rights & Advocacy takes into consideration the needs of children who are looked after and also includes children with a disability or mental health condition.

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15

**If No, how do you plan to address any unmet need here?**

NA

16

**Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

None.

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Dunfermline Advocacy 2 Halbeath Road Dunfermline Fife KY12 7QX	Circles Network New Volunteer House 16 East Fergus Place Kirkcaldy Fife KY1 5XT	Fife Forum Office 1-2 Fraser Buildings Millie Street Kirkcaldy Fife KY1 2NL	Kindred Advocacy 7 Rutland Court Lane Edinburgh EH3 8ES	Equal Voice Fife Group Storage Frances Industrial Estate Dysart KY1 2XZ
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Support for families with children with additional needs.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes

		<input type="checkbox"/> No	<input type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes

		<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	NA		NA	Children with additional support needs.	Chronic illness
<b>18</b>	People with any other condition (specify)	Physical disabilities and long-term chronic health conditions.		NA	Children with additional support needs.	Chronic illness

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No, support is for families with children with additional support needs.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes From 16 <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes, families with children/young people  <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No - wouldn't take referrals for anyone over 65 but if existing service user turns 65, support will continue until alternative service found.



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>20</b>	<b>Type of advocacy</b>					
	▪ Individual	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>21</b>	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>£89,087.20</b>	<b>£459,156 (Contract) £119,968.78 (SLA)</b>	<b>£22,000</b>	<b>£36,430</b>	<b>£36,655.07</b>
	Details total budget information split into the following categories (if possible):	Not Possible	Not Possible	Not Possible	Not Possible	Not Possible
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					

	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) Contract: 3 years plus 1 year extension. SLA: 1 year	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	1 Chief Executive 1.5 FTE Development Workers Part time administrator.	Contract: N/A – funding covers advocacy provided and outcomes met for individuals, not posts.  SLA: specifies 3 paid Advocacy workers but funding also covers outcomes/outputs.	1 Advocacy Worker	2 Advocacy Managers	The organisation advised that funding cannot be attributed to a number of posts.

		Organisation 6	Organisation 7	Organisation 8	Organisation 9	Organisation 10
1	Organisation name and address	IncludeME c/o Fife Voluntary Action 69 Crossgate Cupar Fife KY15 5AS	People First Fife 77-79 Easter Road Edinburgh EH7 5PW	Barnardo's Child and Family Support Service Fife Merchant Place Mitchelston Industrial Estate Kirkcaldy Fife KY1 3NJ	Who Cares Scotland Main Office: 5 Oswald Street Glasgow G1 4QR  ** Funding ceased 31 <sup>st</sup> March 2021 **	Fife Carers Centre 157 Commercial Street Kirkcaldy Fife KY1 2NS
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No

		Organisation 6	Organisation 7	Organisation 8	Organisation 9	Organisation 10
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – from 16 if they have LD <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – if they are looked after Children who have been in residential care <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>12</b>	Children & young people with a learning disability	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – if they are looked after Children who have been in residential care <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – from 16 and if they have LD <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – if they are looked after Children who have been in residential care <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – from 16 <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	Anyone from age 16 who is unable to safeguard their wellbeing.	NA	NA	NA	Any other carer who requires support.
<b>18</b>	People with any other condition (specify)	Anyone from age 16 who is unable	NA	NA	NA	

		to safeguard their wellbeing.				Any other carer who requires support.
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		Organisation 6	Organisation 7	Organisation 8	Organisation 9	Organisation 10
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No, 16-65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – from 16+	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No – Support is for Young People up to 25	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes, 16-18 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – 16 to 18 <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes – if they are care experienced children who have been looked after in residential care  <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 6	Organisation 7	Organisation 8	Organisation 9	Organisation 10
20	<b>Type of advocacy</b>					
	▪ Individual	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

		Organisation 6	Organisation 7	Organisation 8	Organisation 9	Organisation 10
22	<b>Budget Information: total annual amount allocated</b>	<b>£37,352</b>	<b>£82,842</b>	<b>£300,000 ECSD £12,192 H&amp;SCP</b>	<b>£43,209</b>	<b>£37,130.34</b>
	Details total budget information split into the following categories (if possible):	Not Possible	Not Possible	Not Possible	Not Possible	Not Possible
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 6	Organisation 7	Organisation 8	Organisation 9	Organisation 10
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) Funding ceased 31/03/2021 as a result of service re-design in Children's Services.	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	2 paid development workers.	2 paid development workers.	5 – although all are involved in a range of rights supports that include rights representation, advocacy, advice and information, rights capacity	1 Advocacy and Participation Worker	1 member of staff

				building and training.		
--	--	--	--	------------------------	--	--

		Organisation 11	Organisation	Organisation	Organisation	Organisation
1	Organisation name and address	Fife Young Carers Ore Valley Business Centre 93 Main Street Lochgelly Fife KY5 9AF				
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 11	Organisation	Organisation	Organisation	Organisation
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes, some young people will fit into other categories in this list.  <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	NA				
<b>18</b>	People with any other condition (specify)	NA				

		Organisation 11	Organisation	Organisation	Organisation	Organisation
19	<b>Age range</b>					
	<ul style="list-style-type: none"> <li>▪ All ages</li> </ul>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (Young Carers up to age 25)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> <li>▪ Under 18 with mental health issues, learning disability</li> </ul>	<input checked="" type="checkbox"/> Yes (Young Carers up to age 25)  <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> <li>▪ Adults up to 65</li> </ul>	<input checked="" type="checkbox"/> Yes (Young Carers up to age 25)  <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>▪ Adults over 65</li> </ul>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	

		Organisation 11	Organisation	Organisation	Organisation	Organisation
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes - Focus Group deliver this. <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 11	Organisation	Organisation	Organisation	Organisation
22	<b>Budget Information: total annual amount allocated</b>	<b>£77,609</b>				
	Details total budget information split into the following categories (if possible):	Not Possible				
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 11	Organisation	Organisation	Organisation	Organisation
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	2 Advocacy Workers				

Organisation:	<b>Clackmannanshire and Stirling HSCP</b>
Job Title:	Service Manager – Commissioning & Contracts Planning and Commissioning Officer
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	Completion on behalf of Forth Valley commissioning partners: NHS Forth Valley Falkirk HSCP Clackmannanshire and Stirling HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**Planning for independent Advocacy for Adults is across the NHS Forth Valley board area**

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

Attached is review (appendix 1) of Advocacy provision that will be developed in collaboration with stakeholders and current Provider information, to produce an advocacy strategic plan.

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Advocacy Strategic Planning continues to be developed following the successful commissioning of Independent Advocacy service across Forth Valley. This will be linked to the review of service 2017-2021 (appendix 1)

Review, engagement and consultation took place as part of the recommissioning work and will support the development of a Forth Valley Advocacy Strategic Plan.

The Officer Monitoring and Evaluation group – Advocacy (OMEGA) will develop a work plan for the completion of the plan. It is anticipated this will be completed by October 2023.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

The initial stage of commissioning requirements included local consultation with Advocacy providers.

In Forth Valley, there are 3 Advocacy organisation who deliver services across the Board area. The organisation were involved in workshops and had an opportunity to inform the design of the current Advocacy contract.

2 organisations are funded by HSCP:  
Forth Valley Advocacy – main provider across Forth Valley  
People First- delivering collective advocacy in Clackmannanshire are only

1 organisation  
Central Advocacy partners- is funded by other grant bodies.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

The views of people accessing advocacy services was sought through a number of ways. The Advocacy providers directly sought views on the current service provision. Workshops were arranged for people to come along and share their experiences of Advocacy. Care experienced groups were involved in the evaluation of the tenders bids and provided important feedback that will be linked to future planning of services.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

The Action Plan will be produced as part of the development of the Advocacy Strategic Plan .The Action Plan will be implemented in 2023/24 and will help shape the future commissioning direction of Advocacy services across Forth Valley.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Independent Advocacy is embedded in all local plans.  
The Forth Valley Adult Support and Protection Committee have a significant role in the functioning of Advocacy provision across Forth Valley.  
A number of initiatives across Forth Valley have supported and influenced the role of Advocacy. For example, work in the Assessment and Treatment unit at Lochview has an established relationships with Advocacy and support the shaping and development of services.

12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?

Yes

No

If Yes, please provide details

**Specification - Service Requirements**

The Provider will be asked to respond and prioritise the following requirements. The Forth Valley Commissioners will work in partnership with the Provider to monitor the service and delivery of these requirements:

- **Section 36/44** Priority referral - people initially detained under the Mental Health Act for 72hrs or up to 28 days
- **Ward CTO** Priority referral - people detained in hospital under the Mental Health Act for up to 6 months (can be renewed)
- **Community CTO** Priority referral - people under treatment in the community under the Mental Health Act
- **AWI** Priority referral - People assessed as lacking capacity being supported through the Adults With Incapacity Legislation
- **Guardianship** People assessed as lacking capacity who require a legal framework in place to allow decisions to be made
- **ASP** Priority referral - vulnerable adults considered at risk of harm from self or others under Adult Support & Protection Legislation
- **Advanced Statement** Supporting people under legislation to prepare their statement
- **Transition** People under legislation moving between wards/care homes/services (ie. children to adult)/issues (ie. ASP to AWI) etc.
- **SW Care Review** Various social work led reviews of care provision/placements only when the person is currently under any of the relevant legislation referred to within Eligibility Criteria
- **CPA NHS Care Programme Approach** - to assess and review services for people with mental health issues when the person is currently under any of the relevant legislation referred to within Eligibility Criteria
- **MDT NHS Multi-Disciplinary Team** meetings - to make decisions regarding recommended treatment of individuals only when the person is currently under any of the relevant legislation referred to within Eligibility Criteria
- **Support for Families at Risk** -People with a mental disorder as defined in Mental Health Act who are subject to Child protection measures
- **CORO Compulsion Order & Restriction Order** - Monitored by Scottish Minister as person considered a serious risk
- **Compulsory Order Compulsion Order** - court order to send person for treatment in hospital/community rather than prison
- **S52d** Pre-disposal order made by the court authorising hospital detention for up to 28 days to assess mental health
- **POA** Power of Attorney
- **Discharge plan** Supporting clients under legislation to have involvement when being discharged from hospital

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

14

Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

The commissioned service is specific in relation to delivering to any of these groups who are subject to a legal, health or social care intervention, regardless of their living situation. Being Homeless but having no other health and social need would not meet the eligibility of the commissioned service.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

The commissioned service is specific in relation to delivering to any of these groups who are subject to a legal, health or social care intervention, regardless of their residency situation. Having unknown settle status but no other health and social care need would not meet the eligibility of the commissioned service.

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Advocacy services for Unpaid Carers is delivered by local carer organisations across Forth Valley and is funded via carers budgets.

## Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

The budget allocation has increased to meet additional demand in the Falkirk HSCP area. In addition the operation and payment process of the contract was streamlined bringing efficiencies for the Provider. The increase in budget and redesign of the service operations has resulted in increased number of Advocates delivering Advocacy support across the Forth Valley area.



## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

Any prisoner within the Forth Valley prison estate, who is subject to mental health legislation can access Advocacy services.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

Referrals to the advocacy service are made by the mental health teams within the three prisons. Independent Prison monitors can speak to the mental health teams if they feel advocacy would be beneficial for the individual.  
Advocacy Leaflets have been issued to the mental health teams in Prison health centres

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

## Monitoring and review arrangements

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

The service specification highlights the key outcomes for the service.

These are monitored in a number of ways by the OMEGA:

- Performance reporting
- Advocacy Partner feedback
- Referrer feedback
- Adult Protect Committee reporting

National Outcomes	Local Outcome from HSCP Plans	Advocacy Partner Outcome
1) Healthier Living 5) Reduce Inequalities	SELF MANAGEMENT of health and wellbeing	<ul style="list-style-type: none"> <li>• Person feels their rights to services are protected</li> <li>• People empowered to take action on their own behalf</li> </ul>
2) Independent Living 6) Carers are supported	COMMUNITY FOCUSED SUPPORTS – to live well for longer at home or homely setting	<ul style="list-style-type: none"> <li>• Person feels better understood by others</li> <li>• Person feels more in control of their life</li> <li>• Person feels more able to influence and improve services</li> <li>• Person feels more knowledgeable about accessing community resources and work opportunities</li> </ul>
7) People are safe	SAFETY – Health and social care support systems help to keep people safe and live well for longer	<ul style="list-style-type: none"> <li>• Person feels they are safe</li> <li>• Person feels protected from vulnerable position</li> <li>• Person feels more confident in their life</li> </ul>
4)Quality of Life	AUTONOMY AND DECISION MAKING – Individuals , carers and families involved and supported to manage decisions about their care	<ul style="list-style-type: none"> <li>• Person feels better informed about services and resources available to them.</li> <li>• Person feels more involved in decisions that affect them</li> <li>• Person feels better understood by others</li> <li>• Person finds services more accessible and inclusive</li> <li>• Person feels more in control of their life</li> </ul>
3)Positive Experience and Outcomes 8) Engaged workforce 9)Resources are used effectively	EXPERIENCE – Individuals will have a fair and positive experience of health and social care services	<ul style="list-style-type: none"> <li>• Person feels listened to more by others</li> <li>• Person feels better informed about available options</li> <li>• Person feels better understood by others</li> <li>• Person feels more involved in decisions that affect them</li> </ul>

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

The advocacy service has recently developed an outcomes framework and are currently developing ways to receive qualitative feedback from people who use this service. They will receive a feedback form at the beginning of their advocacy journey which is freepost and they

will be given the opportunity to speak to the advocacy liaison worker at the end of their advocacy journey to receive further feedback

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

¼ reports are provided. Please see attached report

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

This information is provided on the ¼ return

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

**The commissioned service in Forth Valley prioritises legislative referrals. This is based on statutory requirements under Mental Health Act , Adult Support and Protect and Adults with Incapacity Acts.**

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

The service specification defines:  
The Provider shall drive continuous improvement of the Service with a number of quality assurance measures, such as pictorial or written satisfaction questionnaires, semi-structured interviews and sample surveys. The Provider shall agree with the Forth Valley Commissioners a

format for obtaining information from Advocacy Partners in a manner that overcomes any barriers to communication. The Provider shall make the documentation or aggregated data available to the Forth Valley Commissioners for monitoring purposes

**28 How do you monitor complaints about advocacy services?**

- Annual monitoring data from providers
- No monitoring
- Other (please specify)

Additionally the provider complies with statutory SPSO process

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

The Advocacy service is promoted throughout the Forth Valley commissioning partner organisation. The Advocacy service provides Staff and Provider sessions. The Provider can attend specialist Provider Forums to promote their service and offer guidance and signposting.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

- Yes
- No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

The Advocacy service promotes service across Forth Valley and has established links with local third equality partners and groups.

**32 How do you measure this?**

As part of equalities duties information is collected at the referral stage .

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Performance reporting provides information on demand and the reasons for Advocacy provision. This information provides a guide to the projected demand and how the service will be planned and shaped for future delivery.  
The review of the service in 2021 indicated an increased demand for statutory Advocacy services and a need for lower level Advocacy support.  
The current service specification has the scope widened and a volunteer base is being developed to meet the lower level demand while an increase in Advocates continues to meet to the statutory demand.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

The Advocacy currently provides information on the referrals they can meet under the criteria of the Contract. This is provided in the 1/4 performance report.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

In Forth Valley there is an Advocacy organisation who deliver advocacy service under lottery funding and compliment commissioned statutory Advocacy service. There is a good working relationship and they identify specific areas that collective or group advocacy is beneficial.

## Part Two: Children & Young People Survey

### Current Planning (NIL response)

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

### **Any further details**

All children and young people living away from home can access advocacy support via *Who Cares?* who offer independent advocacy. Stirling Council also has a Children's Rights Officer who can support all Children & Young People, irrespective of their support needs. There are also national organisations such as Let's Talk and My Rights, My Say that we highlight also.

For NHS patients specifically – independent advocacy offered to adults by the HSCP can also be accessed by young people under the age of 16 with mental illness who are attending healthcare facilities.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

The outcomes we are trying to achieve are as follows:

Promotion of Children's Rights

Embedding Children's Rights in Children's Service Planning and Reporting

Improving outcomes for all children and young people, including those with a mental illness, learning disability or related conditions.

We monitor these outcomes through regular reviews for all children and young people living away from home with an Independent Reviewing Officer on a three, six or twelve monthly basis. These are multi-agency meetings and the aim is to ensure that all young people achieve their agreed outcomes and live the best life they can. We aim to ensure that Young People are part of their own community and are included and listened to as well.

Children & Young People who have short break respite services have regular reviews and their health and mental wellbeing is considered through this. The Children with Disabilities team works with children and young people with a diagnosed disability. Each child will be assessed properly and given budgets to meet outcomes agreed with the child/young person and their families. This is reviewed on a yearly basis or sooner if required.



All parts of a young person's life are assessed and discussed and referrals are made to the most appropriate services where necessary with advocacy drawn in to support the young person via a number of sources. This can be monitored within the team around children and young people where their progress can be monitored.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

For commissioned services such as WhoCares?, evaluation is embedded within the commissioning process with regular consideration for efficacy included as well as more intensive assessments when contracts are subject to review.  
For our in-house services, qualitative feedback following interventions and LAAC Reviews is provided to the Children's Rights officer. Going forward we are looking to work with young people to develop our information gathering systems with specific regard to monitoring the quality of the advocacy support. This will be linked into Children's Service planning and will inform our focus on Children's Rights.

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

From commissioned services, the number of young people accessing advocacy support would be reported however this may not be broken down into the detail of whether a young person has a learning disability or mental illness.

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

In Stirling Council we are supporting children's rights through various means and one of these is the use of the Mind of my Own app, where young people can provide their views on various aspects of their lives. Work is being undertaken to increase the use of this app to support children and young people to provide their views.

Regular reviews, TACs etc are also undertaken in line with statutory guidance and local staged intervention guidance, incorporating the views of young people. Independent advocates often contribute reports to inform planning as part of this process or can represent children's views at meetings, reflecting on their levels of satisfaction etc.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Complaints are monitored via corporate processes in the Council.

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

Awareness of advocacy services such as Let's Talk and My Rights, My Say are highlighted at education business meetings, via our websites and in written materials etc. Our Children's Rights Officer liaises with education and social work colleagues to raise awareness of advocacy services for staff and young people alike. Our Champions Board staff also work to make children and young people, as well as carers, aware of services that are available.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

Yes, at business meetings for ASN support coordinators in education where we have spoken about advocacy supports.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Consideration of a further focus on advocacy services for children and young people will be given during the refresh of our Children's Services Plan.

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

There are several third sector providers we refer families to that can advocate for the families and provide a listening ear. The providers also have networks of supports that can support families and signpost them to appropriate services for guidance and advocacy. Sadly financial difficulties and Covid-19 have had an impact on the number of advocacy services available in the area.

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Forth Valley Advocacy				
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions *only if subject to mental Health Act	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia only if subject to mental Health Act	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	No				
<b>18</b>	People with any other condition (specify)	Acquired Brain Injury				

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>					
	Details total budget information split into the following categories (if possible):	Annual budget £446,846 Unable to split at this stage				
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>					

<b>Organisation:</b>	<b>Aberdeen City Health &amp; Social Care Partnership</b>
Job Title:	Lead for Community Mental Health, Learning Disabilities and Substance Misuse Services
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes

**If Yes, can you please submit a copy along with your questionnaire?**

**Attached is the Grampian Independent Advocacy Plan 2018- 2021 and the ACHSCP Strategic Plan 2022-25.**

5 If No, is an advocacy strategic plan in the process of being developed?

- X Yes – It has been agreed to update the existing plan to coincide with the new Advocacy contract.

If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?

Mental Health and Learning Disability independent advocacy is currently being reviewed. Our contract specification is currently being reviewed. As part of this process we will now update the our advocacy strategic plan.

## Consultation & Involvement

6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan

Aberdeen Advocacy Services were part of our Grampian Independent Advocacy Group (GIAG) and the Aberdeen Advocacy Steering group who created the action plan.

7 Please describe how people who use advocacy services were consulted or involved in the development of the plan

Service users who used Aberdeen Advocacy services were part of the GIAG group and actively took part in the action plan.

8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?

- Yes  
 No

If Yes, can you please submit a copy along with your questionnaire?

It has been recognised that an equality impact assessment will be required for the new plan.

## Action Plan

9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?

- X Yes

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

**Aberdeen City HSCP delivery plans for mental health and learning disabilities.**

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

**Currently we have a contract with a service provider who support people subject to compulsory measures under the Mental Health Act.**

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Our current contract is a generic service open to homeless people with a condition like mental health. Learning disability or dementia.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Our current contract is a generic service open to asylum seekers with mental health issues, learning disability or dementia.

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Our current contract is generic and works with carers of those who have a mental health, learning disability or dementia diagnosis.

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

Variation of the contract in 2021 due to cost of living (5% - Uplift)

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

- Yes  
 No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

- Yes  
 No

**If Yes, please provide details**

N/A

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

- From a local service where they are receiving care  
 From home health board / local authority  
 Don't know

**Any further details**

Aberdeen HSCP currently don't have any NHS patients in private healthcare facilities.



### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

Aims and Objectives from the service provider is the following.

- Support and enable Service Users and, where appropriate, some carers to express their own needs and make their own informed decisions.
- Support people to gain access to information and explore and understand their options.
- Speak on behalf of people who are unable to speak for themselves.
- Safeguard people who are vulnerable or discriminated against or whom services find difficult to support.
- Ensure that the Service User's present and/or past wishes are taken into account.
- Take into account the wishes and views of those people involved with the Service Users, where this is appropriate.
- Ensure that the decisions taken on behalf of the Service User by the multi-disciplinary teams are in their best interests and that the least restrictive interventions are taken in order to safeguard the Service User.
- Endeavour to find a satisfactory outcome to problems for both Service User and carer/representative, where possible.
- Promote inclusion, to enable people to become active members of society and promote recovery focused practice whilst taking into account Service Users' personal, social, cultural and religious circumstances.
- Should adhere to the Principles and Standards as laid out in the Scottish Independent Alliance's Principles and Standards for Independent Advocacy.
- Where necessary, provide representation for Service Users and carers of their views, within the care setting, amongst the multi-disciplinary teams and with other agencies. The Service Provider will endeavour to find a satisfactory outcome to problems for both Service User and carer/representative, where possible.

**2022 - Key performance Indicators are being changed to coincide with the new Advocacy contract.**

23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

The ACHSCP receive quarterly (every 3 months) monitoring reports from Aberdeen Advocacy Service. Quarterly meetings are arranged with the provider to discuss the contents of these monitoring reports.

24 Do you get information from each organisation about the number of people accessing advocacy support?

Yes

No

If Yes, please provide the most up to date information provided by each organisation

Data pulled from the last quarterly report.

Number of service users open to service in three-month period (Jun- Aug)

a. Number of ongoing open cases at start of period	339
b. Number of new referrals taken during period	252
c. Number of referrals allocated during period	247
d. Number of referrals closed during the period	214

During the 3-month period we worked with **586** individual people on a 1:1 basis.

25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?

Yes

No

If Yes, please provide the most up to date information available

The quarterly reports also record the waiting list for people waiting to access advocacy support. Data pulled from the last report.

1. Clients by care group	Matched clients	Waiting list	No
<b>Service</b>			
Mental Health (age under 65)	165	10	11
Mental Health (65+)	60	0	0
Learning Disability	66	0	0
Older people (not psychiatry)	23	0	0
Children & Young People	7	0	0
Carers	37	1	1
Victims of domestic abuse	179	0	0
SDS	49	0	0
<b>TOTAL</b>	<b>586</b>	<b>11</b>	<b>12</b>

26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?

Yes

No

If Yes, please provide details

**Advocacy provider would always prioritise those who are subject to compulsory measures under the Mental Health Act/AWI/ASP/Children**

27 What arrangements are in place to measure the satisfaction of people using advocacy services?

**As part of the contract the service will provide quarterly reports and actively seek out the views of those using the service for inclusion in the reports.  
Questionnaire/Interviews/Observation Forms/Spider Grams Measuring tools.**

28 How do you monitor complaints about advocacy services?

Annual monitoring data from providers

No monitoring

Other (please specify)

**Complaints are also part of the quarterly monitoring reports.**

29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?

Aberdeen Advocacy Services are based within the main corridor of Royal Cornhill Hospital. They place posters and leaflets advertising their service in ward environments and throughout hospital buildings. They carry out engagement events with relevant services across the partnership and in other stakeholder settings. Information is available on their website. Social Work/Nursing/Medical staff receive training on advocacy services as part of their induction. They carry out training for particular services like the ASP team. They are physically present at every different awareness week to represent their services.

30 **Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

31 **How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Services are available to all equality groups.  
Purchased a software package that can read in many languages and can be read out.  
Agreement with language line (Interpreter)

32 **How do you measure this?**

We don't specifically measure this.

## Future plans

33 **Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

**As part of the new contact for advocacy, the assessed needs for mental health, learning disabilities and dementia is taken into consideration by stakeholders.**

34 **If No, how do you plan to address any unmet need in future?**

N/A

35 **Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

A gap has been identified for Drug and Alcohol services in Aberdeen.  
ASP – need to increase the offer of advocacy of those going through ASP procedures. – Need for ASP Advocacy worker.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

**Advocacy week in November.  
Sixteen days of action – Domestic abuse advocacy.  
RGU – Talks with students and academics.  
Talks with SW teams.**

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

**The current service is well utilised by patients, clients and carers, with no complaints or concerns raised so there has not felt a need to advertise. However, we would do so if this was required.**

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

---

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**



**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

---

**15** If No, how do you plan to address any unmet need here?

**16** **Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Advocacy Service Aberdeen Aberdeen Business Centre Willowbank House Willowbank Road Aberdeen AB11 6YG				
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

5	People with dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	<ul style="list-style-type: none"> <li>All ages</li> </ul>	<input checked="" type="checkbox"/> Yes  Majority is working with adults over the age of 18.	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
	<ul style="list-style-type: none"> <li>Under 18 with mental health issues, learning disability</li> </ul>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
	<ul style="list-style-type: none"> <li>Adults up to 65</li> </ul>	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
<ul style="list-style-type: none"> <li>Adults over 65</li> </ul>	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	X <input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	X <input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	X <input type="checkbox"/> Yes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>£365,000 Per Year</b>				
	Details total budget information split into the following categories (if possible):	Aberdeen City Council contribute 2/3 of the contract which comes to £243,950 NHS Grampian contribute 1/3 of the contract which comes to £121,975				
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					



Children & young people with a mental health problem					
Children & young people with a learning disability					
Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	<b>Manager – 1</b> <b>Ass Manager - 1</b> <b>Admin Worker - 1</b> <b>Carers Ad Worker - 1</b>				

		<b>Volunteer Coordinator - 2</b> <b>MH Advocacy worker - 1</b> <b>LD Advocacy Worker - 1</b> <b>Collective Ad Worker - 1</b> <b>Advocacy Coordinator - 1</b> <b>Hospital Based Ad Worker - 1</b> <b>Older Adult Adv Worker - 1</b>				
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<b>Organisation:</b>	<b>Aberdeenshire HSCP</b>
Job Title:	
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

5 If No, is an advocacy strategic plan in the process of being developed?

Yes

No

If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?

Our Advocacy Contract is being reviewed and re-tendered so the planning focus has been upon that. Independent Advocacy is considered as part of the Overall HSCP Strategic Plan and Independent Advocacy Service is currently a member of HSCP Strategic Planning Group.

## Consultation & Involvement

6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan

N/A

7 Please describe how people who use advocacy services were consulted or involved in the development of the plan

People using services were involved in the creation of the new contract framework.

8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

## Action Plan

9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

Our current advocacy contract and new tender includes provision for all three groups

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Our current advocacy contract and new tender includes provision for all three groups

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

The priority for the provision of the Service will be given to individuals who are or may be subject to compulsory duties or powers under the relevant legislation – Mental Health (Care and Treatment) (Scotland) Act 2003; Mental Health (Scotland) Act 2015; Adults with Incapacity (Scotland) Act 2000; Adult Support and Protection (Scotland) Act 2007. Priority also includes provision of advocacy for unpaid carers in accordance with duties under the Carers (Scotland) Act 2016.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Support available as part of overall service by provided by HSCP.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Support available as part of overall service provided by HSCP

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Our independent advocacy service is commissioned to provide specific service in relation to carers. It is not commissioned based on the client grouping of the cared for person. Advocacy service is offered to all carers. Commissioned in response to Carers Act 2016.

## Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

Budget previously increased due to Carers Act. We are currently reviewing the Advocacy Contract to commission advocacy with specific requirements. Budget will reflect current commitments and include funding for additional/changed requirements.



## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

Our independent advocacy service is currently commissioned to provide this service. Any future commissioned services will also be required to provide this service.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

Leaflets and posters available to prisoners in hall's  
Prisoners informed by healthcare staff  
Information given at follow up clinic's and appointments.  
Social Work and SPS colleagues can also sign post prisoners to advocacy services.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

**National Outcome (1)** – Independent advocacy supports people to be better informed about their rights, as well as understanding their needs and wishes and the choices they have. It increases their agency and power to choose their own actions freely, as much as possible.

**National Outcome (2)** – Independent advocacy supports people to recognise, understand and challenge power imbalances that influence their lives. It enables them to challenge these imbalances, to try and realise their rights, needs, and wishes. When someone is unable to take personal action, their advocacy worker will ensure that their rights are upheld.

**National Outcome (3)** – Independent advocacy supports people to know that their voices have been heard and their needs and wishes understood.

SIAA Impact Toolkit  
Provider returns  
Stakeholder engagement activity  
Scottish Independent Advocacy Alliance standards

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Quarterly returns  
Annual reports  
Compliance checks  
Customer engagement  
Service review

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

- Yes
- No

**If Yes, please provide the most up to date information provided by each organisation**

**In 2021/2022**

- A total of 13292 contacts involving 5928 hours of support are reported.
- This is linked to over 900 adults requiring advocacy support.
- The activity under the current contract has increased three-fold since its commencement in 2016.
- The individual advocacy caseload in 2021 totalled 680, with a further 292 individuals supported through collective advocacy activity.
- Specific areas of increased demand have related to activity to meet responsibilities in relation to Carers legislation and in support of Large Scale Investigations under Adult Support Protection and Adults with Incapacity case conferences

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**Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

**As part of the contract, support in relation to compulsory measures is one of the statutory areas of support that our commissioned service does prioritise.**

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

As part of the recent Contract Review a significant engagement exercise was undertaken to ascertain current satisfaction with services. This has also informed in relation to developments and improvements needed and identified gaps in provision.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Quarterly monitoring

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Leaflets

Signposting  
Training  
Provider awareness

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

**32 How do you measure this?**

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

This has been done as part of the contract review process and the current tender exercise accommodates forecast demand in relation to:

- young people in transition and with mental health problems;
- activity in relation to hospital discharge and the Coming Home agenda;
- activity linked to the Medication Assisted Treatment (MAT) Standards for Scotland to enable the consistent delivery of safe, accessible and high-quality drug treatment and support
- activity linked to the National Care Service

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

This has been identified as part of the contract review process and built into the future contract to allow for additional capacity as described at Q. 33

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

This has been built into the contract and will be done in conjunction with the Independent Advocacy Service and specific services via Strategic Planning

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

There are Independent Advocacy Services commissioned to undertake specific roles in relation to statutory functions around advocacy, in relation to Carers, MH, DA and ASP for example.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

The budget for commissioning independent advocacy appears to sit with NHS Grampian and whilst funding has been made available to advocacy organisations to provide advocacy for children and adults, demand for adult advocacy has left little room in the budget for children's provision.

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- X From home health board / local authority
- Don't know

**Any further details**

All Aberdeenshire looked after children and young people are offered advocacy via Aberdeenshire Council Children's Rights Service or Who Cares Scotland?

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

N/A

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

N/A

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**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

N/A

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

N/A

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

N/A

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

All looked after children and young people are written to when they initially become looked after with details of advocacy services. Further signposting takes place via posters, social media and information about advocacy is shared with partners/stakeholders



**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

As above, information shared with staff through signposting, emails, social media and annual reports.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Joint work with HSCP around the expansion of a current tender for advocacy services includes projected need.

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**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Advocacy North East, Unit 2, Dalfling Business Centre, Inverurie. AB51 5LA				
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)	Adults with Personality Disorder; adults with an acquired brain injury.				

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 <sup>1</sup> with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>£279,743 per year</b>				
	Details total budget information split into the following categories (if possible):	We are unable to split the budget information into the categories below				
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) 5 years + 2 year extension	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	Currently 8 Independent Advocates. *170 hours per week = WTE of 4.85				

<b>Organisation:</b>	<b>The Moray Council</b>
Job Title:	CSWO/Head of Service
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	Health & Social Care Moray

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Could potentially be a phrasing issue here. In Moray we are planning for our advocacy needs and future commissioning / tendering process in a collaborative way with a wide range of stakeholders, current provider and lived experience. There previously was a Grampian wide advocacy group where all three IJB's and NHS met but this disbanded pre pandemic. We can share with you previous commissioning EIA documents that were part of the action planning process that led to current advocacy contractual arrangements.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

Ongoing collaborative commissioning processes underway with current provider in advance of current contract ending.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

Public and stakeholder consultation is underway to inform pending commissioning activity and to inform decision making around whether direct award or re tendering is most appropriate.

EIA undertaken for current contract and also as part of the re commissioning workstream active at present.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

As per previous comments regarding collaborative commissioning, regular steering group meetings are held with stakeholders to discuss and inform planning process.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Local Mental Health Strategy 'Good Mental Health for all 2016 – 2026  
Making Recovery Real strategic partnership  
Grampian Wide suicide prevention  
Developing mental health in primary care strategy (funding applications)  
LD team plans and LD Strategy Action Plan

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

However we have built into the current contracting arrangements that advocacy support is delivered on an issued based basis. This does not include a maximum limit to number of contacts.

**14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

**15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Please provide details**

Third sector partners Quarriers are commissioned to provide support to carers and to undertake carers assessments on behalf of the local authority. However it is not explicitly commissioned to act and provide advocacy. Any carer who has mental health issues or other factors in their own right can access the generic advocacy service.

### Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Existing budget has increased topped up with monies from the Drug and Alcohol Partnership funding stream.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

N/A

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

The current contract has a service specification and this is monitored by regular contract review meetings and the production of quarterly reports that are submitted by the provider to the local authority. Moving forward we are seeking to increase collaborative commissioning approaches.

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Regular contract monitoring as indicated above. At present as part of the collaborative commissioning process we are undertaking service user and public feedback with the support of public engagement officer of the local authority and local social enterprise Moray Wellbeing Hub

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Within the quarterly report

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

Please see attached quarterly report



**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

Provider reporting and via MHO and RMO feedback

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Internal service user feedback mechanisms, option to complain to local authority as the commissioner, via EIA and collaborative commissioning processes

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Quarterly reports

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Community engagement, posters in local services and community, ward visits, HSC staff promoting and social care assessment processes and paperwork includes highlighting advocacy

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Contract is for the service to be open to all and if there are requirements to enable someone to engage e.g. interpreters then this can be arranged.

**32 How do you measure this?**

Quarterly reports

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Contract monitoring of unmet need, ASP improvement plan, EIA and ongoing recommissioning work

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Carers advocacy, ASP and SDS workstreams

---

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

We have a strong social movement in Moray called 'Moray Wellbeing Hub' who host on behalf of the HSC partnership our steering group for our mental health strategy 'Good Mental Health for all'. This partnership is called Making Recovery Real and was instigated a few years ago with some facilitation from the Scottish Recovery Network. Moray Wellbeing Hub (MWB) provide collective advocacy and collective voice and collaborate with local partners and co-produce pieces of work.

We have observed an increase in the need for advocacy for example in the context of adult support and protection. It remains vital however that there is a prioritisation of those requiring support whilst subject to compulsory measures under mental health legislation.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Recently re-tendered advocacy services for young people; this process has not yet concluded. The new tender has been extended to include the parents and siblings of the child / young person referred with an increase in value.

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

N/A

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

---

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

This will be included as part of the work with the new advocacy provider.

---

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?



## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Who Cares? Scotland, 40 Wellington Street, Glasgow G2 6HJ	Children First, The Annexe, Highfield House, Northfield Terrace, Elgin IV30 1NE	Circles Advocacy, 40-42 Moss Street, Elgin, IV30 1LT		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
<b>6</b>	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>7</b>	Mentally disordered offenders	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>8</b>	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>9</b>	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>10</b>	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>11</b>	Children & young people with a mental health problem	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>12</b>	Children & young people with a learning disability	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input type="checkbox"/> No	<input type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)			Adult Support and Protection cases		

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>20</b>	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>21</b>	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>					
	Details total budget information split into the following categories (if possible):	£40,644 p.a.	£51,036 p.a.	£158,617 core plus £35k substance misuse contribution		
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) 3 years & 6 months	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) 3 years & 6 months	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	<b>4</b>	<b>3</b>			

<b>Organisation:</b>	<b>East Dunbartonshire Health and Social Care Partnership</b>
Job Title:	Interim Head of Adult Services
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**



**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

N/A

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

The Strategic Advocacy Plan for the NHS Greater Glasgow and Clyde area covers all six partnerships including East Dunbartonshire. The Plan has been developed in consultation with a wide range of partners and stakeholders and builds upon the work of the earlier Advocacy Plans developed by Greater Glasgow and Clyde.

The Plan has been developed in consultation with partners and stakeholders who have an interest in the delivery of independent advocacy services including staff and voluntary organisations.

A Strategic Advocacy Planning Stakeholder survey was also completed to determine the view of staff across both the statutory and third sectors. The survey was anonymous and views were secured from all of the HSCPs across Greater Glasgow and Clyde including East Dunbartonshire.

Service user, carer and stakeholder feedback was also used to identify areas for development across the partnership areas and locality work across our services including commissioning consistently seeks to engage with provider organisations to ensure that appropriate access to advocacy is available through monitoring and engagement mechanisms, such as locality Provider Forums.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

A Strategic Advocacy Planning Focus Group was developed to ensure that those who use advocacy services were involved and consulted in the development of the plan. The group had representatives from

Advocacy providers, HSCP staff and from those who use advocacy services and their carers and there were representatives across the following care groups; learning disability, mental health, physical disabilities, acquired brain injury and carers representatives. Separate feedback on the perceived gaps in services was also provided by those who use advocacy services and their carers.

East Dunbartonshire HSCP as part of our arrangements for providing and commissioning advocacy services locally follows the Guide for Commissioners when engaging with service

users and other stakeholders to ensure that appropriate access to advocacy is available through monitoring and engagement mechanisms.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

We have locality strategies in place or in development across Mental Health, Dementia, Learning Disability services and advocacy is a key part of our locality delivery of services to support both the people who use services and their carers. In East Dunbartonshire a new HSCP Strategic Plan was recently completed for 2022-2025 and a key priorities within this plan is to empower people and communities and better supporting carers by both encouraging more informal support networks at a local level including but also to ensure that access to local advocacy and carer supports are easily and readily available.

The preparation of this Strategic Plan has also been supported by analysis of a wide range of consultation activity undertaken by services and by the HSCP more widely since the preparation of the previous Strategic Plan including the work of the East Dunbartonshire Patient, Service User and Carer Group (PSUC) to ensure that carer engagement and involvement will be a continuous process to ensure views from all sectors of the community are captured and shared to influence decisions made.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

In East Dunbartonshire as part of our Learning Disability Services Review there is an overarching locality Strategic Plan and significant developments are being taken forward as part of this plan. This includes the move to a new purpose build community based day service which is co-located with a leisure and sports facility. As part of this process our local advocacy service, Ceartas Advocacy has undertaken a number of initiatives to support those who use the service to have their views expressed as part of this development and to prepare them for the move to the new service. Ceartas advocacy have facilitated both individual and group sessions for adults affected by learning / intellectual disability and these have helped to shape the new service and assist with the transition arrangements to the new service which is scheduled to open in January 2023.

### Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

In East Dunbartonshire our local advocacy provider, Ceartas Advocacy provides prioritised access for advocacy support in terms of statutory Mental Health work both where people are subject to compulsory measures under the Mental Health Act but also where support is required in terms of the Adults with Incapacity (Scotland) Act and we provide additional funding specifically to assist with AWI and hospital discharge to ensure that adults and carers views are always central to decisions surrounding hospital discharge.

Advocacy support in respect of Adult Support and Protection is also provided on a prioritised basis, as is support to children who are looked after and/or accommodated by Who Carers.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

N/A

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

In East Dunbartonshire we do not commission advocacy services specifically for homeless people but our provision of Advocacy Services by Ceartas is open to homeless people and additional 1-1 support is provided by Housing Support Officers.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

In East Dunbartonshire we do not commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia, however Ceartas Advocacy do provide a generic service open to asylum seekers and additional support is provided by East Dunbartonshire Action for Refugees provided by the Scottish Refugee Council.

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

In East Dunbartonshire we commission Carers Link to provide independent supports to carers. Carers Link delivers a numbers of supports to carers of numerous care groups; these include mental health, learning disabilities and dementia.

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

The budget allocated to advocacy over the past two years had remained consistent.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

SPS funded.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

HMP Low Moss is within the East Dunbartonshire HSCP area. Prison Based Social Work ensure that issues in relation to the need for advocacy are addressed and that information regarding advocacy services is provided from prison inductions, integrated case management and parole interviews.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

The high level outcomes to be achieved are:-

- SOA 5 –“Our people & communities enjoy increased physical and mental wellbeing and health inequalities are reduced.
- SOA 6 –“Our older population are supported to enjoy a high quality of life and our more vulnerable citizens, their families and carers benefit from effective care and support services.

These outcomes are monitored by checking the number of people satisfied with the services received and feel their own individual outcomes are being/have been met. This can be via questionnaire or face-to-face meetings with service users to obtain feedback. The Provider is also expected to produce Annual Reports detailing service levels, numbers accessing the service, how many achieved their outcomes, etc.

There are individual outcomes for each individual accessing the service and these will be reviewed/monitor by Care Managers as part of standard review processes.

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

In East Dunbartonshire as part of our contract management arrangements the quality of services delivered is measured during Audit/Review of the Service and is informed by feedback from individuals/stakeholders. Advocacy provision is also reviewed by the Scottish Independent Advocacy Alliance to ensure adherence to legislation, regulations, etc. as well as numbers accessing, outcomes achieved.

### 24 Do you get information from each organisation about the number of people accessing advocacy support?

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Although this information is collated, this has been put on hold since March 2020 due to Covid and is in the processing of being redeveloped/reinstated.

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

At this time our local Advocacy Services have not indicated that any Waiting List are in place for advocacy services or reported significant unmet need, but as we move forward, this may become a feature due to a number of factors, such as our high elderly population/demographics meaning higher demand for services, cost of living pressures, reduced service delivery, implementation of National Care Service, etc.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

East Dunbartonshire's main advocacy provider provides Ceartas, support to individuals from specific care groups, these groups may on occasion be subject to legislative powers and the advocacy provider is required to support the individual during this period, if requested.

Our local advocacy services provide prioritised access for advocacy support in terms of statutory Mental Health work both where people are subject to compulsory measures under the Mental Health Act but also where support is required in terms of the Adults with Incapacity (Scotland) Act and we provide additional funding specifically to assist with AWI and hospital discharge to ensure that adults and carers views are always central to decisions surrounding hospital discharge.

Advocacy support in respect of Adult Support and Protection is also provided on a prioritised basis, as is support to children who are looked after and/or accommodated by Who Carers.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Each advocacy provider is required to submit an account/report of their client satisfaction with the service. This gives an overview of the feedback from those receiving the service and their experience of it.



**28 How do you monitor complaints about advocacy services?**

- Annual monitoring data from providers
- No monitoring
- Other (please specify)

In East Dunbartonshire as part of the contract management and monitoring returns details such as numbers, category of complaint, resolution level and timescale are gathered; plus a review of the providers complaints procedure is undertaken annually.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

In East Dunbartonshire our main advocacy project is located close to our principal Health and Social Care building and there are strong existing relationships between Ceartas Advocacy and all of our staff teams who consistently promote their work and role.

Ceartas Advocacy are represented at our Adult Protection and Child Protection Committees and are integral members on a number of our strategic groups.

Ceartas Advocacy regularly attend team and other meetings within the HSCP, where their work is promoted and highlighted and routinely supported and promoted by our staff who support the work and value of our advocacy services. This is additionally supported through our induction of new staff, additional training and related sessions.

Our internal annual audit/self-evaluation process also focusses upon the delivery advocacy services to ensure that the consistency of the provision and promotion of advocacy services is monitored and reviewed across our services.

Posters and promotional leaflets are accessible within the Kirkitilloch Health and Care Centre for both staff and those who use our services.

The work of advocacy services including Ceartas Advocacy and Take Control who provide support to those accessing Self Directed Support is also highlighted on our website.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

- Yes
- No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Whilst there is nothing specifically detailed within the contract any successful provider at point of tender award was assessed on their equality and diversity policy to ensure they operated a fully inclusive approach to accessing their service.

**32 How do you measure this?**

Within the providers published annual reports they detail the levels and breakdown of all who have accessed their service. This will include demographic and sociographic information.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Numbers accessing Social Work both in terms of our fieldwork teams, and numbers accessing our commissioned services in the past, allows East Dunbartonshire to project the anticipated demand over the next 2 to 3 years.

**34 If No, how do you plan to address any unmet need in future?**

N/A

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

As part of this work in East Dunbartonshire we are looking to develop our services to people with autism and whilst we have already developed some additional targeted advocacy support to people with autism we are looking to develop this further.

Similarly as part of the work of our Learning Disability Strategic review we are looking to develop our work with adults with learning / intellectual disabilities building on the successful programme to support the development of our new day service to ensure that those affected by learning / intellectual disabilities are much more consistently and routinely consulted and have their views represented (and not just those of their carers) and at the heart of future service developments.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

In East Dunbartonshire we have just reviewed our local Adults with Incapacity Procedures and a series of briefing and training sessions is planned to take place over the autumn / winter 2022 and the promotion and availability of advocacy services locally forms part of these sessions.

Additionally we continue to seek to reinstate some of the more routine and regular contact with our advocacy services and commissioned services more generally as we move out of the Covid-19 pandemic such as regular provider forums, learning and development sessions.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

N/A

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

The budget allocated to advocacy over the past two years had remained consistent.

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

### Any further details

East Dunbartonshire has hosted responsibilities for Specialist Children's Services provided from Skye House by the West of Scotland Adolescent Inpatient Unit and The Child Inpatient Unit both of which have advocacy services specifically commissioned.

Who Cares? Scotland provide advocacy supports to looked after children and young people or with an experience of care; potentially up to the age of 26.

Partners in Advocacy are additionally commissioned by the Scottish Children's Reporter Administration to provide advocacy to children and young people within the hearing system as part of the 'Better Hearings' partnership improvement work.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

The high level outcomes to be achieved are:-

- SOA 5 – *“Our people & communities enjoy increased physical and mental wellbeing and health inequalities are reduced.*
- SOA 6 – *“Our older population are supported to enjoy a high quality of life and our more vulnerable citizens, their families and carers benefit from effective care and support services.*

In East Dunbartonshire these outcomes are monitored by checking the number of people satisfied with the services received and feel their own individual outcomes are being/have been met. This can be via questionnaire or face-to-face meetings with service users to obtain feedback. The Provider is also expected to produce Annual Reports detailing service levels, numbers accessing the service, how many achieved their outcomes, etc.

There are individual outcomes for each individual accessing the service and these will be reviewed/monitor by Care Managers as part of standard review processes.

In terms of Specialist Children's Services the Independent Advocacy Service the hosted services include the West of Scotland Adolescent Inpatient Unit and The Child Inpatient Unit. The Service will be provided to the whole spectrum of mental health service users up to the age of 18 years and the diversity of the population including gender, ethnicity, age, disability (physical or otherwise) and sexuality.

The outcomes to be achieved are to ensure support is provided to individuals during transition from the in-patient service to the community, the service requires a formal handover period of three months.

To provide a Service which will ensure support to individuals at health service meetings, mental Health tribunals and other legal proceedings, and a model of service to meet the needs of the Individuals and maintain confidentiality of individuals. Including effective management of long term advocacy relationships. The delivery of the service will adhere to the Milan Principles of the Mental Health (Care and Treatment) (Scotland) Act 2003 and the Scottish Independent Advocacy Alliance Standards; also an understanding of Section 2 of the Mental Health (Care and Treatment) (Scotland) Act 2003 and will assist and inform consultation processes to ensure the most effective engagement with service users on aspects of policy, mental health strategy and service change. Advocacy provision will lead and develop an engagement programme with service users for service improvement, and provide the means to enable service users to raise 'gaps' and 'unmet need' that can inform the future planning and provision of mental health services.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

The quality of services delivered in East Dunbartonshire is measured during Audit/Review of the Service and is informed by feedback from individuals/stakeholders. Advocacy provision is also reviewed by the Scottish Independent Advocacy Alliance to ensure adherence to legislation and regulation, as well as numbers accessing services and the outcomes achieved.

**Specialist Children's Services**

**3.1 Quarterly report, to include but not be limited to:**

- Total number and sources of referrals.
- Number and sources of referrals accepted, broken down by age, gender and ethnicity of service user.
- Number and sources of referrals refused with reasons, broken down by age, gender and ethnicity.
- Number of "live" cases at the end of the quarter, broken down by case type and age, gender and ethnicity of service users.
- Number of cases closed in the previous quarter, broken down by case type, showing average number of hours spent, with summary of outcomes.
- Record of time taken on individual cases.
- Records of any complaints or compliments the service receives.
- Staff turnover and records of training and supervision for staff (aggregated).
- Relevant financial data on cost and expenditure.

- Individual records which should comply with data protection and accessibility requirements and also record not only personal detail and requirements but outcomes.
- Geographic Area
- Number and nature of complaints received and corrective action taken.
- Engagement and participation
- Promotion of the service

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Specialist Children's Services – see attached Partners in Advocacy 2022 Quarter 4 report.



2022 Q4 MH Report  
Jan-March Partners i

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

Within Specialist Children's Services advocacy face to face group sessions re-started on the 24 March 2022 with Occupational Therapy at Skye House to support the young people, and these groups will be held fortnightly, additional group sessions will be moving forward with a focus and drive to engage the young people with the advocacy workers. All young people are invited to contribute to an advocacy canvas which will be displayed when finished. The importance of the group sessions is recognised because of feedback from the young people and direct referrals for young people who requested individual advocacy support after attending a group session which has been seen to simulate the relationships advocacy workers build with young people in the community.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

Specialist Children's Services

- Promotion of the Advocacy Service:
- Advocacy drop in sessions for young people and staff
- Focus Group sessions – explain the role of independent advocacy
- Specialist Children's Services Communications – email, staff meetings etc
- Posters within the wards detailing planned activities
- Advocacy workers have offered advocacy sessions to introduce the Mental Health Act and the role of Independent Advocacy to new staff and students.
- Our mental health advocacy workers participated in outreach activities for Partners in Advocacy within a number of Secondary schools.
- Partners in Advocacy partnered with Ubuntu, an organisation who support young people in education. Ubuntu feel there are many children in our society, particularly those from challenged and disadvantaged backgrounds, kinship care or requiring additional support, who have little or no motivation to learn and are acting to make a difference to those young people. Ubuntu approached Partners in Advocacy to provide sessions on children rights, independent advocacy, and how young people can access support when they need it. One of our mental health advocacy workers facilitated two of these sessions and engaged with young people to show rights and what it can mean for young people in real life and explained how rights can work in different situations, including when young people find themselves in hospital

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

Within both Specialist Children's Services and the HSCP there have been a number of Advocacy drop in sessions, specific communications to promote the service and details as to how to refer and consistent communications within staff meetings, emails and briefs.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No



Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Specialist Children's Services - Projections and data are routinely provided re service needs, and commissioned service SLA is planned for until 2025.

Numbers accessing Social Work in terms of our transitions based work and analysis/projected need and those known to our fieldwork teams, and numbers accessing our commissioned services in the past, allows East Dunbartonshire to project the anticipated demand over the next 2 to 3 years.

**15 If No, how do you plan to address any unmet need here?**

N/A

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

N/A

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>1</b>	Organisation name and address	CEARTAS Independent Advocacy Service  Suites 5-7 McGregor House, 10 Donaldson Crescent, Kirkintilloch, G66 1XF.	Carers Link  Milngavie Enterprise Centre, Ellangowan Road, Milngavie, G62 8PH.	Who Cares? Scotland 40 Wellington Street, Glasgow G2 6HJ	Partners in Advocacy G/1 Links House 15 Links Place Edinburgh EH6 7EZ	
<b>2</b>	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>3</b>	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
13	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
14	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
15	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
16	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
17	Children/young people with any other condition (specify)				Eating Disorders	
18	People with any other condition (specify)	The Service will be made available to males and females aged 16 years and over who fall into one or more of the following	The Service will be made available to Carers, both male and female who are:- Aged 8 – 18 years and reside within East			

		<p>client groups: Mental Health, Autistic Spectrum Disorder (ASD), Learning Disability, Older People, Dementia, Acquired Brain Injury, Physical Disability, Sensory Impairment &amp; Additional Communication Support Needs and Addictions.</p>	<p>Dunbartonshire (Young Carer's) Aged 18 years and over who reside or care for someone residing within East Dunbartonshire (Adults)</p>			
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		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated – (*all 2022/23 budget)</b>	£444,236.69	£324,398.07	£20,741.00	£50,000.00	
	Details total budget information split into the following categories (if possible):	Advocacy Provision - £287,677.21 Advocacy Information Service - £39,568.89 Support to Delayed Discharge - £27,989.21 Older Peoples Action Link (OPAL) - £89,001.26 Unable to break down further across the following categories	Carer support service - £254,398.07 Child/ Young Carer Support £70,000.00 Unable to break down across the following categories		Unable to break down across the following categories;	
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					



Homeless people with mental illness, learning disability, dementia					
Asylum seekers with mental illness, learning disability, dementia					
Carers of people with mental illness, learning disability, dementia					
Children & young people with a mental health problem				X	
Children & young people with a learning disability				X	
Children & Young people with ASD or ADHD				X	
Looked-after children & young people including those who have mental illness, learning disability or related conditions			X		
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions			X		
Young asylum seekers with mental illness, learning disability, dementia					
Children * young people with any other condition (specify)				X	

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ..... <sup>3</sup> Year SLA with 2 x 12 month options to renew.	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	11 x WTE staff in total with 5 x WTE dedicated Advocacy Workers	5 x WTE workers providing advocacy to Adults as part of overall Carer Support and 2 x WTE Workers providing advocacy to Young Carers	2 x WTE advocacy staff; 1 x Advocacy and Participation Worker 1 x Advocacy and Participation Manager	1.5 x WTE supported by a Service manager Operations manager and strategic leadership form the CEO.	

<b>Organisation:</b>	<b>East Renfrewshire HSCP</b>
Job Title:	Chief officer
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

5 If No, is an advocacy strategic plan in the process of being developed?

Yes

No

If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?

Our HSCP Strategic Plan and other plans include the provision of advocacy and the importance of lived experience shaping the services we provide and ensuring independent voice in all matters. We are working on our specific plan and hope to have this completed 2023.

## Consultation & Involvement

6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan

NA

7 Please describe how people who use advocacy services were consulted or involved in the development of the plan

NA

8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

## Action Plan

9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Our Strategic Plan 2022-25 has 8 strategic priorities with a specific priority related to ; Mental and emotional wellbeing is improved among children, young people and their families and working together with individuals and communities to tackle health inequalities and improve life chances, Our Strategic Plan is aligned to Fairer East Ren Strategy and Greater Glasgow and Clyde Mental Health Strategy. Our Carers Strategy identifies the right for assessment and support for people with a caring responsibility. Both of these priorities are focused on ensuring people are supported.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

**The contracts we hold with providers outline the requirement for advocacy for statutory and non-statutory functions**

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

None of the above apply, advocacy services can be accessed by anyone who has contact with our services.  
 Our advocacy services are open to all residents and all age groups across East Renfrewshire. As we host the Specialist Inpatient Service for NHS GGC for learning disability we also have a contracted provider for that service.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition Status.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

We offer advocacy support to all residents and this will include people who are identified as asylum seeking status.

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Carers are supported through Carers Centre who also provide advocacy and support, however, people who have caring responsibilities are able to access commissioned advocacy service.

## Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

All of our social care commissioned services have received an uplift award to support Scottish Living Pay award to support recruitment and pay levels of frontline staff,

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

N/A



## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

People who require independent advocacy are able to access this service are supported to ; engage with an independent person / body and are supported to navigate understand processes, communicate with services and agencies and to shape decisions about their life.

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Commissioned services provide regular quarterly reports on performance and outcomes for people using the service.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Partners In Advocacy – 20 young people being supported ( quarterly report)  
The Advocacy Project – 75 individuals supported ( quarterly report)  
Womens Aid – 120 women and children supported( quarterly report)

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

Services will identify if there is an increase in demand for a service and if they are unable to support additional requests. During 2020/22 the models of support has changed where a number of people were supported remotely at the height of the pandemic, this has now returned to more in person support

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

The Advocacy project are commissioned to offer - People affected by the Mental Health (Care and Treatment) (Scotland) Act 2003 have a legal right to independent advocacy.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

People are able to respond directly to the commissioned partner, information in any complaints or feedback are part of regular monitoring , people are able to report directly to HSCP services if they have any concerns or feedback and can access HSCP complaints procedures. We also use Care Opinion and have Carer support arrangements in place.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

We also request quarterly/6 monthly updates as part of monitoring arrangements.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Information is provided through a range of mediums; social media, websites, through professional staff as part of individual assessment and through the commissioned services.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Through the routes identified above and through ethnic community networks

**32 How do you measure this?**

As part of regular performance data.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Our Strategic Plan and associated Implementation Plan and Annual Performance report provides regular monitoring of performance and activity and ensures if there is additional need this is captured and reported. This information is shared with services. We work with our teams / local service users and advocacy to review the current demand and expected demand as part of our quality improvement cycle, we also review this formally with commissioned providers

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

In developing our Strategic Plan 2022-25 we have identified through our engagement and feedback that there has been an increase in demand for services both as part of the impact of the pandemic, including an increase in the complexity of care required. Additionally we are aware of an increase in the number of people delayed in a hospital setting who are AWI. Within our commissioned services we have experienced reduced capacity as a result of the pandemic on staff absence and recruitment challenges.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

We know that a number of our commissioned and third sector partners will provide advice and support as part of the range of services available to individuals and families. This is often not regarded as formal advocacy support but is often in the form of advice, support and attendance at meetings including medical or DWP appointments. For example our Community Link Workers are a commissioned services aligned to local GP practices, the service will often support individuals to attend appointments and assist people to express their views.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

**Yes, budgets in relation to payments to external providers were uplifted to reflect the impact of pay awards across the Health and Social Care service. It would not be expected that the service would change as this increase reflected an increase in costs and was not related to any change in the volume of advocacy services provided.**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

N/A

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Outcomes: SHANARRI indicators for ER HSCP commissioned work  
Outcomes: Informed of rights under MHCTA, NHS GGC commissioned work.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

**Quarterly monitoring meetings and reporting to HSCP and NHS commissioners – captures demographic information, referral source, presenting issues, brief summary of closed cases.**

**No independent evaluation carried out by HSCP or NHS.**

**Advocacy satisfaction survey carried out in Skye House by PiA.**

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**Yes – Figures below April 2020 – March 2022 = 72 children and young people.**

**This includes – 1 referral from CAMHS (community) and 4 MHO referrals for ER young people (hospital based).**

**The remainder is referrals from community/partner agencies/self**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

**PiA conducts end of advocacy partnership feedback surveys to rate levels of satisfaction with the service, what could be improved, etc. Very low return rates, hampered by the fact that often children and young people are discharged from hospital and mailouts of the survey receives little or no response. Sent out via mail, email and available on Survey Monkey**

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**PiA has a duty to inform HSCP and NHS commissioners of any complaints. No complaints received between April 2020 – March 2022.**

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

**PiA website and social media. Attendance at HSCP buildings and ASN sub-group meetings.**

**Weekly inpatient meetings in Skye House and Ward 4, Child Inpatient Unit (NHS)**

12 Have there been any specific actions to promote the use of advocacy among staff?

Yes

No

Please provide any further details below.

Partners in Advocacy attend social work team meetings and the local ASN sub group is a multi agency partnership meeting.

## Future plans

13 Does your integrated children services planning structure include an advocacy planning group covering your area?

Yes

No

Other (please describe)

The advocacy services we commission participate in quarterly monitoring group meetings with senior managers. All advocacy services we commission attend children's planning group – Corporate Parenting and Additional Support Needs. The service is very integrated into strategic planning structures and arrangements.

14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?

Yes

No

If Yes, please describe

As part of integrated children's planning arrangements in planning cycle



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15 **If No, how do you plan to address any unmet need here?**

16 **Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

**Aberlour Safeguarding Service for unaccompanied asylum seeking children and young people.**

**Who Cares Scotland – for care experienced children and young people**

**Partners in Advocacy for Children’s Hearing System – Scottish Government commissioned service**

**Link below to our Children’s Services Plan 2020-2023**

[https://eastrenfrewshire.gov.uk/media/5077/Children-s-Services-Plan-2020-to-2023/pdf/Childrens Services Plan 2020 to 2023.pdf?m=637575421704630000](https://eastrenfrewshire.gov.uk/media/5077/Children-s-Services-Plan-2020-to-2023/pdf/Childrens_Services_Plan_2020_to_2023.pdf?m=637575421704630000)

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Partners in Advocacy	The Advocacy Project	Womens Aid ER		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>13</b>	Children & young people with ASD or ADHD	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>					
	Details total budget information split into the following categories (if possible):	£27,030.84	£173,683.52	£115,775.98		
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail)	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail).	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail)..	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail)..	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail)..
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>					



<b>Organisation:</b>	<b>Glasgow City Health and Social Care Partnership</b>
Job Title:	Chief Officer
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	Glasgow City Health and Social Care Partnership

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**Advocacy strategic planning has been undertaken at a collegiate NHS board level by the six HSCPs locally. HSCPs have commissioned advocacy services on an HSCP basis. Future Advocacy Strategy Planning will be subject to a decision by HSCPs on an agreed approach for 2023.**

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire? Attached to email**

**5 If No, is an advocacy strategic plan in the process of being developed?**

- Yes
- No

**If Yes please provide details of when the advocacy strategic plan will be completed**

If No please can you kindly advise why this is not being developed?

N/A

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

Stakeholder Survey undertaken to obtain feedback on effectiveness and importance of advocacy provision, barriers to advocacy and any gaps in service.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

Service User/Carer focus group undertaken to obtain feedback on effectiveness and importance of advocacy provision, barriers to advocacy and any gaps in service.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

X No

If Yes, can you please submit a copy along with your questionnaire?

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

X No – these services are already covered by existing advocacy commissioned services

If Yes, can you please submit a copy along with your questionnaire?

**10 If No, is an action plan in the process of being developed?**

Yes

X No

If Yes, please provide details of when the action plan will be completed

If No please can you kindly advise why this is not being developed?

We have commissioned services in place - Strategic Plan already exists

- 
- 11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans

### Current Commissioned Services

- 12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?

Yes

X No

If Yes, please provide details

- 13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

X No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	X	X	X
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	X	X	X
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Generic Service is open asylum seekers with mental health issues, learning disability or dementia

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Please provide details

Generic Service is open to Carers and will demonstrate how they will ensure Carers who are dealing with complex and difficult situations are assisted to make their voice heard and be a key partner in deciding the most appropriate course of action.

## Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

X No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

X Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

X Yes

No

**If Yes, please provide details**

Generic Service covers prison work and ensures that individuals have their human, legal and other rights safeguarded and that others involved in the care and support of such individuals will be aware of the centrality of such rights.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

Prison Health care staff during interventions with prisoners advise of the service and signpost.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

Robust access to the service. Referrals Received, Referral Management (such as waiting list, gaps in service) Service User Feedback, Stakeholder Feedback and Complaints

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Monthly contract monitoring meetings looking at the above criteria. Regular meetings with Mental Health Officer Forum and the advocacy service.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**



GIS Reporting  
infographic April - Jun

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

No unmet need identified by provider

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

The service prioritise mental health act, AWI and ASP interventions.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

The commissioned service are in the process of setting up a Service User feedback group, who will provide structured feedback. This will form part of the contract monitoring standing agenda item.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

This is part of the monthly contract monitoring meeting and is a standing agenda item

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Via Service user groups & MH Carers Groups

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

The Advocacy Project is both accepting and cogniscent of the fact that ensuring equality and equity in terms of both the access to and the provision of Independent Advocacy will be a continuous and ongoing piece of work throughout the duration and/or lifespan of the contract with Glasgow City Health & Social Care Partnership (HSCP).

Therefore, and with this in mind, they utilise a number of strategies and/or methods with regards to ensuring their services are available to those members of our local communities whom are in need of them. When it comes to communicating their presence and their role in providing Independent Advocacy, their 'Toolkit' contains and/or involves the use of both traditional and bespoke methods. Staff from The Advocacy Project, on a day-to-day basis, continually work hard, and in such a way as to ensure that the impact, effect and consequence of said work is an outcome whereby they can identify, with supporting evidence, that they are continually making progress with regards to ensuring and improving upon what should, ultimately be, universal advocacy coverage.

The project are requested as part of the monthly contract monitoring have progressed with the following:

- Assertive outreach out to potential service users.
- An ongoing, regular and routine presence in community settings and partnership venues.
- Personalisation and choice such as whether to have a male or female Advocacy Worker
- A strong range and availability of information in accessible formats.
- Staff qualified in British Sign Language (BSL)

**32 How do you measure this?**

The commissioned service has measures in place where they carry out the following to ensure that the service is available to equality group:

- Casework Audits
- Support & Supervision
- Structured mechanisms for craving service user and stakeholder feedback.

This in turn is contract monitored monthly as per standing agenda item and feedback of same.



## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Looking at current demand and trends within the current service provision. This will inform future contracts and specifications.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Non identified by provider or stakeholders

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

Yes raise awareness among newly qualified staff within both inpatient and community Mental Health settings.

Specific work around Mental Health Assessment units planned.

Specific awareness within the Glasgow City Health & Social Care Partnership Complex Needs & Asylum Health Services

Further awareness sessions via service user and carer groups.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

### NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

---

## Monitoring and review arrangements

This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.

- 6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?

CAMHS Community Services within GHSCP access various Advocacy Services as detailed within section 16.  
Current Inpatient provision (hosted and detailed within East Dunbartonshire HSCP response) also provides support to individuals during transition from the in-patient service to the community, the service requires a formal handover period of 3 months.

- 7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?

- 8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?

Yes

No

If Yes, please provide the most up to date information provided by each organisation

N/A

- 9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?

N/A

- 10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Annual monitoring data from providers

No monitoring

Other (please specify)

N/A

- 11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?

N/A

12 **Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

N/A

## Future plans

13 **Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

N/A

14 **Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

N/A

15 **If No, how do you plan to address any unmet need here?**

N/A

16 **Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

GHSCP Children's Rights Service Advocacy, Who Cares Scotland, Barnardo's Hear 4 U Advocacy Services.

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	The Advocacy Project Cumbrae House 15 Carlton Court Glasgow G5 9JP	N/A			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

5	People with dementia	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
6	People with autistic spectrum disorder	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	<input type="checkbox"/> Yes X No				
<b>18</b>	People with any other condition (specify)	<input type="checkbox"/> Yes X No				

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>20</b>	<b>Type of advocacy</b>					
	▪ Individual	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>21</b>	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>					
	Details total budget information split into the following categories (if possible):	£744.000 per annum unable to split				
	People with mental health problems	X				
	People with learning disability	X				
	People with dementia	X				
	People with autistic spectrum disorder	X				
	Mental disordered offenders	X				
	Homeless people with mental illness, learning disability, dementia	X				
	Asylum seekers with mental illness, learning disability, dementia	X				
	Carers of people with mental illness, learning disability, dementia	X				
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) With the option to extend 2 x 12months	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail ail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	<b>14 WTE Supported by ops Managers and Leadership from CEO</b>				

<b>Organisation:</b>	<b>Inverclyde HSCP</b>
Job Title:	Head of Mental Health, ADRS and Homelessness
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**



5 **If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

An NHS GG&C board wide group being reconvened

## Consultation & Involvement

6 **Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

It has been developed in consultation with stakeholders who have an interest in the delivery of independent advocacy services including staff and voluntary organisations. A stakeholders completed stakeholder survey, details of responses are included in the plan.

7 **Please describe how people who use advocacy services were consulted or involved in the development of the plan**

Service users were invited to a StrategicAdvocacyActionPlanning FocusGroup. A range of care groups were represented, details are included in the plan.

8 **Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

**Action plan will be developed as part of board wide group.**

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

The Refresh of the Strategy for Mental Health Services in Greater Glasgow & Clyde: 2022 – 2027 - Involving service users and their representatives in service planning is a core component of the development of the Service Strategies. Service user involvement and representation has been provided through the Mental Health Network.

The Adult Learning Disability Strategic Plan for Inverclyde (2017-20) includes a note about Advocacy as one of the recommendations of the Keys to Life. As part of the review of Learning Disability services and ongoing consultation, collective advocacy was commissioned from Your Voice and from The Advisory Group (TAG) Inverclyde to engage with adults with learning disabilities and their carers.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

The Provider will work towards promoting equal opportunities for individuals with physical and learning disabilities, homeless people, older people and people with mental health issues and individuals with addiction problems. The Service is expected to prioritise and target people for whom the use of legislation is being considered or is in place, as a framework of support for them.

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

The Provider will promote advocacy as a service for 'hard to reach' groups, e.g. racial minorities, homeless people, Gypsy/Travellers, substance misusers etc.;

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Asylum seekers as a group are not currently mentioned un current specification.

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

The Service will be made available equitably across Inverclyde, including; Carers of an Individual who are resident within Inverclyde. Carers of Individuals can seek advocacy support for their own needs, but it must be provided independently of that of the Individual. It should be noted that the Provider must ensure that such advocacy support does not encroach on the rights of the Individual nor should it on any account jeopardise the confidentiality of any dealings with an Individual;

Inverclyde also has a very active Carers' Centre that provides support and collective advocacy to carers.

## Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

The Learning Disability service commissioned additional collective advocacy from TAG (The Advisory Group Inverclyde) to engage adults with learning disability in consultations around the redesign of services and the LD Hub project that is ongoing.



## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

Advocacy service is available to individuals who are in receipt of prison healthcare services.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

HMP Gateside Greenock prisoners in receipt of Prison Health care will be able to use the independent advocacy service based in the prison. The Provider will support Individuals to express their views in relation to the care they are receiving, and to discuss options available in respect of their treatment and care. This may be in respect of services inside the prison and all aspects of service delivery from Prison Healthcare, GG&C NHS Health Board.

In providing an Advocacy service within a Prison setting, providers must be aware of the safety/security constraints which they will be required to follow in providing a Service. The Provider shall be required to develop a protocol in this respect in conjunction with Prison Healthcare, GG&C NHS Health Board.

Access to the Service within Gateside Prison will be assisted via the Prison Healthcare Mental Health Team. The population within Gateside, Greenock can vary but averages around 250 individuals.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

---

Access to Advocacy services can come from either services local to the placement or from the person's own Health board area depending on the location and whether it is reasonable for our own commissioned service to travel to a private placement.  
The Learning Disability service currently has no patients, 0 adults, placed in private healthcare facilities out with the GG&C health board area.

## Monitoring and review arrangements

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

- The provision of advocacy seeks to ensure the ability of an Individual to have an equal voice in consideration of response to their needs.
- The Service will work towards promoting equal opportunities for individuals with physical and learning disabilities, homeless people, older people and people with mental health issues and individuals with addiction problems.
- Provide access to the Service to all Individuals within Inverclyde, who are aged 16 or over, regardless of gender, disability, sexual orientation, ethnic origin, faith/religion, or social background;
- Match Individuals and advocates appropriate to each situation's needs, seeking specialist support where indicated and ensuring the Individual's comfort at all times;
- Support an Individual who, because of incapacity or communication difficulties, may not be able to express their needs or views;
- Guide an Individual towards self-advocacy and avoid creation of dependency;
- Help the Individual to access and understand information relevant to them and make appropriate choices or decisions which give them fuller control of their lives;
- Develop links with service providers, professionals and relevant support organisations to ensure clear understanding of the role of advocacy;
- Promote advocacy as a service for 'hard to reach' groups, e.g. racial minorities, homeless people, Gypsy/Travellers, substance misusers etc.;
- Provide advocacy for an Individual during the mental health tribunal process, helping clients prepare and accompanying them, as requested;
- Provide advocacy support at care review and other meetings, as requested;
- Assist Individuals in developing advance statements and person centred plans;
- Provide advocacy for Individuals challenging their level of security.

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

The Provider shall produce monthly performance summaries which will capture both quantitative and qualitative information, including, the following:

- Individual client throughput (numbers of new, continuing and discharged Individuals);
- Source of Individual (self-referral or where signposted from);
- Length of time between contact or referral and advocate matching;
- Duration of advocate involvement with Individual;
- Service area or issue dealt with;
- Individual group information (age, gender, ethnicity, geographical location);
- Individual satisfaction and outcomes;
- Changing demands and trends.

---

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

66 people accessed the service in the month of August 2022. The cumulative total for the year 21/22 so far is 287.

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

No people currently on waiting list.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

**Within MHO services we have never had any difficulty accessing Advocacy for people subject to compulsory measures.**

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Monthly qualitative monitoring information includes caste study. Contract Monitoring includes feedback survey from individuals accessing service.

**28 How do you monitor complaints about advocacy services?**

- Annual monitoring data from providers
- No monitoring
- Other (please specify)

Provider is contractually obliged to submit quarterly complaints return.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

At every Adult Protection meeting or AWI conference, we do ask the person if they have Advocacy, and also bring that question up with any carers.

We have had particular meetings about service reviews or SAERs, such as the long-running investigation into person who practiced in Inverclyde as a psychiatrist without qualification where we have special meetings with Advocacy and encourage people affected to contact them for support.

Every MHO advises service users and their carers about the availability of Advocacy and assists them to access this if required.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

- Yes
- No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

It is an outcome of the service to promote advocacy to hard to reach groups.

**32 How do you measure this?**

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

The Programme Board for the new Learning Disability Hub has noted that as the development is running behind schedule, the collective advocacy input from TAG which finishes at the end of this year may need to be renewed, to ensure there is no gap. A communication and engagement group for the Hub project has been set up and will continue to run.

---

**36** Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?

Yes

No

Other (please specify)

**37** **Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

As with Adult services this depends on the geographical location and the particular circumstances of each case.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Provider is required through the contract to ensure that:

'Independent children's advocacy follows an Outcome model using an outcome approach based on the Getting it Right for Every Child well-being indicators'.

The provider asks each child or young person to chose and agree up to 4 options from the following National Indicators:

Safe	<ul style="list-style-type: none"> <li>• Feel safer</li> <li>• Feel more secure</li> <li>• Free from bullying</li> <li>• Reduction in level of risk/harm</li> <li>• Able to report safety concerns/complaints.</li> <li>• Not exposed to domestic abuse/violence.</li> </ul>
Healthy	<ul style="list-style-type: none"> <li>• Received necessary health care.</li> </ul>
Achieving Nurtured	<ul style="list-style-type: none"> <li>• Learn advocacy and associated skills.</li> <li>• Improved self-esteem.</li> </ul>
Active	<ul style="list-style-type: none"> <li>• Improved communication skills.</li> </ul>
Respected	<ul style="list-style-type: none"> <li>• Contribute to planning and decision making.</li> <li>• Views and opinions voiced and acted upon.</li> </ul>
Responsible	<ul style="list-style-type: none"> <li>• Increased awareness of rights.</li> </ul>
Included	<ul style="list-style-type: none"> <li>• Access to information on health, rights or support needs.</li> </ul>



Outcomes for Young People should include;

- To feel supported to ensure they are heard
- To be empowered
- To realise contributing to meetings is important
- To feel supported through the process
- To not feel lost in the process
- To build self confidence
- To remind people children & young people's views are important

Specific outcomes shall be agreed and assessed at agreed intervals by the Council, at the Council's sole discretion, throughout the delivery of the Service to the child or young person.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

The provider collates and sends a quarterly report including statistics, data and common themes raised by children to the HSCP for the purpose of continuously improving children's services.

Contract Monitoring also takes place on a regular basis carried out by the Strategic Commissioning Team (Inverclyde HSCP) and includes feedback surveys from Services Users on the support they receive.

6 Monthly Governance meetings involving the Commissioning Service and Provider take place where any issues or developments can be discussed.

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

Feedback Questionnaires are used during Contract Monitoring to gauge the views of Children and Young People who use this service.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

- Annual monitoring data from providers
- No monitoring
- Other (please specify)

Provider is contractually obliged to submit quarterly complaints return.

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

**12 Have there been any specific actions to promote the use of advocacy among staff?**

- Yes
- No

**Please provide any further details below.**

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

- Yes
- No
- Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Circles Network 21 Grey Pl, Greenock PA15 1YF	Barnardos Terrace Road Greenock PA15 1DJ			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
<b>6</b>	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>7</b>	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>8</b>	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>9</b>	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>10</b>	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>11</b>	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>Approx. £108,000</b>	<b>Approx. £157,250</b>			
	Details total budget information split into the following categories (if possible):		N/A			
	People with mental health problems	unknown	N/A			
	People with learning disability	unknown	N/A			
	People with dementia	unknown	N/A			
	People with autistic spectrum disorder	unknown	N/A			
	Mental disordered offenders	unknown	N/A			
	Homeless people with mental illness, learning disability, dementia	unknown	N/A			
	Asylum seekers with mental illness, learning disability, dementia	unknown	N/A			
	Carers of people with mental illness, learning disability, dementia	unknown	N/A			
	Children & young people with a mental health problem	N/A	Unknown			
	Children & young people with a learning disability	N/A	Unknown			
	Children & Young people with ASD or ADHD	N/A	Unknown			

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions		Unknown			
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions		Unknown			
	Young asylum seekers with mental illness, learning disability, dementia		Unknown			
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input checked="" type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input checked="" type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>					

<b>Organisation:</b>	<b>West Dunbartonshire HSCP</b>
Job Title:	Head of Mental Health, Learning Disability and Addictions
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	West Dunbartonshire HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

Advocacy strategic planning is progressed via Greater Glasgow and Clyde NHS Board wide with all 6 HSCPs working together. West Dunbartonshire HSCP have commissioned advocacy services based on this plan. Work is to be undertaken to develop a new strategy for 2023

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

N/a

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

The plan was developed by undertaking stakeholder survey, ensuring feedback on current provision and and highlighting any barriers to provision. It ensured that any gaps of service were addressed.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

Feedback was obtained on current service and barriers/gaps to provision via service user and carers focus groups.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

There is a strategic plan already in place and commissioned services within West Dunbartonshire HSCP.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

N/a

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

Those subject to MH legislation and Adult with Incapacity.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Anyone who has mental health difficulties, learning disability or dementia can be referred to advocacy in West Dunbartonshire

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

No specific commissioned advocacy service within HSCP

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Lomond and Argyll Advocacy Services provide this support for carers, as too do Carers of West Dunbartonshire. Our broader provision is therefore available to carers.

## Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

Although not increased for three distinct groups, we have developed a dedicated substance use rights based advocacy service to support the implementation of the MAT Standards. Advocacy staff are trained in accredited human rights based advocacy qualifications equivalent to HNC level of SVQ3 Health and Social Care. This qualification has been devised and developed by people with lived experience. This has been funded primarily via Corra however the HSCP contribute.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

N/a

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

Prison Health care staff during interventions with prisoners advise of the service and signpost.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**



## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

Accessibility of service  
Number of referrals received,  
Referral management (including waiting list)  
Service User Feedback,  
Stakeholder Feedback and Complaints

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Quarterly data provided and meeting to discuss  
Annual report with fuller details

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Please see attached.

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

No unmet needs identified by provider, however there can be a small waiting list. The service has just employed a further three staff members who should be able to progress this list.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

Those subject to MH legislation and Adult with Incapacity are prioritised.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

West Dunbartonshire HSCP are currently working with the advocacy provider to develop an agreed process of service user feedback and this will be part of the contract monitoring.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

With the new contract which is currently in discussion, we will be developing communication to staff and service users. Staff will also engage with the advocacy service to ensure that it is always considered.

All people referred to Mental Health Services receive an information leaflet that contains advocacy service information. All people subject to statutory measures are routinely referred to local advocacy service by the Mental Health Officer Team

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

The service is generic for adults, so anyone is able to access this service. We will ensure that future communication considers how best to ensure that equality groups included.

**32 How do you measure this?**

This will be included within the quarterly meetings agenda and that support and supervision is provided to this service. Also the meetings will ensure that key performance data is presented specifically in relation to equality groups.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

We are in the process of renewing our Strategic Plan and with a strategic needs assessment which will help inform future plans around projected need.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

No current gaps identified in provision.

---

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

We are currently reviewing our Adult Support and Protection work and part of this is around ensuring advocacy involvement where appropriate. This will help us to target staff to ensure their awareness of advocacy services.

We will also be setting up awareness sessions for staff within HSCP community and inpatients, and with service users and carers.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

N/a

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

N/a

---

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

N/a

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

N/a

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

N/a

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

N/a

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

N/a

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**



---

**15 If No, how do you plan to address any unmet need here?**

This will be considered under the new strategic plan when it is being developed but not at present. Additional resource can be procured where appropriate.

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

Partners in Advocacy also provide support

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Lomond and Argyll Advocacy Service, 155 Glasgow Rd, Dumbarton G82 1RH	Who Cares? Scotland 40 Wellington Rd, Glasgow G2 6HJ			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  16 years +	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

	Children & young people with a learning disability	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	16 years + <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>					
	Details total budget information split into the following categories (if possible):	Unable to split £190,177	Unable to split £37,852			
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input checked="" type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	Coordinator 1.31 WTE and 1.65 WTE.				



<b>Organisation:</b>	<b>Renfrewshire HSCP</b>
Job Title:	Head of Strategic Planning and Health Improvement
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	RHSCP and Renfrewshire Council

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

Advocacy strategic planning has been undertaken at a collegiate NHS board level by the six HSCPs locally.

HSCPs have commissioned advocacy services on an HSCP basis. Future Advocacy Strategy Planning will be subject to a decision by HSCPs on an agreed approach for 2023.

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

Please see attached alongside this submission.

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Please see attached NHSGGC Joint Advocacy Strategy 2018 – 2022 which is currently being refreshed on a pan-GGC basis. Future Advocacy Strategy Planning will be subject to a decision by HSCPs on an agreed approach for 2023.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

N/A - undertaken on pan-GGC basis.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

N/A - undertaken on pan-GGC basis

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

Additional response – unknown whether an EQIA was completed.

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No – these services are already covered by existing advocacy commissioned services.

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

Commissioned services are in place and a strategic plan already exists.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Please see [Renfrewshire HSCP Shaping Our Future Strategic Plan 2022-2025](#) - Renfrewshire IJB approved its Strategic Plan for 2022-25 in March 2022. This Plan sets out five key themes and supporting strategic objectives to ensure people are supported within their community and empowered to shape the care and support that they access. Whilst the Plan is focused on themes and is not Care Group specific there are a range of actions in relation to the development of mental health, dementia and learning disability services identified. These do not however, set out the breadth of work being taken forward with partners in these areas.

The Strategic Plan is supported by a Strategic Delivery Plan which sets out how the HSCP will progress each of the strategic objectives in Year 1 of the Plan and is further reinforced by Action plans for each of the HSCPs Care Planning Groups. Enabling access to independent advocacy, where this is required, will be a key enabler of the HSCPs approach to taking forward related actions.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If yes, please provide details**

Yes – we have included a ranked order of prioritisation or both referrals and issue types in our contract specification

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

No – work continues until the issue requiring advocacy is resolved or is concluded

14

Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

15

Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

### Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent-advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## Prisons and advocacy services

18 Do you have any prisons in your HSCP area?

- Yes  
 No

19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?

- Yes  
 No

If Yes, please provide details

n/a

20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)

n/a

## NHS patients placed in private healthcare facilities out with home health board area

21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?

- From a local service where they are receiving care  
 From home health board / local authority  
 Don't know

Any further details

HSCP would work with host authority to ensure advocacy available.

## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

There are a range of outcomes specified in our contract specifications. These are monitored through the receiving of ¼ management reports of KPIs as well as in person contract meetings and contract monitoring visits

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

As above

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

Yes, this is required by our specification

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

The provider is required to undertake this task and share outcomes of engagement and any associated development plans with us

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Through the measures described at Q 22

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

This is a contractual requirement of the provider though our own staff are aware of the situations where we require to have advocacy involved.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No



**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Through reporting

**32 How do you measure this?**

Providers are responsible for undertaking measurement.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

As part of work with partners to develop an updated NHSGGC Independent Advocacy Strategy, a review of current and future demographics and needs will be undertaken and will inform the identification of actions required to meet projected demand.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Please see Q33 response - it is envisaged that this information will be required as part of the NHSGGC Joint Advocacy Strategy development process.

---

**36** Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?

Yes

No

Other (please specify)

This will be confirmed as part of action planning to support the new NHSGGC Joint Advocacy Strategy

**37** **Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

n/a

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

n/a

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

### Any further details

Renfrewshire is committed to supporting all our children to live with their family where it is safe to do so. Some children do require to be cared for in other settings where their needs have been assessed as requiring this. As of 15 September 2022 less than five children with a mental illness, learning disability or related condition are in a placement outwith Renfrewshire. All of the children have access to independent advocacy provided by Who Cares? Scotland.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Renfrewshire doesn't commission independent advocacy for children and young people with mental illness. All children and young people who are accommodated by the local authority have access to independent advocacy from Who Cares? Scotland.

The outcomes from the commissioned service with Who Cares? Scotland include:

- ensuring that the voice of the child is clear and represented by an independent adult who's only role is to speak the child's view; and
- ensuring that the child's voice is heard at all meetings and forums where decisions are being made in relation to the child.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

Senior officers monitor the service provided by Who Cares? Scotland via a regular quarterly meeting.

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

At the quarterly meeting Who Cares? Scotland provides information on the issues being faced by the children and young people. This includes information on the number of children with mental illness, learning disability or related condition. Who Cares? Scotland also provide information on how the advocacy for the child or young person has influenced the plan for the child.

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

All children and young people who are accommodated are supported to provide feedback on their experience of their care and satisfaction on advocacy services. Who Cares? Scotland also encourage the children and young people to provide feedback on the service to influence and ensure improvement and development.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

All children who are accommodated by the local authority have access to advocacy from Who Cares? Scotland. When a child or young person is accommodated, they receive information on the advocacy service. In addition, staff from Who Cares? Scotland actively contact the child or young person to introduce the service.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

All social work staff are aware of the Who Cares? Scotland service and are required to share information with the child or young person.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

Renfrewshire's approach to planning for children includes conducting a needs assessment across the population. We do not break down the planning to the level of an advocacy planning group. All of the sub-groups which contribute to the planning consider how children's voices are heard and promoted.

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

The presentation of children and young people with mental health, learning disabilities and related conditions is part of the needs assessment.

---

**15 If No, how do you plan to address any unmet need here?**

n/a

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

n/a

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Who Cares? Scotland	You First advocacy	Renfrewshire Carers Centre		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	The service provided by Who Cares? Scotland is for children and young people who are looked after.				
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>20</b>	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>21</b>	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>					
	Details total budget information split into the following categories (if possible):		£171,753 per annum			
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail)  Ongoing rolling contract.	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail)  3 year contract with the option to extend for up to a further 12 months	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24		1.8 fte				

How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>					
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<b>Organisation:</b>	<b>Argyll &amp; Bute health and Social</b>
Job Title:	Head of Acute & Complex Care
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	Argyll & Bute HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

Argyll & Bute Integration Joint Board is the commissioning body for advocacy and this is reflected in the Joint Commissioning Strategy and Joint Strategic Plan

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**



**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Advocacy is considered to be a central pillar in the provision of service and is specified in the recently published Joint Strategic Plan and Joint Commissioning Strategy. It is noted on what we have done so far in terms of the previous review and in the priorities going forward. (p3, 40, 41, 72,). The commissioning Strategy particularly notes intention for advocacy in relation to learning disability (p55), children and young people (p61), mental health, (p63).

[Argyll And Bute - Joint Strategic Plan - 15-06-2022.pdf \(scot.nhs.uk\)](#)

[Joint Strategic Commissioning Strategy 2022/2025 \(argyll-bute.gov.uk\)](#)

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

The ongoing relationship in terms of service provision and commissioning is through the contract management process and market facilitation. The advocacy service is also an active partner in other strategic development such as Suicide Prevention and participated in the development of strategic planning.

We met specifically as part of the response to review the need locally for an independent advocacy strategy beyond the strategic plan and this is now part of an ongoing discussion.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

Strategies in Mental, Learning Disability and Autism and in review of Children's services are currently developed and monitored through our transformation board with approval of the Strategic Planning Group. The overarching strategy references national guidance.

Each plan requires to have an engagement specification and communications plan relevant to working with those who use services and other stakeholders in the delivery of services. This activity is in the planning stages for these identified areas of work.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

An EQIA is available for the overarching Strategy and commissioning plan alongside the Joint Strategic Needs Assessment.

[Equality Impact Assessment - JSCS A3.pdf \(argyll-bute.gov.uk\)](#)

[EIA form - JSP final.pdf \(argyll-bute.gov.uk\)](#)

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

The survey notes the currently commissioned services and the commissioning intention within the Joint commissioning strategy.

Under the transformation programme we are developing strategies in Dementia, Mental Health, Learning Disability and Autism. Any subsequent actions will be configured as part of this process.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

We are currently developing strategic approaches locally on Dementia, Mental Health, Learning Disability and Autism services which we seek to be in line with refresh of national guidance. As noted advocacy will be a central tenet to the delivery of services in line with the duty.

## Current Commissioned Services

12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?

Yes

No

If Yes, please provide details

**Yes, extract from the contract:**

The Provider will provide an Independent Advocacy Service (the Service) to Adults and Older People resident in the Argyll and Bute local authority area. The Service will *primarily* be available to people who have a statutory entitlement to advocacy.

The Services will be provided to adults over 16 years of age under the following legislation:

- The Mental Health (Care and Treatment) (Scotland) Act 2003
- The Adults with Incapacity (Scotland) Act 2000
- The Adult Support and Protection Act 2007
- Social Work (Scotland) Act 1968

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

**14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

The Provider will make the Service available to those who are over 16 years of age and have any of the following:

- learning disability
- mental health problem
- autism spectrum disorder
- an acquired brain injury
- dementia
- Are vulnerable adults deemed at risk of harm

AND

- Have a specific issue/s affecting their life and circumstances requiring health, social care or legal interventions in relation to health and social care AND
- Whose professional independent advocacy needs come within the scope of the relevant legislation as outlined above OR
- Whose advocacy needs have been identified by a relevant health or social care professional that has made a referral to the service for issue-specific and short-term advocacy?

In exceptional circumstances and where no other types of support to enable a service user to engage with statutory services exists (such as in particularly rural and remote areas) this service may be utilised for issue-specific advocacy.

**15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Catch all clause that may apply to Asylum Seekers:  
 In exceptional circumstances and where no other types of support to enable a service user to engage with statutory services exists (such as in particularly rural and remote areas) this service may be utilised for issue-specific advocacy.

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Advocacy services will work with carers but prioritise through with an identified priority 1 need. This can be challenging as the cumulative needs of a carer can be equally distressing.  
 Informal advocacy is available through carer's service commissioned activity in the first instance.

**Commissioning budget**

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

- Yes
- No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Uplift to budget in 2022/23 to account for inflationary factors. No impact on service.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

Contracted provider travels out of area where possible.

## Monitoring and review arrangements

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

The service will, as a minimum standard, be delivered in accordance with the Principles and Standards published in 2008 by the SIAA.

The Service will meet the following specific requirements:

- i) Provision of a short-term, time limited professional independent advocacy provided by paid or volunteer advocates who work with a caseload of clients on particular issues for a few weeks or months.
- ii) **The Provider will ensure appropriate and sufficient level of skills and knowledge in the services for the people eligible for the service.**
- iii) **The Provider will develop appropriate management and delivery mechanisms to meet the requirements as set out in this service specification.**
- iv) The Provider will maintain accurate and current details of the Service User's case and all associated documentation, including a case management record for each Service User
- v) The Provider shall ensure appropriate means of communication to individuals with a wide range of needs, including but not limited to:
  - people with profound and complex learning disabilities, mental health problems or incapacity
  - people from ethnic or cultural minority groups
  - people who have other communications issues to be addressed in the course of the provision of professional independent advocacy services

Key Aims of the service are as follows:

- i) To develop, manage and deliver a professional independent advocacy service which meets the requirements of this specification
- ii) To provide a professional independent advocacy service for those individuals affected by the Adults with Incapacity (Scotland) Act 2000
- iii) To provide a professional independent advocacy service for those individuals who may be deemed at risk of harm (or) in terms of the Adult Support and Protection (Scotland) Act 2007
- iv) To comply with the responsibilities detailed in section 259 of the Mental Health (Care and Treatment) (Scotland) Act 2003
- v) To comply with all other relevant legislation that is in place during the course of the contract.

- vi) To provide a service that is flexible and responsive
- vii) To provide a service that is accessible to adults across the Argyll and Bute area
- viii) To ensure that all staff maintain acceptable standards of skills and qualifications
- ix) To meet the outputs and outcomes noted at 4.4 and 4.5 below.

The key outputs expected from the service are:

- i) Professional independent advocacy services for eligible persons to ensure that their rights are protected under the relevant legislation outlined above
- ii) Support for the Service User to ensure that his/her rights are respected and his/her needs and wishes are taken into account when decisions about them or their circumstances are being made in relation to health, social care or legal interventions in relation to health or social care services
- iii) Speaking on behalf of Service Users when they are unable to do so for themselves in respect of specific issues that fall within the scope of the relevant legislation outlined above, including representation at Mental Health Tribunals/children's hearings and court
- iv) Providing relevant information to Service Users and their carers about the Service Users' rights, legal or professional processes which impact on Service Users and their lives and about professional independent advocacy services
- v) Speedy and flexible responses in meeting Service Users' needs
- vi) Obtain feedback from adults/children and young people about their overall experience with the advocacy service and the adult support and protection process/child protection process/mental health/other.

Anticipated outcomes for people using this service will include:

- i) People who are vulnerable and discriminated against, or who find it difficult to access services that they need, having their rights to services protected
- ii) Empowerment for people who need a stronger voice by enabling them to express their own needs and make their own decisions when dealing with health, social care or legal interventions in relation to health or social care services
- iii) People gaining access to information and understanding their options in relation to services, and making their views and wishes known
- iv) People having an advocate speaking on their behalf when they are unable to do so for themselves



**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Reporting info and CSM meetings:

- The numbers of requests for advocacy that are rejected on the grounds of eligibility and the signposting advice provided, if any.
- The number of advocacy referrals accepted during the reporting period, the source of the referral, the presenting issue and the Act to which the referral relates (if applicable).
- The number of advocacy referrals accepted during the reporting period that do not relate to the legislation detailed at 3.2, the source of the referral and the presenting issue.
- Age, gender, ethnicity and geographical location of the service user
- Number of active cases during the period
- Number of discharged cases in the period
- The timescale between referral and first meeting with the service user and an explanation where this timescale exceeds the required 10 day or 48 hour period in line with clause 5.4. of this specification above.
- Provider representation at key meetings, for example Adult Protection committee; Mental Health forum and any other meeting relevant to their role to which they have been invited.
- Details of formal and informal promotional activity for each locality e.g. visits and communication.
- Any complaints received during the reporting period
- Service user feedback gathered as per requirement at 4.4. vi.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Lomond & Argyll Advocacy Service (LAAS)– 175 active cases as at June 2022 (84 new referrals in the quarter April to June 2022)

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

Provider uses a tool for allocating cases to workers, this tracks how long individuals are waiting. Currently 9 cases unallocated, 3 of those have been waiting 4-6 weeks (not priority cases). The remainder are less than 4 weeks.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

**The contract generally asks urgent cases to be prioritised, as follows:**

People referred and eligible for professional independent advocacy services under the Acts above should be seen within 10 working days of a referral unless urgent action is requested by the referrer because of the particular circumstances of the adult (in terms of removing a person from risk.) Where urgent action is requested the provider will endeavour to see the individual will be seen within 3 working days.

If the time factor for action is crucial, a person referred for action under the Adult Support Act may take precedence over a person referred for action under the Mental Health Act.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

The provider carries out a satisfaction survey 6 monthly.  
Social Work Professionals are also surveyed as part of contract monitoring.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Quarterly monitoring data from provider

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

LAAS use their Website, social media platforms including Twitter and Facebook. We also ensure leaflets and posters are available in a range of primary locations. GP surgery, Social Work, Housing, CAB offices, TSI, Colleges, Hospitals, Police stations, Library and Community Centre are some of the locations. We provide a range of talks to different community and groups and services. We use stands, banners T-shirts and leave promotional materials such as magnets after talks. We attend a number of Forums as requested or felt particularly beneficial to our client groups.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

LAAS offer talks and presentations across the HSCP to a range of groups. Care homes, Resource Centres, Social Work and Ward staff in local hospitals. We have delivered many talks over the years of operations and more recently we have invited a range of services to join us to learn about new project work over a digital platform. We are members of committees such as MHPG, ASAP, and SPAG and local community forum Groups. Pre covid we offered talks to all new medical students.

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

We encourage anyone who meets our core criteria to have access. We use social media, photos and tag ourselves to awareness raising days to different groups of people to promote we are available to all communities and community groups meeting our criteria. We ensure we attend a range of other meetings and work with stakeholders and partners across a wide spectrum. We access learning on a range of equality issues and ensure our staff have a sound knowledge on diversity.

**32 How do you measure this?**

We gather information at the point of referral. This is information appropriate to carry out our role.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

This is currently being scoped to inform tailored strategic planning as previously noted.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Feedback from the service noted carers as having a particular need.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

Not at present but this is likely from further strategic work.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Budget has increased to account for inflationary factors. No impact on services other than sustainability.

## NHS patients placed in healthcare facilities out with home health board area

5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

Services will work out of area for continuity where possible.

## Monitoring and review arrangements

This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.

6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?

- 1.1. This service will be provided in line with the Scottish Independent Advocacy Alliance's Principles and Standards for Independent Advocacy including any updated versions that may be published from time to time. Available at: [http://www.siaa.org.uk/wp-content/uploads/2013/11/siaa\\_principles\\_and\\_standards\\_2010.pdf](http://www.siaa.org.uk/wp-content/uploads/2013/11/siaa_principles_and_standards_2010.pdf)
- 1.2. The principles set out in the GIRFEC process seek to ensure that all children who require support receive this support at the right time by the right person and that their rights to a service are upheld and of paramount concern to those agencies delivering the desired help required. This service will consider children and young people who are involved in Argyll and Bute Council's Child Protection procedures and who are subsequently placed on the Child Protection register.
- 1.3. The Service shall be designed to meet the needs of the Children/Young People as specified within the Agreement reached between, the Provider and the Children/Young People their Representative and, or the Families/Carers, if appropriate.
- 1.4. **Children and Young People will:**
  - i) Feel they have their wishes, views, values and preferences taken into account within any decision making processes
  - ii) Have their human, legal and other rights safeguarded, and others, involved in the care and support of such Children/Young People will be aware of the centrality of such rights

- iii) The service Provider shall develop a framework where user feedback can be utilised as a means of improving quality of service. This would be fed back on a quarterly basis at a business meeting to coordinate children/young people's experiences and to create opportunities to resolve issues early where problems arise. Monthly statistical analysis shall be provided by the service operator to demonstrate level of activity of the provision.
- iv) Feel enabled to make informed choices and decisions and will have access to appropriate and accessible information.

**1.5. The Provider will:**

- i) Deliver Advocacy, services in appropriate locations throughout the Council area.
- ii) Ensure that any issues of relevance to the Children/Young People using the service are addressed.
- iii) Work in partnership with the Council to set appropriate targets for minimum numbers of advocacy interventions each year.
- iv) Ensure that an accessible written Agreement will be reached with the Children/Young People being supported or their representative, where appropriate, so that it is clear what they are working towards.
- v) Ensure that an exit questionnaire is completed by the Children/Young People using the service or their representative, where appropriate, to evidence their experience of receiving a service.
- vi) Provide support on a flexible basis so that it fits with the wishes of the Children/Young People being supported
- vii) Attend appropriate planning and other forums.
- viii) Devise and deliver presentations promoting advocacy to external agencies.
- ix) Develop appropriate and accessible information systems to assist Children/Young People using the service to consider options and to make informed choices/decisions.

**1.6. Measures** for monitoring the outcomes may include monitoring of feedback in relation to:

- i) Increased participation in decision making, in case conferences, reviews, planning meetings and policy making forums including advocacy, in terms of the Mental Health (Care and Treatment) (Scotland) Act 2003
- ii) Evidence of targets met in relation to types and frequency of Advocacy interventions.
- iii) Stakeholder feedback that evidences Children/Young People feel listened to and services are accessed and improved and that individuality is respected.
- iv) The issues raised and the outcomes met for Children/Young People.

- v) Stakeholder feedback which evidences improved understanding and awareness of rights amongst all Stakeholders
- vi) Service activity, the outcomes of Agreements as well as qualitative information on closed cases will be reported on as outlined within the monthly reporting framework.
- vii) An analysis of qualitative information should be contained within the Annual Report and a minimum sample of 25% of such agreements will be made available to the Council for the purpose of sampling.
- viii) Monitoring returns will evidence an increase in appropriate referrals, both from Children/Young People and external agencies as a result of such activity.
- ix) Evidence should be provided of an increased knowledge of Advocacy services amongst the general public.
- x) Stakeholder evaluation will evidence that Children/Young People using the Service feel supported to have increased understanding/knowledge of information that is necessary to make informed choices/decisions.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

The contract is managed in accordance with the Council's contract and supplier management procedure. This procedure takes steps to ensure that the services are delivered in line with the service level expectations of Quality/Service/Cost/Delivery.

The level of contract management required may vary depending on performance and risks identified during the contract term – the performance of the contract will be managed using the full balanced scorecard with periodic contract review meetings at least twice yearly (unless otherwise agreed).



**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Who Cares? Scotland Q1 April – June 2022  
54 young people engaged in service.

J Gawish - Q1 April – June 2022  
12 children/young people engaged in service

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

Provider Stakeholder evaluation to evidence that Children/Young People using the Service feel supported to have increased understanding/knowledge of information that is necessary to make informed choices/decisions.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Quarterly reports

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

Argyll and Bute Council commission advocacy services for children and young people whose names are on the Child Protection Register, and separately for children and young people who are care experienced and currently subject to statutory measures. Within those commissioned contracts advocacy is available for children and young people within the specified groups where they also meet the above criteria. We do not have more widely available advocacy for the specified groups within the wider population of children and young people.

Available Advocacy Services as noted above are made available to children and young people immediately at the point of eligibility.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

Staff are appraised of the rights of children and families at the point on intervention as part of their practice.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

As part of children's service planning

---

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

### Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Lomond & Argyll Advocacy Service	Jill Gawish	Who Cares Scotland		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)		Child protection			

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>£180880</b>	<b>£51398</b>	<b>£61773</b>		
	Details total budget information split into the following categories (if possible):					
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ..... Contract ending on 31 <sup>st</sup> March 2023, expected to be renewed for 2+ years.	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ..... Contract ending on 31 <sup>st</sup> March 2023, expected to be renewed for 2+ years.	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ..... Contract ending on 31 <sup>st</sup> March 2023, expected to be renewed for 2+ years.	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	<b>7 (doesn't include management or support staff)</b>	<b>1</b>	<b>2 (doesn't include management or support staff)</b>		

<b>Organisation:</b>	<b>NHS Highland</b>
Job Title:	Chief Officer, Health & Social Care Partnership
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**Advocacy Planning is carried out at Local Authority area**

**3 Is there an advocacy planning group covering your area?**

- Yes
- No We did have a group set up prior to the pandemic, but has not met since then

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes (attached) The plan runs up to 2021 – but due to the pandemic is still current and advocacy services will be renewed up to 2024
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

Details of stakeholder consultation are included on page 11 of the attached advocacy plan. Stakeholders included advocacy organisations and their service users; staff and commissioners and voluntary sector organisations that work closely with independent advocacy organisations.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

The various advocacy services were asked specifically to collect views and stories from service providers to contribute towards the development of the advocacy plan (see page 11 of the attached Advocacy Plan)

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes (attached)

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes (as part of the advocacy plan – page 16)

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

Priorities are given to groups of individuals that are defined within the Mental Health (Care and Treatment Act). We also have a specific independent advocacy service which gives priority to carers.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

Although advocacy services are encouraged to avoid dependency and ensure that they close cases as soon as reasonable

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Due to the nature of Highland and the area it covers it is more difficult to support specific, specialised services therefore our services are generic, but identify those individuals most in need which includes homeless people.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

As above. We don't commission specific advocacy services for asylum seekers, but our generic services are asked to recognise and prioritise the needs of specific vulnerable groups including those who are asylum seekers

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

We currently commission an independent advocacy service specifically for carers

### Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## Prisons and advocacy services

18 Do you have any prisons in your HSCP area?

Yes

No

19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?

Yes

No

If Yes, please provide details

Advocacy Highland currently provides services to those within the criminal justice system including those who are currently in Porterfield prison

20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)

Flyers, leaflets and posters are promoted within the prison. Prison staff are also aware of the service and will refer people to this.

## NHS patients placed in private healthcare facilities out with home health board area

21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?

From a local service where they are receiving care

From home health board / local authority

Don't know

Any further details

Can't seem to fill in the box below? – but basically if a patient is already receiving advocacy support prior to being moved out with the area, then the advocacy organisation have a responsibility to ensure that the individual is signposted to local services in the area.



## Monitoring and review arrangements

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

We monitor services quarterly and they are measured against the outcomes as detailed within their contracts. Primarily these will be about the process of ensuring coverage across Highland and to priority groups. We also ask the services to record the number of cases they see; geographical area; issue presenting with and length of time the case takes to resolve or to close. We also ask services to collect demographics on the population they serve so that we are able to understand whether the service is being accessed by different groups.

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

Each service has a quarterly monitoring meeting. Monitoring reports are required to be sent in a fortnight prior to the monitoring meeting and an agreed standard template is used to do this.

### 24 Do you get information from each organisation about the number of people accessing advocacy support?

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

-Advocacy Highland (Individual issue-based advocacy):  
Apr 21-Mar '22 - 781 referrals

-Partners in Advocacy Carers Advocacy (Individual issue-based carers advocacy):  
Jan-Mar 22 – 30 referrals. (reporting period shorter due to new contract start date)

-SPIRIT Collective Advocacy, 2 component services, HUG (Mental Health) and People First (Learning Disability).

HUG  
Apr 21-Mar 22 – 118 meetings held

People First  
Apr 21-Mar 22 - 35 meetings held

### 25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?

Yes

No

**If Yes, please provide the most up to date information available**

No.  
Any issues for individual advocacy around volume, sources of referrals and capacity are picked up through monitoring.  
Collective advocacy is encouraged to have as wide a reach as possible and this is picked up in monitoring.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

- Yes
- No

**If Yes, please provide details**

**Providers will ensure that where there is a specific timeframe and dates required, they will ensure that they are prioritised in order to ensure that the service user has representation where possible.**

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Services will routinely carry out evaluation for people using and accessing their services including a customer satisfaction type exercise when a case is closed.

**28 How do you monitor complaints about advocacy services?**

- Annual monitoring data from providers
- No monitoring
- Other (please specify)

This is a question that is included in the quarterly monitoring information

**How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

This is done in collaboration with the advocacy services. It is requirement of the contract that they promote the service, but we are able to support this by using things like our weekly comms update which goes out to all staff and discussions with identified groups or areas which are not as well represented as they might be

**30** Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?

Yes

No

**31** How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?

We ask for this information to be provided as part of the quarterly monitoring meetings

**32** How do you measure this?

As above

## Future plans

**33** Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?

Yes

No

**If Yes, please describe**

Discussions with service providers during monitoring meetings allow us to assess the need for services and whether any waiting lists etc are building up or any specific needs that we need to be aware of

**34** If No, how do you plan to address any unmet need in future?

**35** Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?

Yes

No

**If Yes, please describe**

See the attached advocacy plan (page 11)

---

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

No specific plans, but promotion of services is reviewed at monitoring meetings and where required we will support promotion of the services or targeted approaches to identified gaps in the service

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

In North Highland services are split around adult and child services, NHS Highland leading primarily on adults services and Highland Council on childrens services. We currently commission independent advocacy services to work with adults 18+.

Highland Council have separate arrangements for childrens services.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

Although we commission advocacy for all our CYP out with our area, we do not provide bespoke advocacy for those children or young people with a mental illness, learning disability or related condition.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

All individual child specific outcomes are detailed within our child's plan.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

The monitoring is undertaken as integral to our practice model arrangements.

---

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

The views of CYP are considered as integral to our child's planning processes.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**



---

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Advocacy Highland	Partners in Advocacy	SPIRIT		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>					
	Details total budget information split into the following categories (if possible):	£300,000 (no split possible)	£132,873	£120,00(no split possible)		
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia		£132,873			
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ...3 + 2 years extension.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ...3 + 2 years extension.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) .....3 + 2 years extension.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy	<b>11 posts</b>	<b>4.2 fte</b>	<b>3 fte</b>		



Officers are supported by this funding in your area? <b>(NEW question)</b>					
---	--	--	--	--	--

<b>Organisation:</b>	<b>North Lanarkshire HSCP</b>
Job Title:	Senior Manager – Quality Assurance and Commissioning
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	North Lanarkshire HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**NHS Lanarkshire and both North and South HSCP's are involved in the advocacy planning process.**

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

[https://www.southlanarkshire.gov.uk/downloads/download/905/lanarkshire\\_advocacy\\_plan\\_2020-2025](https://www.southlanarkshire.gov.uk/downloads/download/905/lanarkshire_advocacy_plan_2020-2025)

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

A snap survey for both North and South Lanarkshire HSCP was developed Autumn 2020, one for advocacy providers, one for advocacy partners (service users) one for HSCP staff.

This consultation exercise was undertaken as part of the development of the Advocacy Plan, across both North and South HSCPs, with staff, advocacy partners, and advocacy service users. Across both Partnerships there were 60 responses to the staff survey, 40 responses to the Partner (service users) survey, and 19 responses from advocacy workers.

Meetings with advocacy providers to discuss and draft plan sent out for comment. Plan adapted to incorporate comments made.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

As above and in conjunction with advocacy providers.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

Not necessary as the plan is a continuum of former plans. There has been no requirement to undertake an Equality Impact Assessment as the plan does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy.

## Action Plan

- 9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?



Advocacy Action Plan  
2020 2025.docx

- 10 If No, is an action plan in the process of being developed?

Yes

No

If Yes, please provide details of when the action plan will be completed

If No please can you kindly advise why this is not being developed?

- 11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans

N/A

## Current Commissioned Services

- 12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?

Yes

No

If Yes, please provide details

All of the commissioned advocacy organisations must prioritise legislative focused referrals as part of the statutory duty to provide advocacy. Funding is not wholly contingent on legislative based work which generally is less than 30% of all advocacy interventions.

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x Specific homeless advocacy service (s) commissioned	x <input type="checkbox"/>	x <input type="checkbox"/>	x <input type="checkbox"/>

Please provide details

NLC HSCP fund Shelter who deliver a bespoke homeless advocacy service in North Lanarkshire. They provide third party advice services to core advocacy services, and also provide one to one advocacy for people facing complex housing issues.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
X Generic service open to asylum seekers with condition – no specific agreement relating to this	x <input type="checkbox"/>	x <input type="checkbox"/>	x <input type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Advocacy services are expected to provide a service to all people who reside within North Lanarkshire Council. The HSCP will consider spot purchasing provision if there is increased referral activity that impacts upon the core service.

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	x <input type="checkbox"/>	x <input type="checkbox"/>	x <input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

North Lanarkshire Carers Together were commissioned to provide advocacy for carers in North Lanarkshire.

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

Additional funding was made available to support older adult's advocacy when referrals increased during the pandemic.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

Advocacy services for adults have a locus within Shotts Prison where necessary. The service manager is part of a group that supports people in Shotts Prison.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

Through NHS staff and promotional material within the prison.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

## Monitoring and review arrangements

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

Service outcomes are contained within the commissioned service specification. Regular contract monitoring meetings are held and quarterly returns are submitted by advocacy providers. Contracts stipulate that advocacy providers should aspire to meet outcomes determined by those that they support.

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

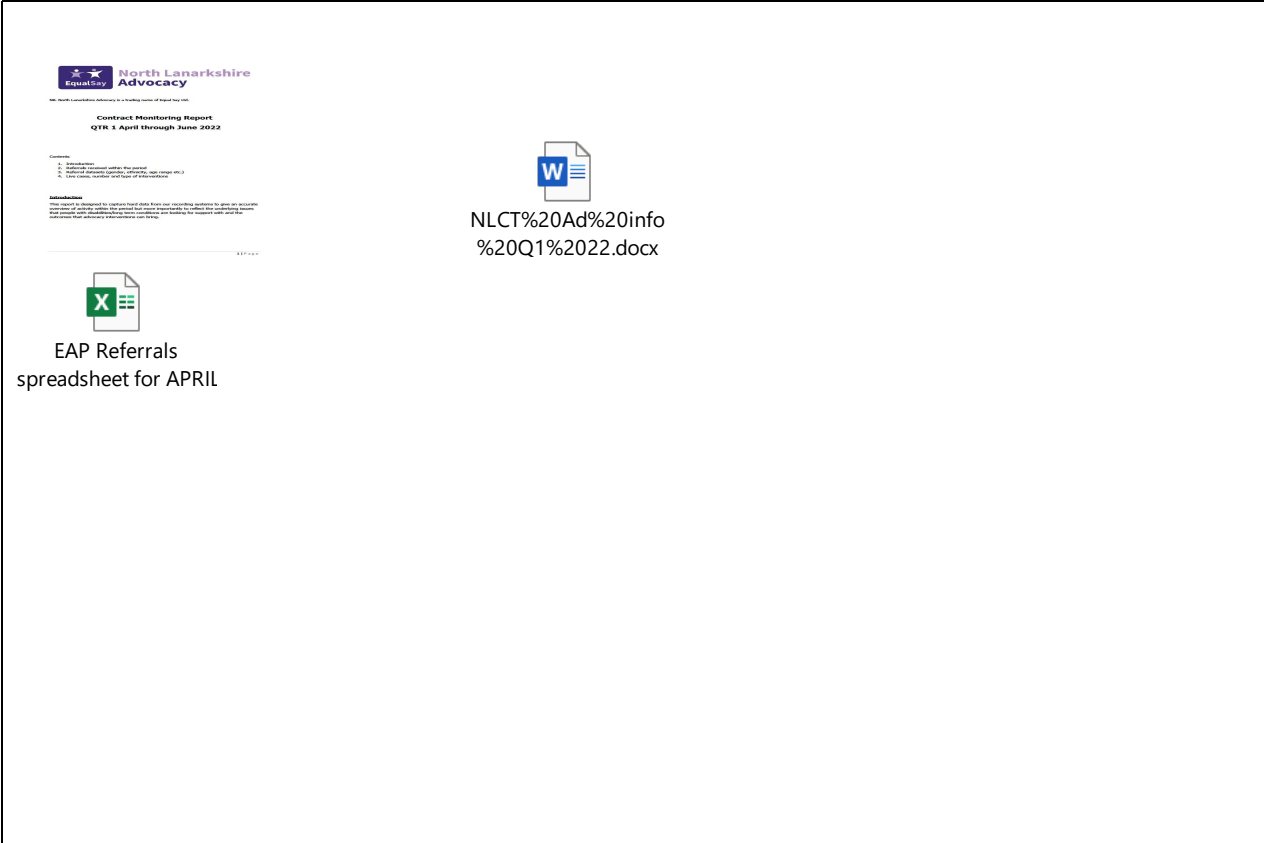
As above – via quarterly reports, returns and monitoring meetings.

### 24 Do you get information from each organisation about the number of people accessing advocacy support?

Yes

No

If Yes, please provide the most up to date information provided by each organisation



The screenshot shows two documents. On the left is a PDF document titled "North Lanarkshire Equality Advocacy Contract Monitoring Report QTR 1 April through June 2022". It includes a table of contents and an introduction. On the right is a Word document icon with the filename "NLCT%20Ad%20info%20Q1%202022.docx". Below these is an Excel spreadsheet icon with the filename "EAP Referrals spreadsheet for APRIL".



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**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

Within reports

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

Priority of advocacy provision for those subject to legislative measures is expected and is contained within the contractual service specification.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Advocacy services are required to seek feedback from people once the advocacy intervention has been completed.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Complaints are also discussed at routine meetings – complaints of a serious nature would be communicated/discussed as they arise

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

---

Through HSCP website and when permissible, use of promotional material in public places.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Through wider promotion and monitoring of impact/reach is reported through monitoring returns.

**32 How do you measure this?**

Difficult to measure demand – we know through returns where a service has been offered and services actively reach out the equality groups to raise awareness of the availability of advocacy services.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

On-going assessment via provider returns.

**34 If No, how do you plan to address any unmet need in future?**

**35**

**Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Identified gaps are chronicled within the advocacy plan –we would seek to provide a service to address unmet need/gaps in provision.

**36**

**Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

Plans are in place to have an advocacy conference on 16 March 2023.

**37**

**Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

Both adult and older adult advocacy services receive additional funding from the Alcohol and Drug Partnership. Older Adult service receive £15,000 per annum, adult service receives £111,000 per annum.

Equal Say – adult advocacy service receives £74,000 per annum [ends on 31 March 2023] via the SIRD fund [Scottish Government Support in the Right Direction SDS development stream]

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Budget increased to support participation in Champions Board. Scottish Government funding also made available to support children and young people in the Children's Hearing System.

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Through the service specification when services were commissioned and quarterly returns from advocacy providers.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**


Quarterly returns, monitoring meetings and annual reports.

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**



**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

Through exit surveys and discussions where possible.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

Through the NLC website and information leaflets in public places [when permitted to do so]

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

Advocacy awareness sessions across all localities (social work offices) and services are led by the advocacy provider.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

The Lanarkshire Advocacy Planning Group also considers children and young people's advocacy services.

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Through on-going discussion with other council sections such as colleagues in education.

---

**15** If No, how do you plan to address any unmet need here?

**16** **Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?



## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>1</b>	Organisation name and address	Equals Advocacy Partnership. Dalziel Building, Motherwell <a href="mailto:admin@equalsadvocacy.org.uk">admin@equalsadvocacy.org.uk</a> , Tel: 01698 327772  Older Adults	Equal Say Kirk Road, Wishaw <a href="mailto:sam@equalsay.org">sam@equalsay.org</a> , Tel: 01698 358245  Adults	Who Cares? Scotland 70 North Road, Bellshill ML4 1EN <a href="mailto:hello@whocaresScotland.org">hello@whocaresScotland.org</a> 01698 657877  Children and Young People	Shelter Scotland  31-33 Stockwell St, Glasgow 0141 548 6792 David_Maclver@shelter.org.  Generic homelessness issues	North Lanarkshire Carers Together 49 Dinmont Crescent, Motherwell ML1 3TT Carerstogether.org <a href="tel:01698404055">01698404055</a>  Generic carers advocacy
<b>2</b>	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> x Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> x Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> x Yes <input type="checkbox"/> No	<input type="checkbox"/> xYes <input type="checkbox"/> No	<input type="checkbox"/> x Yes <input type="checkbox"/> No

<b>3</b>	Does the organisation support?  People with a mental health/illness related condition.	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  x <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No
<b>4</b>	People with learning disability	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  x <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No
<b>5</b>	People with dementia	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  x <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
<b>6</b>	People with autistic spectrum disorder	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
<b>7</b>	Mentally disordered offenders	<input type="checkbox"/> Yes  <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
<b>8</b>	Homeless people with mental illness, learning disability, dementia	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	x <input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
<b>9</b>		x <input type="checkbox"/> Yes	x <input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> x No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	x <input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input type="checkbox"/> x No	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> xYes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes x <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> xYes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes x <input type="checkbox"/> No
13	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> xYes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes x <input type="checkbox"/> No
14	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> x No	<input type="checkbox"/> x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes x <input type="checkbox"/> No
15	Looked-after children & young people but <u>not</u> including those who	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes x <input type="checkbox"/> No

	have mental illness, learning disability or related conditions					
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> xNo	<input type="checkbox"/> Yes x <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	No	No	xYes	No	
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X Yes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	x <input type="checkbox"/> Yes <input type="checkbox"/> No	x <input type="checkbox"/> Yes <input type="checkbox"/> No	x <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No
	▪ Collective	x <input type="checkbox"/> Yes <input type="checkbox"/> No	x <input type="checkbox"/> Yes <input type="checkbox"/> No	x <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	x <input type="checkbox"/> Yes <input type="checkbox"/> No	x <input type="checkbox"/> Yes <input type="checkbox"/> No	x <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No	<input type="checkbox"/> Yes x <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>£230,000</b>	<b>£290,000</b>	<b>£240,000</b>	<b>£25,000</b>	<b>£15,000</b>
	Details total budget information split into the following categories (if possible):					
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail)  <b>Contract ends on 31 July 2024</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail)  <b>Contract ends on 31 July 2024</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 5 years <input type="checkbox"/> Other (please detail)  <b>Contract ends on 31 July 2024.</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....Rolling contract.	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) ...Contract ends 28/2/23 expected to be extended for a further two years.
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	6	7 from core funding, 3 from ADP funds, and 2 from SIRD fund	7 Includes £56k funding from SG to support young people in the CHS.	1	1



<b>Organisation:</b>	<b>South Lanarkshire HSCP</b>
Job Title:	Planning & Performance Manager
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	South Lanarkshire HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- \* **NHS board-wide**
- \* HSCP
- \* Local Authority
- Other (please specify)

Historically strategic planning for Advocacy was coordinated with Lanarkshire NHS and both North and South Lanarkshire Councils, with NHS Lanarkshire having a dedicated manager who had responsibility for oversight of Advocacy Planning. There has been a number of personnel changes over the course of Advocacy Planning.

The most recent Strategic plan was developed by both NL and SL HSCP supported by Lanarkshire NHS.

**3 Is there an advocacy planning group covering your area?**

- \* **Yes**
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- \* **Yes** – link to 20/25 plan included below
- No

**If Yes, can you please submit a copy along with your questionnaire?**

[https://www.southlanarkshire.gov.uk/downloads/download/905/lanarkshire\\_advocacy\\_plan\\_2020-2025](https://www.southlanarkshire.gov.uk/downloads/download/905/lanarkshire_advocacy_plan_2020-2025)

**5 If No, is an advocacy strategic plan in the process of being developed? N/A**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

A snap survey for both North and South Lanarkshire HSCP's was developed Autumn 2020, one for advocacy providers, one for advocacy partners (service users) one for HSCP staff.

This consultation exercise was undertaken as part of the development of the Advocacy Plan, across both North and South Lanarkshire HSCP's, with staff, advocacy partners, and advocacy service users. Across both Partnerships there were 60 responses to the staff survey, 40 responses to the Partner (service users) survey, and 19 responses from advocacy workers.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

The snap survey was widely distributed to both Advocacy Providers operating in North HSCP (Equals Advocacy, Equals Say Advocacy, Shelter, Who Cares Scotland) and South HSCP (The Advocacy Project (TAP), Speak Out Advocacy, People First Scotland, Who Cares Scotland). The survey was hosted on our respective websites and a sufficient timeline established in order to maximise responses.

The providers listed above could support in excess of 200 advocacy partners per annum and all of them were encouraged to participate in the development of the plan. There were 40 responses received to the Partner (service user) survey.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

- No** – a planned EQIA had to be postponed due to challenges of responding to the pandemic; and with having moved into the remobilisation phase, a revised timescale is being confirmed for an updated EQIA to be undertaken.

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

- Yes** – There is an action plan for the overarching Advocacy Plan, and the Plan already includes those specific service user group Independent Advocacy Provision. The Lanarkshire Advocacy Group will reconvene and update the action plan.



**If Yes, can you please submit a copy along with your questionnaire?**



Advocacy Action Plan  
2020 2025 27 Sept 20

**10 If No, is an action plan in the process of being developed? N/A**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

The Strategic Commissioning Plan has a number of priority areas, Mental Health being one. The Link to plan can be found here.

[Key documents](#)

## Current Commissioned Services

12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?

Yes

If Yes, please provide details

The Draft revised service specification prepared for the forthcoming Tendering of our Advocacy Services details how we will expect service providers to prioritise referrals.



Advocacy Service  
Specification 15 Augu

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input type="checkbox"/> *	<input type="checkbox"/> *	<input type="checkbox"/> *
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

There is no specific service for homeless people, however housing colleagues aware of the Advocacy Provision and can refer as appropriate.

All people resident in South Lanarkshire HSCP area with an Advocacy requirement (Mental Health, Learning Disability, Dementia) can access support if required.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input type="checkbox"/> *	<input type="checkbox"/> *	<input type="checkbox"/> *
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

There are no specific service for asylum seekers, however housing colleagues aware of the Advocacy Provision and can refer as appropriate.

All people resident in South Lanarkshire HSCP area with Advocacy requirement (Mental Health, Learning Disability, Dementia) can access support if required.

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service (YET)	<input type="checkbox"/> *	<input type="checkbox"/> *	<input type="checkbox"/> *

**Please provide details**

Carers advocacy was piloted in late 2019, and since COVID has not been recommissioned.

It is the intention of the South Lanarkshire HSCP to include Carers Advocacy in our forthcoming Tender for Advocacy Services.

### Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

**No**

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

It is the intention of South Lanarkshire HSCP to tender Advocacy Services Autumn 2022 and to have a new provider in place Spring 2023. The budget will have increased slightly with some additional funding to include Carers Advocacy.

## Prisons and advocacy services

18 Do you have any prisons in your HSCP area?

No – Prisons in the North HSCP (Shotts)

19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?

Yes

No

If Yes, please provide details

20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)

- Advocacy Providers in North Lanarkshire deliver supports to prisons

## NHS patients placed in private healthcare facilities out with home health board area

21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?

From a local service where they are receiving care

From home health board / local authority

Don't know

Any further details

Individuals placed in healthcare facilities, should be supported by the local advocacy provider, in the area they are habitually resident. (Care homes, hospitals, Immigrations Centres)

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

#### Independent Advocacy National Outcomes

1. Independent advocacy enables people to be better informed about their rights, as well as understanding their needs and wishes and the choices they have. It increases their agency and power to choose their own actions freely, as much as possible.
2. Independent advocacy supports people to recognise, understand and challenge power imbalances that influence their lives. It enables them to challenge these imbalances, in order to try and realise their rights, needs, and wishes. When someone is unable to take personal action, their advocacy worker will ensure that their rights are upheld
3. Independent advocacy supports people to know that their voices have been heard and their needs and wishes understood

The outcomes from part of the service specification, and providers are expected to report on what difference they have made to the advocacy partner (service users) by way of their intervention.

This is captured in the regular monitoring reporting arrangements, but also within assessment and care management arrangements, where a check box for Advocacy is available for staff to call on if the service user requires such support.

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

There are quarterly monitoring meetings are in place with our Advocacy Providers at which regular monitoring reports are presented and discussed.

We have one provider who delivers on mental health and older people (dementia) and another who delivers our learning disability/physical disability with communication difficulty service. Our client index system also has an advocacy option to select if service user/carer wish to access advocacy support.

### 24 Do you get information from each organisation about the number of people accessing advocacy support?

Yes

If Yes, please provide the most up to date information provided by each organisation





April to June Report -  
2022 (1).pdf



The Advocacy Project  
South Lanarkshire Qu



Monitoring and  
Measuring Results Sp

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

**If Yes, please provide the most up to date information available**

This is provided in the quarterly report if there are waiting lists/times to access advocacy services. Providers have developed their service with "reception teams" so there is little evidence of unmet need.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

**If Yes, please provide details**

This is detailed in monitoring reports, and our service specification, and there is a case study from The Advocacy Project (TAP) Mental Health Service example within their provider quarterly report embedded above.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Providers undertake satisfaction surveys, we have also undertaken surveys with service users, staff and our advocacy providers. Pre Covid we always hosted annual Advocacy event, and this still an action in our plan.

**28 How do you monitor complaints about advocacy services?**

- Annual monitoring data from providers
- No monitoring
- Other (please specify)

\*

As part of service specification, providers would notify us of any complaints. At quarterly monitoring meetings, complaints if an issue, may also be raised.

Complaints Procedure open to all.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

There are a range of way in which awareness is raised such as:  
Advocacy pathway, provider individual promotional materials, Lanarkshire Advocacy Network, and via annual events (pre covid), links from our website to provider sites.

[Independent advocacy - South Lanarkshire Council](#)



SWR\_SL\_Advocacy\_Pathway\_poster.pdf

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

- Yes – promotion by providers, previous events hosted by Council
- 

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Advocacy is available to all. We have good connections with a range of other commissioned services, (Lanarkshire Carers, Lanarkshire Links) and the wider Chief Officer Groups of our 3<sup>rd</sup> sector partners, our websites adhere to accessibility standards.

The HSCP is well linked to the Equality and Diversity Working Group across Council resources, and across the partnership ensuring our services are accessible to all nine protected characteristic groups.

We have recently linked with CEMVO Scotland to explore how their links to a network of ethnic minority (EM) groups and their funding from Scottish Governments Equality and Human rights fund can enhance our services.

**32 How do you measure this?**

Quarterly reporting from providers is capturing some of this data, more work is to be undertaken to ensure wider data capture. (LGBTQ+)

A new client index system is currently in development, replacing SWISplus, the data capture from this new system will deliver on all the protected characteristic groups

**Future plans**

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

**If Yes, please describe**

A detailed strategic needs assessment was undertaken as part of the development of the Strategy Commissioning Plan. This can assist with future service demands.

The Lanarkshire Mental Health and Wellbeing Strategy will also be utilised for future planning purposes.

[Lanarkshire Mental Health and Wellbeing Strategy 2019-2024 | NHS Lanarkshire \(scot.nhs.uk\)](#)

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

**If Yes, please describe**

Information is contained in quarterly monitoring reports from providers and this will assist with future planning.

The Strategic Needs Assessment undertaken as part of the Strategic Commissioning Plan assists with future planning.

The Lanarkshire Mental Health and Wellbeing Strategy will also be utilised for future planning purposes.

[Lanarkshire Mental Health and Wellbeing Strategy 2019-2024 | NHS Lanarkshire \(scot.nhs.uk\)](#)

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

The current tender technical evaluation questions, includes a focus on how the “successful bidder” would promote the service in South Lanarkshire.

Once the HSCP tender for Advocacy Services is concluded, the partnership will undertake a further awareness raising exercise with localities.

Dependent on the outcome of the tender, the South Lanarkshire HSCP could end up with a totally new provider, or one of our incumbents.

Promotional work and revised implementation plans will take place in order to ensure the smooth transition of our Advocacy Services.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

South Lanarkshire Alcohol and Drugs Partnership are in the midst of commissioning Advocacy Services with an approximate contract value of £180k.

Social Security Scotland also has an Independent Advocacy Service provided by Voiceability. Some of our advocacy partners lost staff to the recruitment and improved pay and conditions that SSS offer.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

**2 If Yes, does it include advocacy?**

Yes – reference to Advocacy as one of the priority actions within the plan

**If Yes, can you please submit a copy along with your questionnaire?**

[Children and families - South Lanarkshire Council](#)

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Who Carers (Scotland) who provide Advocacy for children and young people have to focus the budget on care experienced young people, as the resources will not stretch to a wider cohort of children and young people.

We are working across the Children's Services Partnership to identify how we can support a wider cohort of young people in need of Advocacy Support.

## NHS patients placed in healthcare facilities out with home health board area

5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?

- From a local service where they are receiving care – *Who Carers (Scotland) go to where children and young people placed.*
- From home health board / local authority
- Don't know

### Any further details

Who Carers Scotland, operate in both South and North Lanarkshire Council areas. They have supported 11 South Lanarkshire children and young people who are in placements out with the South Council area.

## Monitoring and review arrangements

This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.

6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?

### Independent Advocacy National Outcomes (SIAA)

- Independent advocacy enables people to be better informed about their rights, as well as understanding their needs and wishes and the choices they have. It increases their agency and power to choose their own actions freely, as much as possible.
- Independent advocacy supports people to recognise, understand and challenge power imbalances that influence their lives. It enables them to challenge these imbalances, in order to try and realise their rights, needs, and wishes. When someone is unable to take personal action, their advocacy worker will ensure that their rights are upheld
- Independent advocacy supports people to know that their voices have been heard and their needs and wishes understood

### National Practice Model and the Children's Rights and Inclusion Strategy.

The outcomes within the framework are informed by and support the realisation of GIRFEC, SHANARRI and the UNCRC:

- Advocacy puts children/young people first and involves them in shaping the service.

- All children/young people can access independent advocacy when they need it, and it should be appropriate to their needs.
- Children/young people are informed about their rights and options and empowered to make choices.
- Children/young people can recognise and challenge power imbalances.
- Children/young people know their voice and choices have been heard.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people’s mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

Quarterly monitoring meetings are in place with our Advocacy Provider, regular monitoring reports presented and discussed at these meetings.

Who Carers (Scotland) deliver our advocacy services to Children and Young People in need of our care and protection.

Our client index system also has an advocacy option to select if service user/carer wish to access.

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

**If Yes, please provide the most up to date information provided by each organisation**



Oct 2021-Apr 2022  
South Lan report SUB

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

Providers undertake satisfaction surveys, we have also undertaken surveys with service users, staff and our advocacy providers. Pre Covid we always hosted annual Advocacy event, and this still an action in our plan.

Who Cares (Scotland) include service user satisfaction in monitoring reports, and case study examples.

10 **How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

- Annual monitoring data from providers
- No monitoring
- Other (please specify)**

As part of service specification, providers would notify us of any complaints. At quarterly monitoring meetings, complaints if an issue, may also be raised.

Complaints Procedure open to all.

11 **How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

Awareness raising undertaken in a number of ways such as:  
Advocacy pathway, provider individual promotional materials, Lanarkshire Advocacy Network, and via annual events (pre covid), links from our website to provider sites.

[Independent advocacy - South Lanarkshire Council](#)



SWR\_SL\_Advocacy\_Pathway\_poster.pdf

12 **Have there been any specific actions to promote the use of advocacy among staff?**

**Yes**



**Please provide any further details below.**

A new pathway for children and young people is in the planning stages and an added function to SwisPlus (client index) to select Advocacy for child and family staff added.

## Future plans

13 **Does your integrated children services planning structure include an advocacy planning group covering your area?**

- 
- No – Advocacy Planning Group pan Lanarkshire**
- Other (please describe)



**14 Are you assessing the projected need for children and young people’s mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

**If Yes, please describe**

As part of our Strategic Commissioning Plan a Strategic Needs Assessment was undertaken addressing a range of population projections.

As part of our Children’s Services Plan an updated Strategic Needs Assessment is currently being refreshed. Children’s Service planning structures also has a Data and Planning group monitoring range of children’s services data.

**15**

**If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

As part of support to Children’s Hearing System, funded and commissioned by Scottish government, Partners in Advocacy provide support to children and young people.

Roles and responsibilities between both Partners in Advocacy, and Who Cares (Scotland) are clearly defined.

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4
1	Organisation name and address	The Advocacy Project (TAP) Cumbrae House, 15 Carlton Court, Glasgow G5 9JP	Speak Out Advocacy Hamilton Business Centre 194 Quarry Street Hamilton ML3 6QR	People First Scotland (S. Lanarkshire) 9 High Patrick Street, Hamilton, ML3 0AZ (National) 77-79 Easter Road, Edinburgh, EH7 5PW	Who Cares Scotland (S. Lanarkshire) 9 High Patrick Street, Hamilton, ML3 0AZ (National) 5 Oswald Street, Glasgow, G1 4PR
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No

5	People with dementia	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>
6	People with autistic spectrum disorder	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>

<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)				
<b>18</b>	People with any other condition (specify)				

		Organisation 1	Organisation 2	Organisation 3	Organisation 4
19	<b>Age range</b>				
	▪ All ages	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>
	▪ Adults up to 65	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No
▪ Adults over 65	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	

		Organisation 1	Organisation 2	Organisation 3	Organisation 4
20	<b>Type of advocacy</b>				
	▪ Individual	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>
	▪ Collective	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>
	▪ Citizen	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/>
21	<b>Non-instructed advocacy</b>				
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4
22	<b>Budget Information: total annual amount allocated</b>				
	Details total budget information split into the following categories (if possible):				
	People with mental health problems	£114,830			
	People with learning disability		£112,600 £25,000	£62,912	
	People with dementia	£67,620			
	People with autistic spectrum disorder				
	Mental disordered offenders				
	Homeless people with mental illness, learning disability, dementia				
	Asylum seekers with mental illness, learning disability, dementia				
	Carers of people with mental illness, learning disability, dementia				
	Children & young people with a mental health problem				
	Children & young people with a learning disability				
Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions				£117,470	
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	<p>What is the term of funding allocated to this organisation? (NEW question)</p> <p><b>Advocacy Tender Summer/Autumn 2022, new provider commissioned for April 2023</b></p>	<input type="checkbox"/> 1 year * <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year * <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year* <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years * <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	<p>How many Independent Advocacy Officers are supported by this funding in your area? (NEW question)</p>	<b>4.4 Advocacy Workers</b>	<b>3.5 Advocacy Workers</b>	<b>1.5 Advocacy workers</b>	<b>2.5 Advocacy Workers</b>	



<b>Organisation:</b>	<b>Edinburgh Health &amp; Social Care Partnership</b>
Job Title:	Chief Officer Edinburgh
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	Edinburgh HSCP City of Edinburgh Council (Children and Young People's Advocacy)

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

A Planning and Commissioning Co-Production group was set up to look specifically at the recommissioning of local Edinburgh Independent Advocacy services. This was to inform the review of existing contracts and direct future developments for Independent Advocacy provision in Edinburgh

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

A Strategic Independent Advocacy Plan for Lothian (2011 – 16) was developed by the Lothian partners. It involved the work of five organisations, who each provided advocacy services to people in the Lothians. These were:

- NHS Lothian
- City of Edinburgh Council

- West Lothian Council
- East Lothian Council
- Mid Lothian Council

Following this Plan each Lothian partner went on to develop more specific tailored planning groups and in Edinburgh took the form of Planning and Commissioning Co- Production Group for the recommissioning of Independent Advocacy services in Edinburgh.

**5 If No, is an advocacy strategic plan in the process of being developed?**

- Yes
- No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Work from the local Edinburgh Planning and Commissioning Co-production Group for Independent Advocacy has been used to inform a detailed specification for the recommissioning of Independent Advocacy services. These new contracts will be in place in April 2023.

Advocacy is a clear theme that is embedded in the Partnership's wider strategic plans including in Thrive Edinburgh's (the city's mental health and wellbeing strategy) Rights in Mind Workstream and in Edinburgh Joint Carers Strategy where specific actions relate to a priority area on the Provision of Information and Advice.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

An Edinburgh Planning and Commissioning Co-Production Group for Independent Advocacy was set up in November 2020 to consult with existing Providers and a wide range of stakeholders and service users around the recommissioning of Advocacy Services.

A co-production approach was taken to commissioning new independent advocacy services, working with the incumbent independent advocacy providers and other advocacy organisations who were interested.

This co-production approach included regular monthly meetings to discuss how to work more flexibly and collaboratively and develop a new service specification. The meetings are co-chaired by the Planning and Commissioning Officer for Mental Health and the CEO of one of our current advocacy partners.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

There was an opportunity for people who use Advocacy services to participate actively in the Edinburgh Planning and Commissioning Co-Production group to ensure clients' experiences of advocacy were fully included in future development of services and used to inform a revised Independent Advocacy Specification and Procurement Plan

A formal public consultation was undertaken using the Council's consultation hub from 5 January to 15 March 2021. The consultation looked at what was working well, what wasn't working so well and if there were any gaps or areas for improvement. The consultation hub was well advertised by all partners but response rates may have been impacted by COVID pandemic

There were also three online consultation meetings held to allow the commissioning officer to meet directly with people who use advocacy services. In total, over the three online meetings, 27 people were consulted of which nine were unpaid carers.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes -

No

An integrated Impact Assessment Report was completed for Commissioning of Independent Advocacy Services – which was informed by a Co-Production approach with incumbent Providers and users of the service.

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes -

No

**If Yes, can you please submit a copy along with your questionnaire?**

A Procurement plan was developed to inform future development/commissioning of Independent Advocacy services in Edinburgh and while no formal Action Plan was drafted there were a number of insights and action areas captured as a result of the co-production process with organisations.

Insights/Action areas noted through co-production and consultation with existing providers and users of Independent Advocacy services:

- Ensure that there is flexibility of provision and consider making the service available some evenings and at weekends.
- Ensure that the accommodation of advocacy providers is of a quality that is suitable for providing confidential spaces for meetings with advocacy partners.
- Improve all communications including websites of all independent advocacy providers and ensure people know how to access their services.
- Ensure that online access to advocacy when provided has adequate support provided to help advocacy partners gain access to service.
- Improve collaboration between independent advocacy providers to enable effective partnership working.
- Ensure that staff have training to help advocacy partners with sensory impairments. This could include the use of British Sign Language (BSL), Makaton, Talking Mats and other alternative communications.
- Explore the potential of additional independent advocacy services for people from LGBT+ communities and other minority groups.
- Explore the development of a model which has a one stop shop for independent advocacy services.
- Look into gaps highlighted for people with autistic spectrum disorder, eating disorders or people who present at Accident and Emergency.
- Explore the potential of advocacy workers having translation skills in several languages including Spanish and Polish.

10

**If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

See previous question for action points. The actions areas above have informed new service specifications and contracts.

11

**Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Advocacy is a clear theme that is embedded in Edinburgh Health and Social Care Strategic Plans e.g. Edinburgh Joint Carers Strategy where specific actions relate to priority area on the Provision of Information and Advice.

The Thrive Edinburgh Adult Health & Social Care Commissioning Plan 2019-22 details that Independent individual advocacy has a key role in assuring that people are more involved in decisions affecting their lives. In addition to independent advocacy for people with learning disabilities and mental health problems we also commission independent advocacy for:

**All prisoners in Edinburgh Prison** (regardless of prisoners' s home address) dealing with a range of issues including mental health, accessing support and services, housing, children and families, and financial. Provided by Advocard

**Edinburgh Transitions carer advocacy service** provides independent advocacy for carers of people moving back to Edinburgh from facilities out of area and for carers of people moving between mental health and complex needs services and support to carers of people moving from hospital to supported living. Provided by Edinburgh Carers Council

**Support for people impacted upon by welfare reform** – this was introduced some years back in recognition of the impact of welfare and social security reform on people experiencing mental health problems. Provided by Advocard.

EARS to provide independent advocacy support and representation to those people in Edinburgh, West Lothian, East Lothian and Midlothian who have survived a Stroke.

As part of Thrive Edinburgh's Change the Conversation; Chane the Culture priority a number of collective advocacy programmes are active in the city. These make an invaluable contribution to our planning and commissioning across Edinburgh

### **CAPS: Collective Advocacy - Oor Mad History and Mad People's History**

This is a community history, educational and arts advocacy project based at CAPS. Set up in 2008, it aims to reclaim and promote the history of activism and collective advocacy by people with mental health issues and for people to have a stronger voice about mental health and the mental health system, build learning and knowledge, challenge assumptions about people who use mental health services and tackle discrimination. Building on the successful undergraduate module we introduced a Masters module in 2020. This was the first of its kind in the world and it now forms a core part of the Masters curriculum at Queen Margaret University. A community course is currently being worked on and we continue to build on our links with Toronto University who were the original inspiration for this work. In November 2021, CAPS published the next edition of Our Mad History ten years on from the original publication which told the story of activism in Lothian over a 20-year period – this new publication focused on the last ten years.

### **CAPS: Collective Advocacy - User led research programmes**

Service Level Agreement with CAPS are in place to provide Individual one to one support and contact via telephone and/or on-line for people who do not want to and/or cannot be involved in the steering groups. Supports includes training and mentoring and opportunities for volunteering. The lived Experienced Steering groups meet 4 times a year; maintain and regular update the mailing lists; work alongside people with lived experience to support projects that they have identified as things that would help improve including develop resources and information leaflets; working in partnership with other projects and external agencies.

Regular monitoring of activities is carried out and reports produced on activity levels and compliance, twice a year.

There are four well established active user led research programmes which help to ensure that service users' voices are at the heart of redesigning and informing our services and support for people experiencing first episode psychosis, people who have experienced trauma people who have attracted a diagnosis of personality disorders and people with eating disorders.

#### 1. Experiences of Eating Disorders - "Seen but not heard"

In September 2019, the Eating Disorders Collective Advocacy group hosted their own lived experience conference in Edinburgh to identify potential topics in the community needing addressed. From this the following topics were identified:

- The difficulties faced by men trying to access eating disorder services. The interest from the 60 audience members showed the need and desire for more knowledge in this area.
- People from the LGBT+ community facing eating disorder issues
- Transitioning from young people's services to adult services. The two services have very different ethos and cultures which lead to a sudden change in people's experience. The stories told were far from positive but came with ideas and recommendations which would make huge improvements for people.

## 2. Experiences of trauma

- The aim of the project is for people who have experienced trauma to come together, have a collective voice and create change. The group decides what it wants to do (it is experience-led) and has a CAPS staff member to enable/facilitate its decisions. The group have, in the past, been involved in consulting on the redesign of the new Rivers Centre – Lothian's centre for complex trauma and Scotland's ACE aware agenda.

## 3. Experiences of psychosis

The aim of the project is for people who have experienced psychosis to come together, have a collective voice and create change. The group decides what it wants to do (it is experience-led) and has a CAPS staff member to enable/facilitate its decisions. The group have collected the views of people with lived experience of psychosis, used people's views and experiences to create resources and training and explored different ways to get information about people's experiences across.

## 4. Experiences of personality disorder – "Much More than a label"

This long standing group have produce wealth of material over the years including a comprehensive toolbox and short film. They have been a key part in developing the recently launched national network for personality disorder.

### **CAPS Collective Advocacy - Lothian Education and Recovery Network (LEARN)**

This well-established network provides learning opportunities about mental health and wellbeing. These workshops are one of many ways people with lived experience of mental health issues can speak up about what matters to them, which is why we describe LEARN as Education as Advocacy. Members of CAPS' Collective Advocacy groups develop and deliver the workshops and anyone who works, lives or studies in the NHS Lothian area. People with lived experiences, carers, students, workers are all welcome to take part in a workshop.

There are several workshops running including:

- A Human Experience: Living with mental health issues.
- Exploring Experiences of Psychosis: The Experiences of Psychosis collective advocacy group have developed a unique day-long workshop which uses creative expressions to provide an opportunity for shared learning and discussion on what it's like to experience psychosis.
- Seen But Not Heard: Understanding Eating Disorders: This is a half-day session by the Eating Disorder collective advocacy group which helps participants understand a little of the experience of people with a range of eating disorders and gives them the opportunity to think about how they can help people they know and themselves.
- Much More Than A Label: Understanding Borderline Personality Disorder - This is a two-day course based on a big piece of research the Personality Disorder group did a few years ago about what the experiences of people who get this diagnosis are, what they consider helpful from services and others and what can get in the way of them recovering.
- CAPS are developing a new online workshop, based on the Oor Mad History project, which is a community history of the user movement and collective advocacy in the Lothians. We'll talk about how people with lived experience of mental health issues have been actively involved in changing mental health services, policy and perceptions.

The most recent developments include:

- The difficulties faced by men trying to access eating disorder services.
- People from the LGBT community facing eating disorder issues
- Transitioning from young people's services to adult services. The two services have very different ethos and cultures which lead to a sudden change in people's experience.

CAPS Service user led research programmes for **black and minority ethnic communities and young parents.**

#### **Edinburgh Carers Council – Collective Advocacy for Carers**

A service level agreement is in place with Edinburgh Carers Council which supports mental health carers in collective advocacy and consultation regarding services and service planning and increasing joint working with mental health carers issues in partnership with a range of statutory and voluntary agencies

#### **CAPS, Edinburgh Carers Council & REH Patients' Council - Mind Our Rights – experience led education programme**

This newly commissioned programme builds on earlier innovative approaches such as the Lothian Recovery Network, the LEARN experience led education programme, the development of Oor Mad History social history project and accredited under-graduate and Masters programme, and the Changing Lives narrative research. This innovative project will meet the PANEL principle requirements by ensuring that users and carers are fully participating in human rights training, are helping hold professionals to account, promoting non-discrimination and equality approaches, are actively engaged in their own empowerment, and are promoting better understanding of legality and rights.

The MOR team will raise awareness of the practical implications of human rights amongst health and social care staff across Edinburgh's community and hospital settings. Bottom-up approaches to human rights education, which begin with the experiences of users and carers and then connect these up to the key principles and concepts of modern human rights will provide the basis for accessible and effective training of frontline staff and raising awareness of their duties. This should lead to a fairer and more compassionate local mental health system. The promotion of rights-based care and what this means in practice can most effectively be delivered by people with lived experience of using services or caring for someone who does.

The Partnership have been meeting over the last 18 months and have developed a comprehensive action plan which multiagency and multi professional task groups are taking forward

Arts for Advocacy (CAPS) focuses on how the arts can be used to promote advocacy and activism. The yearly exhibition at Summerhall – Out of Sight, Out of Mind – is an excellent example of this. The exhibition celebrates its tenth year in October 2022. The exhibition is organised by people who have lived experience of mental health issues and the organising committee have always viewed it as 'an exhibition for all'. With mental health and wellbeing having been discussed so widely in the public realm during the past 18 months, the exhibition returns this year with even more relevance

#### **New development for people with Eating Disorders**

This new SLA with CAPS to provide independent individual advocacy support to carers with children and young people and adults who are or have experienced eating disorders.

## Current Commissioned Services

12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?

Yes

No

If Yes, please provide details

Where there is pressure on resources organisations have been asked to prioritise advocacy of people who are subject to compulsory measures under the Mental Health Act

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

While there is not an official limit to the amount of advocacy per person there is however an expectation of flow through the service (after a year) and there is an overall limit on commissioned level of total number of hours. The organisation will input in terms of reconnecting and linking people with other local and available community resources/support in order to support the flow through the service

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Provision to people who are homeless with mental health issues, learning disability or dementia is managed within a generic service which makes specific reference around access for those who are homeless



**15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
<b>Generic service explicitly commissioned to support asylum seekers with this condition</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Generic service open to asylum seekers with condition – no specific agreement relating to this</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Specific asylum seeker advocacy service (s) commissioned</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

While services are not specifically commissioned for asylum seekers, there may be an overlap of people with mental health issues who seek support and who are asylum seekers. In addition feedback from Providers and links with other departments will highlight gaps

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
<b>Generic service explicitly commissioned for carers</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Specific service explicitly commissioned for carers</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>No carers' advocacy service</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Provision to caners of people who are homeless with mental health issues, learning disability or dementia is currently managed within generic services which makes specific reference around access for those who are carers. However, we have proposed to change this going forward in future commissioning to ensure there is a specific service explicitly commissioned for carers. (see also Carers Transition Service detailed in section 11.

## Commissioning budget

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Over the course of 21/22 additional funding to the amount of £100k full year effect became available to support carers of those with mental health issues, learning disabilities and dementia seeking advocacy. This increase resulted in additional provision of advocacy in this area. Budget for commissioning post April 23 will also see additional funding being allocated to carers area. Additional funding of £25k was also made as a non-recurring arrangement (to April '23) to increase advocacy for young people using CAMHS.

Additional funding has also been secured for people with Easting Disorders funded by NHS Lothian.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

Thrive Edinburgh have commissioned Advocard to provide Individual advocacy services for any prisoners in HMP Edinburgh.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

A dedicated advocacy worker is based in the Links Centre at HMP Edinburgh, Monday to Friday and work in partnership with other agencies to raise awareness of the service.

**NHS patients placed in private healthcare facilities out with home health board area**

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

**Monitoring and review arrangements**

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

Outcomes are detailed in the relevant specification and relate to:

Personal Outcomes: The Provider shall work alongside Advocacy Partners and help them to identify their personal outcomes, then contribute towards these in the Service that is delivered.

Service Outcomes: The Provider shall provide a quality service to people using the Service. The Provider's service policy and staff practice will ensure that they deliver and can demonstrate service outcomes, informed by the Scottish Independent Advocacy Alliance (SIAA) Toolkit on Measuring Impact of Independent Advocacy

National Outcomes: The Provider shall also demonstrate that they are able to deliver on the three SIAA nationally agreed independent advocacy outcomes.

Local Thrive Outcomes: The Provider shall demonstrate local Thrive outcomes in the delivery of services for citizens and people using mental health services and support:

- People have choice and control
- People are recovering, staying well and can live the life they want to lead
- People feel connected and have positive relationships
- People are living in settled accommodation of their choice where they feel safe and secure
- People have opportunities to learn, work and volunteer
- People receive good quality, person-centred help, care and support.

- 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

The Provider shall have a system and a process for the recording of the Service outcomes, National outcomes and Thrive outcomes and a methodology for the evaluation and analysis. This is to be submitted on a regular basis as an aggregated report to the Partnership relating to Management Information and Key Performance Indicators.

- 24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

There is a requirement for Providers to return information relating to provision volume and demographic detail. As this was based on appointments and not clients this made it difficult to quantify number of people rather than number of contacts.

This will be addressed in newly commissioned services post April '23. The services are commissioned overall on the basis of hours provided. It should be noted that usual arrangements for monitoring and timely return of information have been impacted by Covid situation and therefore the return of information from Providers has not always been on time with some inconsistencies in returns making it challenging to arrive at an accurate count. In addition, returns are frequently made by non-lead partners for a particular part of a service which again leads to challenges in reflecting use of the service in overall terms. This has been identified as an area of improvement for future commissioning.

We can provide recent reports from our prison, welfare and stroke advocacy and collective advocacy services.

- 25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

Organisations collect data where the service has been unable to be delivered ie due to high demand, staff sickness, covid restrictions, insufficient notice periods from referrers (re Adult protection Case conferences) . We know that support for people subject to compulsory measures under the Mental health Act is being prioritised. We are now working with Providers to collect this data in order to inform future commissioning of services.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

We have agreed with organisations that they prioritise referrals for advocacy support for people subject to compulsory measures under the Mental Health Act. However, there are aspects of services where provision/funding is ring fenced going forward ie additional advocacy for young people receiving a service for CAMHs and additional carers advocacy

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Organisations are required to evaluate their service provision and report to the commissioning authority and to the central Contracts Team on levels of satisfaction. This is done through surveys, user feedback and external evaluation. Organisations are required to meet outcomes set out in the specification relating to levels of satisfaction.

There are also forums where people with lived experience can provide direct feedback to commissioning authority on levels of satisfaction.

Where an internal member of staff has any concern around satisfaction levels of those using the service, they can submit a Feedback Form which is discussed at a regular multi agency Quality Assurance meeting with actions determined.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

There is a 6 monthly return of monitoring information and this includes details on all complaints during that monitoring period ie number, area of complaint and how it has been resolved including any action to prevent it arising again.

The central Contracts Team responsible for monitoring complaints will also collect information relating to complaints at their regular on-site monitoring meetings with the organisation. Contracts are normally managed by the Contracts team of the EHSCP once implemented. The Contracts team have a contract management framework which will be utilised by the contracts officer. The contracts officer along with the commissioner will manage the contracts on behalf of the Council and will be the primary point of contact for the Service Providers. The Service Providers are required to appoint a representative to ensure the requirements of the Contracts are met.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Awareness is raised in a number of ways eg the Local Authority and Partnership social media channels, the Local Authority website, user groups & other strategic forums. Awareness also promoted through staff training in relation to Human Rights, Choice & control. Organisations have established wide communication links with areas/groups where people most likely to need advocacy are reached eg GP surgeries, Hospitals where people require residential care for their mental health needs, community and activity groups

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

Awareness around Advocacy has been promoted through staff training on Human Rights. It has also been raised via the recent broad consultation on the Scottish Mental Health Law review proposals

An awareness programme is being incorporated into staff training to promote independent advocacy amongst staff groups. There is an awareness that such an approach will have greater success if users of advocacy services are part of the training. Input from advocacy professionals is incorporated through the East Partnership MHO Training Programme run by the University of Edinburgh.

Referral to advocacy is part of the process for social work staff when setting up an Adults with Incapacity Case Conference.

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Organisations are asked to record a demographic profile of those using their Advocacy service and to use opportunities to raise awareness by developing local links and communication with equality groups and networks in their area. Collaborative work continues to be done to address the needs of equalities groups more successfully. Partners have an important role to play in supporting inclusivity in advocacy services through, for example, disseminating and enabling existing good practice in inclusive advocacy; actively fostering productive associations between independent advocacy providers and other community organisations; and piloting inclusive forms of practice. There are also practical focus areas that can be highlighted by partner organisations eg delivering information in "easy read" formats.

**32 How do you measure this?**

Regular 6 monthly reporting information from organisations detail changes over time in the demographic pattern of those using the services. There are also KPIs within the specification that are reported on as part of the monitoring undertaken by the Contracts Team

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Following an extensive Co-production process with Providers and users of Independent Advocacy we are now part way through the recommissioning process for independent Advocacy contracts post April 23. Through the Co-production process we have captured information around unmet needs and gaps in provision and have altered the lotting structure for Advocacy service to reflect this.

We will continue to review projected needs in this area and look to ensure flexibility in the service specification to reflect any further need for change as we go forward. this will be done by reviewing monitoring returns for the provider organisations to establish patterns of unmet need.

We will ensure the approach is informed by, dovetails and aligns with objectives in other strategic plans eg Thrive Adult Health & Social care Commissioning Plan, Edinburgh Joint Carers Plan review and Autism strategy.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

We know that as a result of prioritisation of referrals for people subject to compulsory measures under the Mental Health Act there are gaps in terms of access to Advocacy from other groups. We have used the information gathered to date through the co-production process to review the existing service structure and in future contracts we are now proposing to split provision of some specific services from the current generic provision to ensure a distinct service provision for certain groups eg provision for people with problematic substance misuse and provision for Carers . We have also been able to consider "testing" different models in different areas for example, additional focused advocacy engagement with young people receiving a service from CAMHS.

---

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

We are in the process of commissioning new advocacy services post April 23 and have restructured proposed Lots and Services for purposes of procurement process based on findings and feedback to date.

The revised specification for soon to be commissioned services highlights the importance of embedding links with local communities , networks and services. It is also intended that front line workers will have awareness on Advocacy training incorporated into their training provision further developing local links and awareness. Advocacy awareness is threaded through the current strategic plans for visibility and awareness eg Adult Health and Social Care Commissioning Plan 2019- 22

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

We are aware of a current provider receiving outreach funded advocacy related work which is funded via the Robertson Trust and the Corra Foundation.



## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

---

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Advocard C/O Andrew Duncan Clinic, Royal Edinburgh Hospital, EH10 5HF	Partners in Advocacy Links House, 15 Links Place, EH6 7EZ	CAPS Advocacy Old Stables Road Musselburgh EH21 7PQ	Edinburgh Carers Council 14 Links Place Edinburgh EH6 7EZ	
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No
		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input checked="" type="checkbox"/> Yes those receiving a service form CAMHS <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>12</b>	Children & young people with a learning disability	<input checked="" type="checkbox"/> Yes those receiving a service from CAMHS  <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Adults aged 16 years and over <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes Adults aged 16 and over <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	Annual budget not broken down into specific provision. Total annual budget 20/21 =£588,818. Total budget for 21/22=£ <b>628,425</b> £40k of total annual budget came from Edinburgh Alcohol and Drugs Partnership. The increase from 20/21 to 21/22 arose from additional carers funding and annual uplift <b>People in Prison = £48,400</b>  <b>Welfare Reform = £32,940</b>	Annual budget not broken down into specific provision. Total annual budget 20/21 =£ <b>258,250</b> . Total budget for 21/22=£ <b>285,315</b>	<b>Total = £262,165</b>  <b>Service User Led Programmes</b> (Trauma, Eating Disorders, Psychosis, Personality Disorder) = <b>£49,500</b>  <b>LGBTQI and BME = £29,096</b>  <b>LEARN = £64,000</b>  <b>Our Mad History = 54,000</b>  <b>Art as advocacy = £65,569</b>	<b>Transitions Programme = £19,000</b>	<b>Stroke = £49,140</b>
	Details total budget information split into the following categories (if possible):					
	People with mental health problems					
	People with learning disability					
	People with dementia					

People with autistic spectrum disorder					
Mental disordered offenders					
Homeless people with mental illness, learning disability, dementia					
Asylum seekers with mental illness, learning disability, dementia					
Carers of people with mental illness, learning disability, dementia					
Children & young people with a mental health problem					
Children & young people with a learning disability					
Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	<p>What is the term of funding allocated to this organisation? (NEW question)</p>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) The existing services are secure in funding until April 23. We are currently undertaking a commissioning process.....  <b>For Prisons and Welfare Reform SLAs in place until 31.03.25</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ... The existing services are secure in funding until April 23. We are currently undertaking a commissioning process .....  .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....  <b>For all excluding arts as advocacy SLAs in place until 31.03.25</b>  <b>Arts in Advocacy and Service User Led BME and LGBTQ+ contracts until 30.11.28</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....  SLA in place until 31.03.25	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....  SLA in place until 31.03.25

24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	18.2 fte	8 fte			
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<b>Organisation:</b>	<b>East Lothian Health and Social Care Partnership</b>
Job Title:	Strategy Officer, Planning and Performance
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	ELHSCP and Local Authority

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

I have ticked both HSCP and Local Authority because adult advocacy provision is managed by the HSCP while children’s is managed by the local authority. This is due to a decision being reached in January 2019 not to include children’s services in the Integration Joint Board’s responsibilities.

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

The HSCP recently commenced a review of advocacy services, which is likely to include the formation of a steering group who will take responsibility for developing an advocacy strategic plan.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

It is anticipated that a steering group will be convened as part of the review of advocacy services that includes providers, HSCP reps, children's reps, substance misuse reps and reps from our Third Sector Interface. This group will take the lead on developing the strategic plan.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

Once the steering group is established it will carefully consider how best to co-produce the strategic plan and engage and consult with service users.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

A draft East Lothian Independent Advocacy Plan was developed in February 2021 but other priorities relating to the COVID-19 pandemic meant that it was never finalised or acted upon. This plan will inform the development of the updated strategic plan.

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

The draft plan (February 2021) will inform the development of the updated strategic plan.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

The HSCP is currently developing a new dementia strategy. This strategy is based on the work of the Life Changes Trust which highlights the need for a human rights based approach with people with lived experience and their carers at the centre. Citizen, peer and individual advocacy are core to this and will be reflected in the strategy.

Also in development is a new Transitions policy covering both children's services and HSCP which sets out core principles including the importance of access to advocacy. The draft policy highlights that transition from children's to adult services can prove daunting and that advocacy can play an important role in supporting a young person to ensure that their wishes and aspirations are given priority when moving in to adult services. It sets out a commitment to advocacy involvement giving a young person independence, confidence and greater control of their lives and its role in supporting where there is a difference in opinion, where the young person or carer may struggle with expressing their views or where the young person lacks capacity. Families and carers may also need their own advocacy and support to express their views throughout the young person's transition, in particular where decision making under AWI (S) Act 2003 is held by the local authority, significant carer stress or there are Safeguarding or Adult Protection concerns.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**



Whilst there is no condition within their contract / Service Level Agreement to prioritise referrals of any nature, CAPS Independent Advocacy are commissioned to provide independent individual and collective advocacy in East Lothian for people who use, or have used, mental health services. The provider does however prioritise this work, where necessary, in order to ensure individuals needs are met within statutory timescales.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

- Yes
- No

**If Yes, please provide details**

**14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
<b>Generic service explicitly commissioned to support homeless people with this condition</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Generic service open to homeless people with condition – no specific agreement relating to this</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Specific homeless advocacy service (s) commissioned</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

We do not currently commission advocacy services specifically for homeless people. Advocacy for homeless people is provided via our existing commissioned services. Our colleagues within the Housing department also refer to Shelter Scotland services to support and advise those who are homeless.

**15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
<b>Generic service explicitly commissioned to support asylum seekers with this condition</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Generic service open to asylum seekers with condition – no specific agreement relating to this</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Specific asylum seeker advocacy service (s) commissioned

**Please provide details**

We do not currently commission advocacy services specifically for asylum seekers. Advocacy for asylum seekers is provided via our existing commissioned services.

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Please provide details**

We do not currently commission advocacy services specifically for carers, however Carers of East Lothian offer advocacy for carers as part of their remit. The HSCP also commission Carers of East Lothian to provide a worker specifically for carers of someone with a mental health issue.

**Commissioning budget**

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

The funding associated with our commissioned services (CAPS, Partners in Advocacy and EARS) has remained the same in 2021/22 and 2022/23 pending a review of advocacy services.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

N/A

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

Although there are no prisons within East Lothian, NHS Lothian commission Advocard for individual advocacy for prisoners within HMP Edinburgh and they commission the Mental Health Advocacy Project West Lothian for individual advocacy for prisoners within HMP Addiewell.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

Advocacy support would be provided from locally commissioned service providers.

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

Existing contracts / service level agreements have the following outcomes:

#### CAPS

- 1) To enable East Lothian Council to meet its Statutory Duties;
- 2) Improved participation;
- 3) Improved mental wellbeing;
- 4) To ensure the project / service is accountable to all stakeholders;
- 5) Increased choice, self-determination and independence.

#### EARS

- 1) Enable East Lothian to meet its statutory duty under the Mental Health (Care and Treatment) (Scotland) Act 2003;
- 2) Enable East Lothian to meet its statutory duty under the Adult Support and Protection (Scotland) Act 2007 by considering referrals where an intervention under the Act is considered necessary;
- 3) Improved independence and responsibility;
- 4) Improved choice and control;
- 5) Service user satisfaction;
- 6) Improved wellbeing.

#### Partners in Advocacy

- 1) People with a learning disability are able to engage with the Joint Planning Process;
- 2) People are supported to develop the skills and confidence to speak out;
- 3) People are supported to take an active role in the implementation of the local learning disability strategy;
- 4) People have an increased awareness and understanding of their rights and responsibilities;

Each of the outcomes listed above have associated performance indicators that providers should report on 6 monthly. Improvement of existing contracts / SLA's, outcomes, performance indicators and reporting / contract monitoring will be incorporated in to the ongoing review of advocacy services, development of the strategic plan and procurement of longer term service provision.

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

Existing contracts / SLA's are overdue renewal and currently operating on a year to year basis. Contract monitoring, reporting and performance indicators are all areas in need of improvement and will be considered as part of the ongoing review of advocacy services.

### 24 Do you get information from each organisation about the number of people accessing advocacy support?

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

CAPS

October 2020 – March 2021 (6 monthly report)

Total number of accepted referrals – 101

Total number of people using the service – 93

Partners in Advocacy

2020-2021

Total number of referrals – 37

EARS Advocacy

2021-22

New referrals – 110 (Older People – 97 / Physical disability – 13)

Open cases – 95 (Older People – 82 / Physical disability – 13)

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

As per the East Lothian *Advocacy Needs Assessment* undertaken in January 2020 none of our providers were operating a waiting list.

EARS Advocacy

As at 2021/22 annual funders report EARS noted “we remain incredibly busy with caseloads higher than ever but are focused on having no waiting list and are prioritising statutory and at risk work for visits”.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

6 monthly provider reporting should include results from service user surveys and evaluation of service user feedback as per existing performance indicators.

#### CAPS Advocacy

- As part of their 2021 annual report CAPS undertook an individual advocacy feedback survey of partner agencies.
- A collective advocacy evaluation was also undertaken as part of the 2021 annual report.
- Findings and feedback on each of the above are available online - [https://capsadvocacy.org/wp-content/uploads/2021/11/Annual\\_Report\\_2021\\_FINAL.pdf](https://capsadvocacy.org/wp-content/uploads/2021/11/Annual_Report_2021_FINAL.pdf)
- CAPS held a *People's Conference* in 2021 entitled *Meaningful involvement? Then MEAN to involve us? – Meaningful Engagement and Involvement of lived experience*. Full report available online - <https://capsadvocacy.org/wp-content/uploads/2022/06/Peoples-Conference-2021-Report.pdf>

#### EARS Independent Advocacy

- EARS complete a service feedback questionnaire at the end of each advocacy partnership. Findings available online - <https://www.ears-advocacy.org.uk/home/what-you-say>

### 28 How do you monitor complaints about advocacy services?

- Annual monitoring data from providers
- No monitoring
- Other (please specify)

### 29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?

We have information on the East Lothian Council [website](#) and also have a [leaflet](#). Our commissioned providers also regularly attend inter-agency adult support and protection training, which ensures good connections and awareness between professionals. Advocacy providers have also previously attended adult services weekly briefings and team meetings in order to raise awareness.

### 30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?

- Yes
- No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

A draft advocacy action plan developed in February 2021 included the following commitment *"Raising awareness with people who may have experienced exclusion, disadvantage and / or social isolation to support them to access Independent Advocacy"* and outcome *"Improved knowledge and understanding of advocacy, and access to advocacy services for people who experience barriers to accessing services"*. Although this action plan was not acted upon, primarily due to the pandemic, it contained a variety of actions intended to ensure advocacy services were accessible and promoted amongst equality groups. The ongoing review of advocacy services, development of a strategic plan and associated actions will use this draft action plan as a baseline.

**32 How do you measure this?**

The future strategic plan and progress against any associated actions will be monitored by the Advocacy Steering Group.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Whilst not specific to advocacy the East Lothian IJB / HSCP is currently finalising its Joint Strategic Needs Assessment, which aims to collate available health and socioeconomic information that can be used as a reference or to highlight areas in which populations can be better supported. This needs assessment will inform the development of the IJB Strategic Plan, priorities and directions.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

An advocacy needs assessment undertaken in January 2020 identified a number of gaps in the provision of advocacy in East Lothian:

- *"Groups who have access to advocacy but not independent advocacy: carers, specific housing support, people from minority ethnic communities, people with sensory impairments;*
- *Groups who do not have access to any advocacy support: adults with alcohol and substance misuse issues using services and their families\*, children and young people who are not part of the hearing system.*
- *Groups who can access independent advocacy but through a provider not specifically commissioned to provide this service: parents with children involved in the Hearing System, adults with a physical disability, adults with a diagnosis of autism, younger adults with a diagnosis of dementia, people leaving prison".*

\* MELDAP now commission CAPS independent advocacy to support this service user group.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

The new Advocacy Steering Group will be responsible for the development of a strategic plan (with its foundation based on the draft February 2021 action plan) that addresses training and awareness raising.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

Alcohol and / or drug use advocacy (MELDAP)

There are two services providing advocacy support to people in East Lothian. These are:

- CAPS independent advocacy (receive funding from MELDAP);
- Access to industry (previously received funding from MELDAP but now in receipt of external funding to deliver service).

Both services provide advocacy support to people who are affected by their own alcohol and drug use and / or a loved one's drug use. People with co-occurring disorders also have access to these services.



## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

East Lothian Council Children's Services commission Who Cares? Scotland to provide independent advocacy support to care experienced children and young people. While this could include children and young people with a mental illness, learning disability or related condition, it is not specifically for this group. Further details regarding this are provided in the table in Part Three.

There currently is not a specific budget within Children's Services for children and young people's mental health/learning disability independent-advocacy organisations, and this has not changed in the last two years.

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

N/A

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

N/A

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**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

N/A

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

N/A

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

N/A

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

N/A

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

N/A

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

As mentioned above in the Adult section of the survey, there are plans to set up an Advocacy Steering Group which would have representation from Children's Services.

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

The projected need will be assessed and managed as part of the work of the Advocacy Steering Group. This group will be responsible for developing an Advocacy Strategic Plan, which will involve scoping existing provision and identifying any service gaps.

---

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

There are various advocacy services available to children and young people in East Lothian which could include children and young people with a mental illness, learning disability or related condition:

- Mindroom: Advocacy support for under 25s with a learning difficulty, working with both children/young people and parent/carers.
- Kindred: Funded by NHS Fife and Lothian, as well as charitable funds. Based at the new Royal Hospital for Children and Young People, they provide advocacy support to parents of children with complex needs.
- CAPS Advocacy: Support for those aged 16-65 with a mental health issues or because of drug/alcohol use.
- CAPS Advocacy (Children's Hearings): Advocacy support for children and young people aged 5-18 who are involved in the Children's Hearing System.
- EARS: Advocacy support for people age 16 plus who have a learning disability, autism, physical disability, or acquired brain injury.
- Partners in Advocacy: Funded by East Lothian Council (discussed above in the Adult Survey) providing independent, individual and collective advocacy for those aged 16 plus with a learning disability.
- My Rights, My Say (delivered by Partners in Advocacy): National service providing advocacy with education for children aged 12-15 with additional support needs.

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	CAPS Independent Advocacy Old Stables, Eskmills Park, Station Road, Musselburgh, EH21 7PQ	EARS Independent Advocacy Service (SCIO) 525 Ferry Road Edinburgh EH5 2FF	Partners in Advocacy G/1 Links House 15 Links Place Edinburgh EH6 7EZ	Who Cares? Scotland 40 Wellington Street Glasgow G2 6HJ	
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
5	People with dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1 2	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
1 3	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
1 4	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
1 5	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
1 6	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
1 7	Children/young people with any other condition (specify)					
1 8	People with any other condition (specify)	Advocacy support to people who are affected by their own alcohol and drug use and / or a loved one's drug use.	Older people / Adults with a physical disability			



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1 9	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes* <input type="checkbox"/> No *(service only available to 16+)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes* <input type="checkbox"/> No *(service only available to 16+)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2 0	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	<ul style="list-style-type: none"> <li>▪ Citizen</li> </ul>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2</b>	<b>Non-instructed advocacy</b>					
<b>1</b>	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2</b>	<b>Budget Information: total annual amount allocated</b>					
<b>2</b>	Details total budget information split into the following categories (if possible):					
	People with mental health problems	£117,065				
	People with learning disability			£52,800 (learning disability / autism)		
	People with dementia		£45,625 (dementia / physical disability)			
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Looked-after children & young people including those who have mental illness, learning disability or related conditions				£84,998	
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
Young asylum seekers					

	with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	<p>What is the term of funding allocated to this organisation? <b>(NEW question)</b></p> <p> <input checked="" type="checkbox"/> 1 year  <input type="checkbox"/> 2 years  <input type="checkbox"/> 3 years  <input type="checkbox"/> Other  <small>(please detail)</small> </p> <p>Ongoing review of advocacy services seeking to allocate funding on a long term basis.</p> <p>MELDAP funding for substance use element is over 3 years.</p>	<p> <input checked="" type="checkbox"/> 1 year  <input type="checkbox"/> 2 years  <input type="checkbox"/> 3 years  <input type="checkbox"/> Other  <small>(please detail)</small> </p> <p>Ongoing review of advocacy services seeking to allocate funding on a long term basis.</p>	<p> <input checked="" type="checkbox"/> 1 year  <input type="checkbox"/> 2 years  <input type="checkbox"/> 3 years  <input type="checkbox"/> Other  <small>(please detail)</small> </p> <p>Ongoing review of advocacy services seeking to allocate funding on a long term basis.</p>	<p> <input type="checkbox"/> 1 year  <input type="checkbox"/> 2 years  <input checked="" type="checkbox"/> 3 years  <input type="checkbox"/> Other  <small>(please detail)</small> </p> <p>.....</p>	<p> <input type="checkbox"/> 1 year  <input type="checkbox"/> 2 years  <input type="checkbox"/> 3 years  <input type="checkbox"/> Other  <small>(please detail)</small> </p> <p>.....</p>	
24	<p>How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b></p>	<p>As of 31st March 2021 the team consisted of five part time Individual Advocacy Workers working on mental health advocacy, one part time Individual Advocacy Worker providing drug &amp; alcohol advocacy, one Individual Advocacy Volunteer and</p>	<p>30 hours per week.</p>	<p>28 hours per week</p>	<p>2 full time members of staff</p>	

		the Individual Advocacy Manager. The team work across both East Lothian and Midlothian.				
--	--	---	--	--	--	--

<b>Organisation:</b>	<b>West Lothian HSCP</b>
Job Title:	Chief Officer
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

Advocacy for different service user groups, fall within the remit of each service user group commissioning plan. The following strategic commissioning plans in place within West Lothian HSCP are as follows:

- Mental Health
- Learning Disability
- Physical Disability
- Older Adults (Home First)

The following commissioning plans can be found here:

<https://westlothianhscp.org.uk/article/43932/West-Lothian-IJB-Strategic-Plan-2019-23>

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

N/A.

Existing advocacy providers and potential future advocacy providers are able to contribute to the development of strategic commissioning plans and IJB strategic plans via engagement practices to ensure provider voice is heard. These include, surveys, provider's forums and contact with HSCP strategic leads.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

N/A

See above in relation to Strategic plans and strategic commissioning plans.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

N/A

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes



No

**If Yes, can you please submit a copy along with your questionnaire?**

There is not an action plan currently in place. Please note the three main advocacy contracts were re tendered in 2022.

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

Advocacy for different service user groups, fall within the remit of each service user group commissioning plan. The following strategic commissioning plans in place within West Lothian HSCP are as follows:

- Mental Health
- Learning Disability
- Physical Disability
- Older Adults (Home First)

The following commissioning plans can be found here:

<https://westlothianhscp.org.uk/article/43932/West-Lothian-IJB-Strategic-Plan-2019-23>

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Actions can be found within the commissioning plans detailed in question 10. Please note all actions were complete due to the re tendering of advocacy services for all mentioned groups in early 2022.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes-

No

**If Yes, please provide details**

The West Lothian HSCP specifically commission the West Lothian Mental Health Advocacy Project (MHAP). MHAP prioritise referrals received for those people subject to compulsory measures under the Mental Health Act.

The contract delivers both independent and collective advocacy under its Service Level agreement with West Lothian Council. No other contracts are commissioned to carry out

advocacy related activity, all are directed towards using MHAP (the commissioned provider) services.

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Our commissioned advocacy services are open to anyone regardless of housing circumstance who has mental health / learning disability or dementia. Whether someone is homeless or not, this does not limit the involvement or support our commissioned advocacy providers will deliver.

The West Lothian HSCP does not commission a provider to specifically support homeless people.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Our commissioned advocacy services are open to anyone regardless of asylum status who has mental health / learning disability or dementia. Whether someone is an asylum seeker or not, this does not limit the involvement or support our commissioned advocacy providers will deliver.

The West Lothian HSCP does not commission a provider to specifically support asylum seekers.

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
<b>Generic service explicitly commissioned for carers</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Specific service explicitly commissioned for carers</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>No carers' advocacy service</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

We have a separate small budget available for existing commissioned advocacy providers for unpaid carers which is accessed on a referral basis. This is known and supported by our local commissioned carer's organisation, Carers of West Lothian (CoWL).

**Commissioning budget**

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

Yes

No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Budget has remained static for a considerable period. Over time without an increase it is likely that service will become unsustainable at their current levels which will lead to a likely reduction in service availability.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

Mental Health advocacy project receive separate funding to provide service in Addiewell prison.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

The prison is made aware of the service and advise prisoners as they enter the prison of the service. Social workers, community care assistants working with inmates also are made aware of the existing advocacy provision across West Lothian.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

MHAP (local commissioned MH advocacy project) provide the crises input (including Mental Health (Scotland) Act 2015 related activity) for any patient in the regional units whilst an inpatient. Once the patient is discharged and supported at home, the Advocacy service from their own area will take over. This process is supported by care management.

## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

- Service users have access to good quality advocacy which is easily available and accessible
- Service users feel supported and empowered to make informed choices about issues they are facing

Quarterly monitoring is carried out by the West Lothian Council contracts and commissioning team.

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

No independent evaluation of service delivery. Providers must be members of The Scottish Independent Advocacy Alliance (SIAA) and adhere to SIAA principals.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Documents attached

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

No.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

Providers consider prioritisation based on the issues affecting each case.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

It is the responsibility of each provider to carry out self-assessment of its services - this includes gathering feedback from advocacy partners. This is reported to the West Lothian Council contracts and commissioning team.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Each provider actively advertises their services via a range of methods. Examples would include, all providers working closely with other commissioned providers such as Carers of West Lothian, commissioned social care providers and individual commissioned projects. MHAP (Mental Health advocacy) regularly attend our inpatient wards to make patients aware of the services they offer.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Services are monitored to ensure that they have policies in place in regards protected characteristics.

**32 How do you measure this?**

Annual contract monitoring.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

All contracts are monitored in relation to the strategic direction both set by Scottish Government and local strategic planning by the HSCP. This will be monitored in line with annual contract monitoring.

**34 If No, how do you plan to address any unmet need in future?**

N/A

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

The new contracts for advocacy support that were awarded in 2022 were taken through governance and scrutinised by the independent care groups commissioning boards. This

helped inform the attached service specifications. No gaps were identified through this process. Please note new contracts were awarded for all advocacy projects in 2022.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

Continue to promote as listed within Q29.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

No.



## Part Two: Children & Young People Survey

### Current Planning

1 Do you have an integrated children's service plan?

Yes

No

2 If Yes, does it include advocacy?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

[FINAL\\_Childrens\\_Services\\_Plan\\_2021-23\\_13.05.2021.pdf \(westlothianhscp.org.uk\)](#)

### Commissioning

3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?

Yes

No

4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

There is a temporary increase in budget on a short term basis in place until 2023 – this allows advocacy to be provided for looked after children/young people and children involved in child protection processes. This will be reviewed in line with West Lothian councils financial planning in early 2023.

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

N/A – Please refer to NHS Lothian response.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Our service is generic for looked after children or children involved in the child protection system.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

No independent evaluation, quarterly monitoring is in place. This is carried out by the West Lothian Council contracts and commissioning team.

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

This is reported via the Who Cares Scotland liaison report provided to West Lothian council contracts and commissioning as part of the agreed and funded SLA. Document attached.

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

Quarterly monitoring of children's advocacy service.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

West Lothian Council (WLC) provide funding to Signpost to offer support for children with disabilities and their families. Part of the service offered by Signpost is advocacy. We signpost families to Signpost throughout involvement as well as on duty basis for families accessing the Children's Disability Service (CDS). Signpost and Who Cares are visible on social media and across WLC platforms. Who Cares Scotland – Attend team meetings and provide information sessions for children and young people to ensure access to services. They hold information evenings within our residential houses with young people also. Independent Reviewing Officers who chair all reviews for looked after children promote advocacy to support children and young people's rights.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

Who Cares Scotland™ carried out a number of awareness raising sessions for staff which are regularly revisited with new staff and across all service areas. Who Cares attend various forums from early interventions services to young people leaving care to ensure awareness of their services are embedded across service areas.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

There is a Children`s Right Planning Group which involves Who Cares Scotland and multi-agency representation to focus on embedding advocacy across WLC and all partner agencies. Children`s rights as expected are a key focus and priority of this planning group, Advocacy being one of these rights.

**14 Are you assessing the projected need for children and young people`s mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

---

**15 If No, how do you plan to address any unmet need here?**

Children's Right Planning Group will have a key focus to understand and analyse needs of our young people across West Lothian and assist in projecting future supports.

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

No.

DRAFT

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Mental Health Advocacy project	EARS independent Advocacy	Who cares Scotland		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)	Acquired Brain Injury/ stroke				



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	Mental Health Advocacy project	EARS advocacy project	Who Cares Scotland		
		185850	160659	£120,000 PA		
	Details total budget information split into the following categories (if possible):					
	People with mental health problems	185,850				
	People with learning disability		64485			
	People with dementia		96165(all older people and people with physical disabilities)			
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
Children & young people with a learning disability						
Children & Young people with ASD or ADHD						

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ...8 years.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) .....8 years.....	<input type="checkbox"/> 1 year <input checked="" type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	 Structure 2019.docx	 EARS staff structure.docx	?		

<b>Organisation:</b>	<b>Midlothian HSCP</b>
Job Title:	Head of Adult Services
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP and Midlothian Council (for Children's Services)

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Strategy and oversight of Advocacy service in Midlothian is currently covered by the Mental Health, Learning Disability and Older People's Strategic Plans, Groups, and Commissioning arrangements.

A pre procurement strategy is in place for Mental Health contracts followed by an advocacy review and recommissioning exercise during 2023. This will be informed by the recommendations of the review of Mental Health legislation if appropriate. Advocacy Plan will follow.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

Advocacy providers were a key partner in developing and subsequently implementing the Strategic Plans through the Strategic Planning Groups and community based advocacy networks and the Providers' Forum.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

We spoke with people during July, August and September 2021 to develop the Strategic Plans.

250 people took part in the consultation for the development of the Mental Health Strategy with Advocacy as one of the key themes. This included 79 completed questionnaires, and user feedback following visits to front line assessment services, and patient feedback following Psychological Therapy (20 replies).

People First Midlothian Members worked over two months at their four Midlothian groups. We held a Public Meeting with 25 people.

We did detailed work with 12 people with the most complex care needs and communication difficulties supported by our Day Services

We sent out an easy read survey through all the Provider Organisations and their user forums We did two Online Surveys. One for Learning Disability and one for Autism. 98 people did the on line survey

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

As above, the key advocacy partnerships and relationships in Midlothian are based within the thematic planning groups, providers' forums and advocacy networks. The action plan is currently overseen by these thematic groups.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Learning Disability and Autism Strategic Plan.  
Mental Health Strategic Plan.  
Older People's Strategic Plan.  
Justice and Substance Use Strategic Plans.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

Support for people subject to compulsory measures is provided by one organisation that is specifically remitted to do so.

Issue based advocacy for people with a Learning Disability has a list for prioritisation but there is no waiting list and has not been for several years.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

**If Yes, please provide details**

No

**14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**



15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details

Contract in place for carers of people in hospital.

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

- Yes
- No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Learning Disability budgets have been increased to expand services to respond to need and demographic growth.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

- Yes  
 No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

- Yes  
 No

**If Yes, please provide details**

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

- From a local service where they are receiving care  
 From home health board / local authority  
 Don't know

**Any further details**

## Monitoring and review arrangements

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

- Increase people's support and opportunities to stay well, prevent ill or worsening health, and plan ahead.
- Enable more people to get support, treatment and care in community and home-based settings.
- Increase people's choice and control over their support and services.
- Support more people with rehabilitation and recovery.
- Improve our ability to promote and protect people's human rights, including social and economic rights and meet our duties under human rights law, through our services and support.
- Expand our joint working, integration of services, and partnership work with primary care, third sector organisations, providers, unpaid carers, and communities to better meet people's needs.

#### Outcomes for advocacy partners

- Increase in advocacy partners ability to participate in decision-making processes
- Professionals have an improved understanding of advocacy partner's views and wishes
- Advocacy Partners have improved self-confidence and ability to speak
- Advocacy Partners have an increased understanding of their rights in matters affecting their lives.
- People will be better informed about their options and rights
- People will be assisted to redress power imbalances
- People will have their views and wishes heard
- People will lead the work we do together

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

Bi monthly meetings between Planning and Commissioning leads and Advocacy Organisations  
Written twice yearly reports.

### 24 Do you get information from each organisation about the number of people accessing advocacy support?

Yes

No

If Yes, please provide the most up to date information provided by each organisation

CAPS  
137 individual advocacy partners.

Partners In Advocacy  
48 individual advocacy partners.

Ears  
73 individual advocacy partners

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

Advocacy services currently have the capacity to respond to requests for advocacy support as they arise.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

Specified in contracts that providers must liaise with lead officers in these circumstances.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

Information collected by advocacy providers and detailed in Annual and regular Monitoring Reports.

Service user feedback is gathered at the end of any advocacy input - in addition to collecting verbal/written feedback from Advocacy Partners throughout any advocacy input.

This provides people with the opportunity to express how they felt about the process and whether their preferred outcomes were achieved. Questionnaires measure the impact and quality of the service and how services could be improved.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

- No monitoring
- Other (please specify)

Form part of regular returns to Lead Officers.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Professional Team meetings.  
H&SCP Website.  
MVA website and Directory.  
H&SCP staff routinely advise about availability of and access to advocacy services.  
Information in Libraries, receptions, provider organisations, Hospital and Primary Care Settings.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

- Yes
- No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Specified and monitored within contractual arrangements.

**32 How do you measure this?**

Within written reports and ongoing and annual Contract Review

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

- Yes
- No

**If Yes, please describe**

Undertake as part of review and recommissioning process.  
As part of thematic strategic plans.

**34 If No, how do you plan to address any unmet need in future?**

Expansion managed through reporting to Finance and Performance mechanisms.

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Collective Advocacy for young people with Learning Disability and Autism.  
Increase in reported mental health issues amongst older people.  
Increase in Mental Health issues amongst younger people.  
Housing issues.  
Assistance with formal complaints.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

Review and recommissioning of services will be informed by outcome of Mental Health Law Review.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**



---

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

12 Have there been any specific actions to promote the use of advocacy among staff?

Yes

No

Please provide any further details below.

## Future plans

13 Does your integrated children services planning structure include an advocacy planning group covering your area?

Yes

No

Other (please describe)

14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?

Yes

No

If Yes, please describe

Looking at transition group for children with learning disability so will incorporate independent advocacy into this

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**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

We do have advocacy in children's services however it is for children who are care experienced Who Cares Scotland meets all children who come into care, who wish to have independent support to ensure we hear their voice

DRAFT

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	CAPS Advocacy	Partners In Advocacy	EARS Advocacy		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>19</b>	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
▪ Adults over 65	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>20</b>	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>21</b>	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	£110, 647.73	£28, 647	£24, 301.33		
	Details total budget information split into the following categories (if possible):	Not possible to do so	Not possible to do so			
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ...Rolling 12 month.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) Rolling 12 month.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ...Rolling 12 month.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	3	1	1		

<b>Organisation:</b>	<b>Orkney HSCP</b>
Job Title:	Head of Health and Community Care
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	All three

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**Given the size of our population this is not a discreet function**

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

5 If No, is an advocacy strategic plan in the process of being developed?

Yes

No

If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?

The Strategic Commissioning Plan is the major strategic document which sits alongside the NHS Clinical Strategy

## Consultation & Involvement

6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan

N/A

7 Please describe how people who use advocacy services were consulted or involved in the development of the plan

N/A

8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

## Action Plan

9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**

**If No please can you kindly advise why this is not being developed?**

**We have recently been out to tender with the following contained in the tender document:**

**People with Mental Health Support Needs**

1.1 The Contractor shall provide independent advocacy Services to the following people who reside in the Orkney:

- adults aged 16 years plus (with no upper age limit) subject to statutory measures under the Mental Health (Care and Treatment) Scotland) Act 2003 as amended
- adults aged 16 years plus (with no upper age limit) who have mental health support needs including people who have experienced severe and enduring mental health difficulties

1.2 The Contractor shall provide the Services as follows:

- to adults who are deemed to be at risk of harm
- to adults at risk of harm who are invited to attend an adult protection case conference. It is anticipated that Advocacy Partners will receive help to prepare for this and will receive a Service at the case conference itself
- to adults at risk of harm where an Inter-agency Referral Discussion, (IRD) has concluded that they would benefit from such a Service as part of a support and protection plan that prevents further potential harm
- to adults with a mental disorder, who require the Services as a result of any application under the Mental Health (Care and Treatment) (Scotland) Act 2003 as amended
- people with mental health support needs who require independent advocacy

1.3 The Services shall be available as a priority to Advocacy Partners who are:

- subject to statutory measures under the Mental Health (Care and Treatment) (Scotland) Act 2003 as amended
- adults at risk of harm and those subject to adult support and protection proceeding including those perceived as being victims of an “aggravated hate crime” as defined by the Hate Crime and Public Order (Scotland) Act 2021
- adults in receipt of residential or domiciliary support services because they are potentially at risk of harm

- patients with a mental disorder within all cared for settings, including community and hospital, including mentally disordered offenders

1.4 The Contractor shall have knowledge and experience of working with people with a mental disorder, people who are often acutely mentally unwell and people who have experienced severe and enduring mental health difficulties.

## **People with Learning Disabilities, Adults with Autistic Spectrum Condition, Older People and Adults with Physical Disabilities**

### **(i) People with Learning Disabilities and Adults with Autistic Spectrum Condition**

2.1 The Contractor shall provide independent advocacy Services to the following people who reside in the Orkney:

- adults aged 16 years plus (with no upper age limit) who have learning disabilities and/or physical disabilities, including mentally disordered offenders where the person has a learning disability
- adults aged 16 years plus (with no upper age limit) who have learning disabilities who are in receipt of residential or domiciliary support services because they are potentially at risk of harm
- adults aged 16 years plus who have an autistic spectrum condition
- adults aged 16 years plus who have a learning disability and an autistic spectrum condition who need independent advocacy

2.2 The Contractor shall provide the Services to the following people:

- adults who are deemed to be risk of harm
- adults at risk of harm who are invited to attend an adult protection case conference. It is anticipated that Advocacy Partners will receive help to prepare for this and will receive a Service at the case conference itself
- adults at risk of harm where an Inter-agency Referral Discussion, (IRD) has concluded that they would benefit from such a Service as part of a support and protection plan that prevents further potential harm
- adults with a learning disability and/or a mental disorder, who require the Services as a result of any application under the Mental Health (Care and Treatment) (Scotland) Act 2003 or who request it or have a request made on their behalf
- adults with a learning disability, including those who have a severe communication difficulty, who require the Services as the result of an application made under the Adults with Incapacity (Scotland) Act 2000 The Contractor will assist Advocacy Partners that require help to prepare for any meeting, court proceeding or case conference in relation to such an application as well as a service at any such meeting itself

2.3 The Services shall be available as a priority to Advocacy Partners who are:

- subject to statutory measures under the Mental Health (Care and Treatment) (Scotland) Act 2003 as amended
- adults at risk of harm and those subject to adult support and protection proceeding including those perceived as being victims of an “aggravated hate crime” as defined by the Hate Crime and Public Order (Scotland) Act 2021
- adults in receipt of residential or domiciliary support services because they are potentially at risk of harm
- patients with a learning disability within all cared for settings whether they be community or hospital, including mentally disordered offenders who have a learning disability

2.4 The Contractor shall have a good knowledge and experience of working with people who have learning disabilities and people with autistic spectrum condition including people who may lack capacity, have limited communication, or may require non-instructed advocacy.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

We have current over arching strategies for all three groups of patients

**Current Commissioned Services**

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

**We have recently been out to tender with the following contained in the tender document:**

**People with Mental Health Support Needs**

1.1 The Contractor shall provide independent advocacy Services to the following people who reside in the Orkney:

- adults aged 16 years plus (with no upper age limit) subject to statutory measures under the Mental Health (Care and Treatment) Scotland) Act 2003 as amended

- adults aged 16 years plus (with no upper age limit) who have mental health support needs including people who have experienced severe and enduring mental health difficulties

1.2 The Contractor shall provide the Services as follows:

- to adults who are deemed to be at risk of harm
- to adults at risk of harm who are invited to attend an adult protection case conference. It is anticipated that Advocacy Partners will receive help to prepare for this and will receive a Service at the case conference itself
- to adults at risk of harm where an Inter-agency Referral Discussion, (IRD) has concluded that they would benefit from such a Service as part of a support and protection plan that prevents further potential harm
- to adults with a mental disorder, who require the Services as a result of any application under the Mental Health (Care and Treatment) (Scotland) Act 2003 as amended
- people with mental health support needs who require independent advocacy

1.3 The Services shall be available as a priority to Advocacy Partners who are:

- subject to statutory measures under the Mental Health (Care and Treatment) (Scotland) Act 2003 as amended
- adults at risk of harm and those subject to adult support and protection proceeding including those perceived as being victims of an “aggravated hate crime” as defined by the Hate Crime and Public Order (Scotland) Act 2021
- adults in receipt of residential or domiciliary support services because they are potentially at risk of harm
- patients with a mental disorder within all cared for settings, including community and hospital, including mentally disordered offenders

1.4 The Contractor shall have knowledge and experience of working with people with a mental disorder, people who are often acutely mentally unwell and people who have experienced severe and enduring mental health difficulties.

### **People with Learning Disabilities, Adults with Autistic Spectrum Condition, Older People and Adults with Physical Disabilities**

#### **(i) People with Learning Disabilities and Adults with Autistic Spectrum Condition**

2.1 The Contractor shall provide independent advocacy Services to the following people who reside in the Orkney:

- adults aged 16 years plus (with no upper age limit) who have learning disabilities and/or physical disabilities, including mentally disordered offenders where the person has a learning disability



- adults aged 16 years plus (with no upper age limit) who have learning disabilities who are in receipt of residential or domiciliary support services because they are potentially at risk of harm
- adults aged 16 years plus who have an autistic spectrum condition
- adults aged 16 years plus who have a learning disability and an autistic spectrum condition who need independent advocacy

2.2 The Contractor shall provide the Services to the following people:

- adults who are deemed to be risk of harm
- adults at risk of harm who are invited to attend an adult protection case conference. It is anticipated that Advocacy Partners will receive help to prepare for this and will receive a Service at the case conference itself
- adults at risk of harm where an Inter-agency Referral Discussion, (IRD) has concluded that they would benefit from such a Service as part of a support and protection plan that prevents further potential harm
- adults with a learning disability and/or a mental disorder, who require the Services as a result of any application under the Mental Health (Care and Treatment) (Scotland) Act 2003 or who request it or have a request made on their behalf
- adults with a learning disability, including those who have a severe communication difficulty, who require the Services as the result of an application made under the Adults with Incapacity (Scotland) Act 2000 The Contractor will assist Advocacy Partners that require help to prepare for any meeting, court proceeding or case conference in relation to such an application as well as a service at any such meeting itself

2.3 The Services shall be available as a priority to Advocacy Partners who are:

- subject to statutory measures under the Mental Health (Care and Treatment) (Scotland) Act 2003 as amended
- adults at risk of harm and those subject to adult support and protection proceeding including those perceived as being victims of an “aggravated hate crime” as defined by the Hate Crime and Public Order (Scotland) Act 2021
- adults in receipt of residential or domiciliary support services because they are potentially at risk of harm
- patients with a learning disability within all cared for settings whether they be community or hospital, including mentally disordered offenders who have a learning disability

2.4 The Contractor shall have a good knowledge and experience of working with people who have learning disabilities and people with autistic spectrum condition including people who may lack capacity, have limited communication, or may require non-instructed advocacy.

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

The contract is part funded by Homelessness for this specific purpose

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

**Unpaid Carers** 1.5 The Contractor shall provide independent advocacy Services to people who are:

- unpaid adult Carers (aged 18 years or older) of adults who are resident in Orkney with a learning disability and/or mental health support needs, who are receiving a treatment from hospital-based specialist services or where those people are subject to Adults with Incapacity (Scotland) Act 2000, Mental Health (Care and Treatment) (Scotland) Act 2003 as amended or are being considered under Adult Support and Protection Act (Scotland) 2007
- unpaid adult Carers (aged 18 years or older) of adults with dementia or an acquired brain injury who are resident in Orkney
- unpaid adult Carers (aged 18 years or older) of adults with an autistic spectrum condition who are resident in Orkney
- unpaid adult Carers (aged 18 years or older) of adults with a physical disability and adult carers of older people in all cared for settings who are resident in Orkney on an as required basis
- the unpaid adult Carer does not need to be a resident in the Orkney Islands Council local authority area, but must be caring for someone who is a resident in the Authority's area and meets the access criteria above.

1.6 The Contractor shall have a good knowledge and experience of working with unpaid adult carers who are caring for people in a wide range of situations, who have a wide range of conditions and support needs.

1.7 The Contractor can recommend to the Authority that, in individual circumstances, the Services be restricted or withdrawn. Agreement will be subject to the reasons for the recommendation, details of the person making the recommendation and all other circumstances being recorded. The Contractor shall notify such a recommendation to the Contract Officer, so that a final joint decision can be agreed prior to the withdrawal of the Service.

## Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

## Prisons and advocacy services

18 Do you have any prisons in your HSCP area?

Yes

No

19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?

Yes

No

If Yes, please provide details

20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)

## NHS patients placed in private healthcare facilities out with home health board area

21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

22 What are the outcomes you are seeking to achieve and how do you monitor these?

The three public bodies have a requirement to meet their statutory duty to provide independent advocacy services to people who are in receipt of the Authority's housing, health and/or social care services, or who would benefit from the receipt of such services. The aim to ensure that these services are delivered to the highest standards and provide the best outcomes to people who use these services.

Independent advocacy allows the views of the people who use health and care services users of Services to be heard and is essential in service planning and delivery. There is a requirement for independent advocacy to be accessible by and provided to people in the Authority's area (including those in hospital), whose rights, as determined by the Human Rights Act 1998, are at risk, and/or who are protected by Scotland's legislative framework and/ or who are marginalised and/or face discrimination.

At the time of writing the contract is not awarded however the narrative below describes the aspiration within the tender:

### **Performance Management**

The Contractor shall complete monitoring forms for individual and collective advocacy on a six-monthly basis. These forms will be developed and an agreed format considered at the contract management meetings to be held on a continuing basis with the Authority.

The Contractor shall use the evaluation framework developed by SIAA to assess the Services against the principles and standards as specified by SIAA. This assessment shall include how Advocacy Partners have been involved in providing feedback about the Service. The Contractor shall complete the assessment on an annual basis and make it available to the Authority and NHS Orkney.

The Contractor shall drive continuous improvement of the Services with a number of quality assurance measures, such as pictorial or written satisfaction questionnaires, semi-structured interviews, and sample surveys. The Contractor shall agree with the Authority and NHS Orkney a format for obtaining information from Advocacy Partners in a manner that overcomes any barriers to communication. The Contractor shall make the documentation or aggregated data available to the Authority for monitoring purposes.

The Contractor shall provide the Services and record personal outcomes and service outcomes. Reporting templates will be provided to the Contractor by the Authority.

The achievement of these outcomes will be captured by sample in monitoring visits.

In individual advocacy, the Contractor shall record the personally defined outcomes and evidence how these were achieved.

In non-instructed advocacy, the Contractor shall record the reason for referral as the personal outcome and shall review and evidence of how these was achieved.

In collective advocacy, the Contractor shall record the purpose and action of each group with details of group outcomes.

The Contractor shall carry out an annual satisfaction survey among Advocacy Partners to evaluate:

- Advocacy Partners' perceptions of the appropriateness of group agendas in relation to their needs
- whether Advocacy Partners, who are in receipt of residential or domiciliary services, report an improvement in their experience of those Services (assuming that the Advocacy Partner/s wish to share such information)

The Contractor shall ensure that collective advocacy provides opportunities to build social capital. Increasing social capital is important and its contribution to positive mental health, confidence and connectedness can have real health benefits for individuals and communities

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

As above

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

As described we are currently out to tender however we will going forward

25 **Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

As described we are currently out to tender however we will going forward

26 **Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

As described we are currently out to tender however we will going forward

27 **What arrangements are in place to measure the satisfaction of people using advocacy services?**

This will be covered as follows: the Contractor shall carry out an annual satisfaction survey among Advocacy Partners to evaluate:

- Advocacy Partners' perceptions of the appropriateness of group agendas in relation to their needs
- whether Advocacy Partners, who are in receipt of residential or domiciliary services, report an improvement in their experience of those Services (assuming that the Advocacy Partner/s wish to share such information)

28 **How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

The following is contained in the tender :

### **Complaints Management**

The Contractor shall have in place a complaints procedure that has been shared with and understood by their staff, volunteers, and Advocacy Partner to whom the Contractor is providing the Services.

The Contractor complaints procedure shall include details of how to access the Authority's Complaints Process and how to contact the Health and Social Care Partnership Complaints Service.

The Contractor's complaints procedure shall include details of how to make a complaint or suggestion to agencies such as the Mental Welfare Commission. If requested, The Contractor shall assist Advocacy Partners to complete and submit complaints and suggestions. Such assistance may, if appropriate, include referral of the Advocacy Partner to another independent advocacy service or support from an independent agency.

The Contractor shall inform the identified Contract Manager at Health and Social Care Partnership within three working days of receipt of any formal complaint.

The Contractor shall provide the identified Contract Manager at Health and Social Care Partnership with copies of any relevant documentation relating to complaints within five working days of receipt.

The Contractor shall cooperate in any investigation of a complaint, as requested by the Procurement Officer of Health and Social Care Partnership and shall remedy any concerns that the Procurement Officer has about the provision of the Service.

The Contractor shall maintain a complaints register, which shall be available at all reasonable times to Health and Social Care Partnership, and a summary of which in a format agreed by the parties shall be reported on within the monitoring returns.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Following the award of the contract there will be awareness raising

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

The advocacy service will be available to all people; we will monitor this via the complaints process and contract monitoring

**32 How do you measure this?**

we will monitor this via the complaints process and contract monitoring



## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

We will ask the successful contractor to maintain a record of any unmet need and pressure on the system. If it is evidenced that demand cannot be met with the current level of contract that will require to be reviewed with steps taken to attempt to secure additional funding or identify as unmet need.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

Following the award of the contract there will be awareness raising

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

**Funding is unchanged but please note it is only with specific reference to Looked After Children. Currently undertaking a review of the arrangements.**

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

---

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

With a small number of children and young people we would ensure Advocacy is available on a case by case basis.

12 **Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

Social Workers are aware to refer to Who Cares? Scotland for all Looked After Children

## Future plans

13 **Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

This does not seem proportionate given the small volume.

14 **Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

The Local Authority receives a monthly report from Who Cares? Scotland

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**15 If No, how do you plan to address any unmet need here?**

We would do so on a case by case basis due to small volumes. Looked After Children allocated to independent advocacy are discussed in regular meetings and unmet needs are addressed.

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

No

DRAFT

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Who Cares Scotland	Contract not yet awarded.			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes For 16 years and above <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes



		<input type="checkbox"/> No	For 16 years and above <input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
13	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes For 16 years and above <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
14	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
15	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
16	Young asylum seekers with mental illness/learning disability/dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes For 16 years and above <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
17	Children/young people with any other condition (specify)					
18	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>	Who Cares? Scotland	Contract not yet awarded.			
	▪ All ages	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes For 16 years and above <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>	<b>Who Cares? Scotland</b>	Contract not yet awarded.			
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>Who Cares? Scotland</b>	Contract not yet awarded.			
	Details total budget information split into the following categories (if possible):	IRO £50K annually  Not possible to split out	Final value of contract still under negotiation. IRO £58K annually Not possible to split out			
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....3+2basis.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input checked="" type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....3+2basis.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>		<b>Not yet awarded</b>			

<b>Organisation:</b>	<b>Shetland Islands Council</b>
Job Title:	Team Leader – Mental Health (Adult Social Work) / Senior Team Leader – Childrens Social Work
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	IJB / HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

Strategic Plan and any funding for provision of independent advocacy services is considered by the Integrated Joint Board and Shetland Islands Council

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

A new Advocacy Development Plan is at an early stage – we hope to complete this work next year.

This Plan would only cover the statutory provision elements.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

Consultation has not started yet. It would be our intention to consult widely including with local and national partners.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

Similar to above, it would be our intention to consult with advocacy service users past & present to help identify needs and priorities.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

See question 5

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

Please see note at Question 5. A new Business Justification Case is currently being developed and due to be considered by the Integrated Joint Board and Shetland Islands Council before Christmas. This Business Justification Case is being prepared to support and justify new contractual arrangements for the provision of independent advocacy services with effect from April 2023

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Provision and availability of independent advocacy is captured in Shetland IJB Directions, within the local CH\$SC Strategic plan and is part of the With You For You Assessment (local equivalent to the Single Shared Assessment).

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

Our current provider does this through its triage process using trained and experienced advocates



13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Advocacy in relation to homelessness is managed by SIC Housing Dept

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Generic advocacy is available to any eligible person resident in the local authority area. Any particular needs will be considered on a case by case basis

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Generic advocacy services are available to any eligible carer resident in the local authority area

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

The Council has maintained a 'no growth' budget position for the past two years, and has therefore sustained funding for advocacy services at the same level.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

- Yes  
 No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

- Yes  
 No

**If Yes, please provide details**

N/A

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

N/A

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

- From a local service where they are receiving care  
 From home health board / local authority  
 Don't know

**Any further details**

Shetland Islands Council would retain lead professional responsibility and would ensure the provision of advocacy support, which may include using services in the relevant health board/local authority area. There are few instances where this situation arises, so we look at each on a case by case basis.

## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

We monitor numerical data in terms of caseload – we seek confirmation of cases closed successfully and annually monitor service user satisfaction levels by way of an annual survey by the current service provider

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Shetland Islands Council has carried out two independent file reading exercises in the past 5 years to monitor quality and contract compliance alongside client satisfaction feedback

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

In 2021/22, 71 new service users (17 were repeat service users)

In 2022/23, 8 new service users (1 repeat service user) \*

\* this covers the period 1st April to 30th June inclusive

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

There is no unmet need – no waiting lists exist. Current provision is meeting demand. We recently changed advocacy provider, and will monitor demand for advocacy services going forward.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

Advocacy provision is prioritised to meet all statutory requirements. There are no waiting lists.  
If someone is in hospital for treatment out with the local area, we work with advocacy providers in that area to ensure a service is available.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

We will monitor caseload and check how many cases are successfully closed. The service provider will carry out a satisfaction survey on an annual basis and share the results

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

The current contract includes a Complaints Procedure and the service provider is required to provide reports on any complaints received.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Information on Councils website and circulated through local media

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Shetland Islands Council publishes and promotes the independent advocacy service locally to ensure equal access across the community. Council staff and partners in the Public and Third Sector also help to raise awareness of the service in Shetland.

**32 How do you measure this?**

It is monitored through the statistical data provided by the service provider.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

The Council is currently entered into a 6 month contractual arrangement to provide independent advocacy services and gathering data on current and future service needs. This information will be reviewed as part of the new Business Justification Case and Advocacy Development Plan that we hope will be finalised over the next year

**34 If No, how do you plan to address any unmet need in future?**

N/A

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

New contract due to commence in April 2023 and the Council and partners will promote the arrangements for independent advocacy provision at that time using local media to assist

Mental Health Officers offer advocacy where someone is subject to compulsory measures, and continue to remind the individual of the right to independent advocacy where this has not been taken up.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

As Shetland is a small, remote island community there is a lack of dedicated advocacy providers available locally. This creates significantly difficulties when seeking to commission services.

At present Shetland Islands Council has a 6 month contract in place with The Advocacy People who are a UK mainland based service providing advocacy services remotely by telephone and/or online. We are closely monitoring service performance whilst also carrying out market engagement with potential local providers with a view to ensuring independent advocacy provision is place from April 2023 and going forward.

The previous Advocacy Development Plan 2011 – 2014 is attached. This needs to be revised and is something that the Council intends to take forward.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

The Council has maintained a 'no growth' budget position for the past two years, and has therefore sustained funding for advocacy services at the same level.



## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

It is rare that a child or young person would be placed out with the local authority area, and we would work with local advocacy providers, where required, to ensure the provision of independent advocacy on a case by case basis. If the young person had an existing relationship with a local advocate, we would consider how that relationship could be maintained.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Not applicable – we don't commission independent advocacy specifically for children and young people with mental illness, learning disability or related conditions. We have a contract with Who Cares? Scotland to provide an advocacy and participation service for care experienced children and young people, and those on the edges of care. If specialist advocacy support were required for individuals with particular needs, we would consider how this could be provided on a case by case basis.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

See Q6

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

We don't currently ask specifically for this information. There is sensitivity regarding low numbers of individuals and information being identifiable.

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

The provider is asked to submit regular monitoring reports.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

The current contract includes a Complaints Procedure and the service provider is required to provide reports on any complaints received.

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

There is a prompt in our Child's Plan document to discuss the provision of independent advocacy.  
Who Cares? Scotland support broader 'participation' work, and young people are invited to be part of this

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

We did a file reading exercise, and based on the findings from this added a section to our Child's Plan document to record discussion about the provision of independent advocacy as a prompt for staff. The right to independent advocacy is also discussed at child protection and looked after children meetings.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

We will continue to monitor the need for specialist independent advocacy provision for children and young people with mental health and/or learning disabilities.

---

**15 If No, how do you plan to address any unmet need here?**

Not applicable.

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

See our response to Q32 above (adults survey).

DRAFT

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	The Advocacy People , Town Hall, Queens Square, Hastings, England, TN34 1TL	Who Cares? Scotland, 5 Oswald Street, Glasgow, G1 4QR			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input type="checkbox"/> No	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

	Children & young people with a learning disability	<input checked="" type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)	N/A				
<b>18</b>	People with any other condition (specify)	N/A				

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>£48,156 p.a. (pro rata)</b>	<b>£30,327 (per annum)</b>			
	Details total budget information split into the following categories (if possible):		<i>Split of funding is not defined in contract</i>			
	People with mental health problems	£18,042 p.a. (pro rata)				
	People with learning disability	£30,114 p.a. (shared with carers) (pro rata)				
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia	£30,114 p.a. (shared with learning disability) (pro rata)				
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any					

	other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ..... 6 month contract in place	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	1 advocate	1 Advocacy and Participation Worker post			

DRAFT

<b>Organisation:</b>	<b>Angus Health and Social Care Partnership</b>
Job Title:	Planning Officer
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	Angus Health and Social Care Partnership

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority (\*)
- Other (please specify)

\*Children's Services

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

A draft Advocacy Plan is currently being prepared jointly between Angus Council and Angus HSCP using the Advocacy Planning template provided by MWC. Once drafted, it will require to be presented for approval to each of the relevant executive groups. An Equality Impact Assessment is being completed during the development of our draft plan.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

One of our commissioned advocacy providers, Angus Independent Advocacy (AIA) were consulted on our draft plan. This included consultation with advocacy users, partners and the AIA Board.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

Approximately fifteen (see 6).

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

- 9 **Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

x No

**If Yes, can you please submit a copy along with your questionnaire?**

- 10 **If No, is an action plan in the process of being developed?**

x Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

A draft Advocacy Action Plan is currently being prepared jointly between Angus Council and Angus HSCP using the Advocacy Planning template provided by MWC. Once drafted, it will require to be presented for approval to each of the relevant executive groups.

- 11 **Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

There are actions for mental health, dementia and learning disability services within Angus' Living Life Well Implementation Plan.

## Current Commissioned Services

- 12 **Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

x Yes

No

**If Yes, please provide details**

AIA give priority to detentions under the Mental Health Act (i.e. response within 3 days) thereafter AIA respond to all referrals within 10 days. Priority is always given by AIA to those affected by statutory processes - ASP, AWI, etc.

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

x No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	x	x	x
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

If a homeless person is referred and has one of the above conditions, they will be supported (subject to level of referrals at the time, specific issues, etc).

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	x	x	x
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

If an asylum seeker is referred and has one of the above conditions, they will be supported (subject to level of referrals at the time, specific issues, etc).



16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

AHSCP provide a grant to "Support in Mind Scotland" to provide support to adults (16+) living in Angus who experience problems with their mental health and who care for someone of any age with a mental illness. Advocacy is also available to carers via the Angus Carers Centre. In addition, AIA will provide support to carers who meet the wider criteria set-out above.

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

The AIA budget was increased by 2.2% in 2021/22 and by 3.85% in 2022/23. Service level requirements remained the same.

Short-term funding was made available through Covid monies to support a test-of-change for 1-year which supported the recruitment of a Duty Worker.

## Prisons and advocacy services

18 Do you have any prisons in your HSCP area?

Yes

x  No

19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?

Yes

No

If Yes, please provide details

20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)

## NHS patients placed in private healthcare facilities out with home health board area

21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?

From a local service where they are receiving care

From home health board / local authority

x  Don't know

Any further details

We do not currently collate this data, but processes are in place for all Care Managers to consider the requirement of advocacy as part of their role. This would not be different for people accessing private health care.

## Monitoring and review arrangements

### 22 What are the outcomes you are seeking to achieve and how do you monitor these?

As part of the commissioning agreement AHSCP has in place, AIA are asked to work towards achieving the National Advocacy Outcomes, as described by Scottish Independent Advocacy Alliance (SIAA). These outcomes are monitored through the annual reporting arrangements AHSCP has in place with AIA.

### 23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?

AIA's annual return includes a report on the quality of their advocacy provision. AIA's most recent report from April 2022 includes qualitative information such as feedback from advocacy users and fellow professionals. The report also includes the use of advocacy stories to highlight specific examples of good practice.

External evaluation of AIA was undertaken during Summer 2021 which highlighted that AIA has "systems in place to routinely gather feedback from Advocacy Partners to measure the impact the Citizen (and Direct) Advocacy is having and using the information gathered to reflect on and, as necessary, make changes to the way they operate".

A copy of AIA's current report is attached here:



AIA Our Impact  
2021-2022.pdf

### 24 Do you get information from each organisation about the number of people accessing advocacy support?

Yes

No

If Yes, please provide the most up to date information provided by each organisation



Copy of AIA Stats  
2021-2022.xlsx



SiMS angus Carers  
Report for 2021.docx

### 25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?

Yes

No

If Yes, please provide the most up to date information available

Unmet need is a standard agenda item for quarterly contract monitoring meetings. Information for Support in Mind Scotland is contained within the report in question 24, and AIA's report in question 23.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

This forms part of the Service Level Agreement in place between AHSCP and AIA.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

As can be seen from AIA's Annual Report (attached at 23), AIA use a variety of means to measure satisfaction amongst their users. For example, AIA are currently using a feedback app, collecting advocacy stories and compiling quotes from users.

A Service User involvement strategy was developed in 2021 by Angus Adult Protection Committee and Angus Independent Advocacy are in the process of developing an Engagement Pack on behalf of the committee. This will support multi-agency practitioners to engage with people with lived experience in adult protection processes in Angus, to gain their views for improvement.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Advocacy awareness is raised through AIA's website, information leaflets, AIA's community presence and through training. AIA have also carried out targeted work with specific professional teams where referrals have been particularly low in the past.

Adult Protection Advocacy sessions were held on MS Teams by the Angus Adult Protection Committee during covid.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

AIA are commissioned to provide advocacy services to people in Angus which includes those with protected characteristics. AIA also Links to existing equality groups in Angus, and targets promotion with translation as required.

**32 How do you measure this?**

This is measured through existing equalities monitoring processes.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Advocacy forms part of the AHSCP Strategic Needs Assessment.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Information gathered as part of the quarterly contract review meetings inform future planning.

---

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

A film has been commissioned by the Angus Adult Protection Committee on the topic of Human Rights and advocacy. This is being taken forward by AIA and those who use their service. The first edit is complete and will be signed off in the coming weeks.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

AIA are a key stakeholder in any public engagement within the Partnership to ensure that advocacy support is available for anyone who requires it.

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

X Yes

No

**2 If Yes, does it include advocacy?**

Yes

X No

**If Yes, can you please submit a copy along with your questionnaire?**

The Tayside Children's Plan is Rights based – this means that there is evidence that children's rights are considered in everything we do and that rights are promoted or enhanced by everything we are doing.



Tayside Children's  
Plan.pdf

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

X Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

In 2021/22 the budget was increased by 2.2%. No uplift for 2022/23

## NHS patients placed in healthcare facilities out with home health board area

5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

### Any further details

Any looked after child would be able to access advocacy support through Who Cares? Scotland either from Angus or through arrangement from services where the child was placed.

## Monitoring and review arrangements

This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.

6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?

Who Cares? Scotland provided advocacy for any care experienced child up to the age of 25. Any care experienced child, young person with a mental illness, learning disability or related condition would be supported.

Angus Independent Advocacy's (AIA) Children & Young Persons Advocacy worker provided advocacy support for Children & young people up to 18 years – wherever advocacy is required and 19-25 years old referrals are considered on an individual basis.

AIA have the national contract for advocacy for CYP detained under the MH care and treatment act they are notified via NHS/MHO when a child is detained.

AIA are also commissioned to provide a Families Project working with parents or kinship carers who may have long term health conditions, additional support needs, literacy issues, parents who are in recovery or feeling socially isolated.

Parent to Parent provide advocacy within the wider service they provide to children with disabilities and complex needs. This is monitored through Education officer.

Who Cares? Scotland and Angus Independent Advocacy provide activity reports capturing the data and information on quantity, quality and outcomes of the service related to the service specification. Valuable feedback from children and families regarding impact of the service alongside case studies is also provided at contract monitoring meetings.



- 7 **Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

As above contract monitoring meetings are held and reports on the delivery of the service are provided. Independent advocacy is not restricted to children and young people with mental health, learning disability or related conditions.

- 8 **Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

- 9 **What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

All children, young people and families accessing advocacy services are given opportunities to provide feedback on the quality and impact of the service.

- 10 **How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Providers are required to provide information on any complaints made to them.

- 11 **How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

Information is provided to children and families through leaflets and staff promotion of the service working with children and families. Both services have a strong community presence and actively promote the service for example visiting children in residential homes. Information sessions for staff have been held and advocacy is promoted through training. New guidance for staff on assessments highlights the need to advise children and young people of advocacy and support referrals.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

As above

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

Whilst we don't have a planning group for children's services our advocacy partners are key members of Leading the Promise group where advocacy development and themes are a standing agenda item.

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Monitoring of unmet need, and any delays in provision of service from point of referral and data collection on numbers of children accessing the service and projections of future needs.

---

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

As noted above (Number 6) Parent to Parent provide advocacy within the wider service they provide to children with disabilities and complex needs. Angus Council specifically commissions a Young Person's Advocacy Worker to provide advocacy for school aged children with additional support needs although Advocacy is not Parent to Parent's sole remit.

Children's service commission two providers who work closely together to ensure any child or young person referred for advocacy receives a service, offering continuity of advocacy worker for a child as well as choice.

DRAFT

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	<u>Adult:</u> Angus Independent Advocacy, 69 High Street, Arbroath, Angus. DD11 1AN	<u>Children &amp; Young People:</u> Who Cares Scotland 11 Castle Street, Dundee. DD1 3AA	<u>Children &amp; Young People:</u> Angus independent Advocacy		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> Yes  x No	<input type="checkbox"/> Yes  x No	<input type="checkbox"/> Yes  x No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	x Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  x No	<input type="checkbox"/> Yes  x No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
4	People with learning disability	x Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input type="checkbox"/> No	x No	x No	<input type="checkbox"/> No	<input type="checkbox"/> No
5	People with dementia	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
6	People with autistic spectrum disorder	x Yes <input type="checkbox"/> No	x Yes <input type="checkbox"/> No	X Yes No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

11	Children & young people with a mental health problem	<input type="checkbox"/> Yes x No	x Yes <input type="checkbox"/> No	X Yes No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes x No	x Yes <input type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
13	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes x No	x Yes <input type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
14	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes X No	x Yes <input type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
15	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes x No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
16	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes X No	X Yes No	X Yes No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
17	Children/young people with any other condition (specify)	Includes children (14yrs+) where they are part of formal Transitions arrangements.	All care experienced young person whatever the condition	No child excluded from the service based on a condition		
18	People with any other condition (specify)					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes X No	x Yes <input type="checkbox"/> No	x Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>20</b>	<b>Type of advocacy</b>					
	▪ Individual	X Yes <input type="checkbox"/> No	X Yes <input type="checkbox"/> No	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input type="checkbox"/> Yes X No	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes X No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>21</b>	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	X Yes <input type="checkbox"/> No	X Yes <input type="checkbox"/> No	X Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	£180,300 general grant, plus £52,000 from the Alcohol and Drugs Partnership (ADP), plus £20,000 from AHSCP for Citizen Advocacy.	£31,500			
	Details total budget information split into the following categories (if possible):					
	People with mental health problems	Includes people with mental health problems.	Includes young people with MH problems	Includes young people with MH problems		
	People with learning disability	Includes people with learning disability.	Includes young people with learning disability.	Includes young people with learning disability.		
	People with dementia	Includes people with dementia				
	People with autistic spectrum disorder	Includes people with autistic spectrum disorder	Includes people with learning disability.	Includes people with learning disability.		
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia	Includes homeless people where they meet the general criteria above.	Includes homeless people where they meet the general criteria above.	Includes homeless people where they meet the general criteria above.		
	Asylum seekers with mental illness, learning disability, dementia	Includes Asylum seekers where they meet the	Includes Asylum seekers where they meet the	Includes Asylum seekers where they meet the		

		general criteria above.	general criteria above.	general criteria above.		
	Carers of people with mental illness, learning disability, dementia	Includes carers where they meet the general criteria above.		Includes parent and carers		
	Children & young people with a mental health problem		Includes children & young people with a mental health problem	Includes children & young people with a mental health problem		
	Children & young people with a learning disability		Includes children & young people with LD	Includes children & young people with LD		
	Children & Young people with ASD or ADHD		Includes children & young people with ASD/ADHD	Includes children & young people with ASD/ADHD		
	Looked-after children & young people including those who have mental illness, learning disability or related conditions		Includes LAC children & young people with conditions	Includes children & young people with conditions		
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)	Includes children (14yrs+) where they are part of formal Transitions arrangements.	Includes LAC children & young people with any condition	Includes children & young people with with any condition		

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail)	<input type="checkbox"/> X 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail)	<input type="checkbox"/> X 1 year <input checked="" type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail)	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail)	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail)
		General grant, ADP and Citizen Advocacy funding is on a rolling annual basis. However, £9k of ADP funding is only for the next 3-years.	Rolling annual grant.	Rolling annual grant.	.....	.....
24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	Four, including ADP monies (Peer Advocacy Worker/Families Worker). Money for Citizen Advocacy pays towards one development worker.  = 5 in total.	One full-time advocacy worker	One full-time one part-time advocacy worker		

<b>Organisation:</b>	<b>Dundee Health and Social Care Partnership</b>
Job Title:	Locality Manager
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	Dundee Health and Social Care Partnership

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

Although HSCP funds and commissions services locally there is a Tayside Integrated Leadership Group that has a broader overview. There is a strong collaboration in place with all local providers who work closely together to make best use of available resources e.g. training.

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

5 **If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Following discussions within Children and Families services, it has been agreed to develop a strategic plan. Our intention is to broaden this discussion with an aim to produce an overall Advocacy Strategic Plan. There is also plans to establish a strategic lead post for Advocacy which will have a City wide focus with linkage to the Tayside wide agenda. This will be co-developed with local advocacy providers.

## Consultation & Involvement

6 **Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

The development of the Dundee Plan will be co-produced with advocacy providers and other stakeholders.

7 **Please describe how people who use advocacy services were consulted or involved in the development of the plan**

In addition to those mentioned above, the aim would be to co-produce the Dundee Plan.

8 **Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

9 **Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

10 If No, is an action plan in the process of being developed?

Yes

No

If Yes, please provide details of when the action plan will be completed

If No please can you kindly advise why this is not being developed?

The Advocacy needs of Dundee citizens are outlined within a range of local plans. However, we do see the merit of developing distinct Advocacy Plans and this is an area we shall give further consideration.

11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans

Carers Strategy 2021-24

- consideration to be given by Carers Partnership of possible need for additional/enhanced Advocacy support for Carers and what form this additional support needs to be in form of e.g. Independent Advocacy; Collective advocacy; Peer support; etc.

Dundee City Plan 2017– 2026

- Ensure all Looked After Children have access to advocacy support

## Current Commissioned Services

12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?

Yes

No

If Yes, please provide details

Formal contracts are in place for each commissioned service. Priority groups and/or overall aims have been agreed – **see attached supporting information.**

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Our services are commissioned to support adults in need/community care classification – they are not specifically commissioned for homelessness rather than for people in need – It would be anticipated that our generic commissioned service for Adults provided by DIAS would pick most of these referrals up and report back via formal monitoring any gaps/unmet need and/or capacity issues.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Our services are commissioned to support adults in need/community care classification – they are not specifically commissioned for asylum seekers rather than for people in need – It would be anticipated

that our generic commissioned service for Adults provided by DIAS would pick most of these referrals up and report back via formal monitoring any gaps/unmet need and/or capacity issues. We have commissioned a specific Humanitarian Protection Support Service for Refugees (and their families), who are seeking Humanitarian Protection in the Dundee area. The service provided complements the work of the Council and The Home Office ensuring that Refugees have the best possible introduction to life in Dundee. It is acknowledged that advocacy support forms part of this service.

**16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

The Dundee Carers Partnership provides local Carers with a mechanism to ensure agencies across the City work together to develop plans and to make them a reality. Carers are involved, consulted, listened to and heard by key agencies across Dundee with the support of the Dundee Carers Partnership. The IJB, through the Health and Social Care Partnership, have a pivotal role in endorsing and supporting the plans and developments that Dundee Carers Partnership makes and ensuring delivery of relevant legislation including The Carers (Scotland) Act (2016). A local strategic plan has been developed in partnership with Carers across the City. DHSCP fund the Dundee Carers Centre who play a crucial role in supporting and advocating for carers. There is work underway to scope out what services are currently available for carers in Dundee, where the gaps are, and what carers say that they need. It is hoped to secure some funding to employ an external consultant to conduct this research, to help inform future planning and explore the potential for building a carers partnership between Dundee Carers Centre and independent advocacy providers across the city to deliver a more holistic approach to supporting carers.

**Commissioning budget**

**17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?**

- Yes
- No

**If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

Increased funding has allowed local providers to better manage demand/capacity. Additional funding to support those with substance use has provided a dedicated resource for this particular area of provision.



## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

- Yes  
 No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

- Yes  
 No

**If Yes, please provide details**

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

- From a local service where they are receiving care  
 From home health board / local authority  
 Don't know

**Any further details**

DIAS support Dundee patients when they are in Murray Royal. If they have a Dundee postal address, DIAS will travel through and support. There are the odd Dundee patients that Perth Independent Advocate takes on.

For those further afield, such as the State Hospital, Ayr Clinic, then the local independent advocacy services provide the service.

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

Organisations are required to report on the following:

- New Referrals
- Active Clients
- Adult Support and Protection cases
- Mental Health Tribunals
- Advocacy Issues
- Volunteer Hours (where applicable)

We also consider:

- Capacity
- Pressure Points
- Compliments/Complaints
- Staffing Issues
- Anonymised case studies to get a “real life” view of the difference the services are making.

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Monitoring meetings are scheduled every 6 months with providers. A monitoring report in an agreed format is submitted in advance of each meeting. Financial audits are also carried out and each provider submits a financial return each quarter.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

- Yes
- No

**If Yes, please provide the most up to date information provided by each organisation**

**see attached supporting monitoring information.**

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

- Yes
- No

**If Yes, please provide the most up to date information available**

**see attached supporting monitoring information.**

26 **Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

**see attached supporting monitoring information.**

27 **What arrangements are in place to measure the satisfaction of people using advocacy services?**

**see attached supporting information.**

28 **How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

6 monthly monitoring meetings.

29 **How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Information about independent advocacy organisations is readily available within inpatient settings. Each organisation has their own website which gives a comprehensive summary of their local services with clear referral information.

30 **Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

We seek to ensure services are inclusive and enable access which is person centred. We measure some, but not all, equality characteristics through monitoring reports.

**32 How do you measure this?**

We seek to ensure services are inclusive and enable access which is person centred. We measure some, but not all, equality characteristics through monitoring reports.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Close working and monitoring discussions provide a "real time" mechanism for continuous assessment of need/demand and pressure points.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Discussions are taking place within the carers and substance use service areas. Recent investment has ensured additional capacity/support available for those experiencing substance use issues. DIAS have highlighted the pressure on their Families at Risk strand which will be discussed via the agreed strategic approach to consider City wide needs alongside Children and Families colleagues.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

- Yes
- No
- Other (please specify)

Following discussions within Children and Families services, it has been agreed to develop a strategic plan. Our intention is to broaden this discussion with an aim to produce an overall Advocacy Strategic Plan. There is also plans to establish a strategic lead post for Advocacy which will have a City wide focus with linkage to the Tayside wide agenda. This will be co-developed with local advocacy providers.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

Partners in Advocacy – Children’s Hearing strand – funded by Scottish Government  
Dundee Assist Service - specialist domestic abuse advocacy service provided by Dundee Woman’s Aid (in partnership with Barnardo’s).  
Parent to Parent – not independent advocacy provision – funded partly by Children and Families and also receive investment from range of other funding streams including Health.  
DIAS - Families At Risk strand – Third party Funding

## Part Two: Children & Young People Survey

### Current Planning

1 Do you have an integrated children's service plan?

Yes

No

2 If Yes, does it include advocacy?

Yes (Children's Rights more broadly)

No

If Yes, can you please submit a copy along with your questionnaire? (see attached supporting information)

### Commissioning

3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?

Yes

No

4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

Inflationary Increase of 1.25% applied 20-21 and 2% for 22-23

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

PiA report they have not supported any CYP out of area in the period April 2020 – March 2022

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Outcomes: SHANARRI indicators for ER HSCP commissioned work.  
Outcomes: Informed of rights under MHCTA, NHS GGC commissioned work.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

Quarterly monitoring provided to HSCP and NHS commissioners – captures demographic information, referral source, presenting issues, brief summary of closed cases.

No independent evaluation carried out by HSCP or NHS.

Advocacy satisfaction survey carried out in Skye House by PiA.

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Figures below April 2020 – March 2022

ER HSCP commissioned work – 1 referral from CAMHS (community)  
NHS GGC commissioned work – 4 MHO referrals for ER young people (hospital based)

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

PiA conducts end of advocacy partnership feedback surveys to rate levels of satisfaction with the service, what could be improved, etc. Very low return rates, hampered by the fact that often children and young people are discharged from hospital and mailouts of our survey receives little or no response. Sent out via mail, email and available on Survey Monkey.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

6 monthly monitoring meetings. No complaints received between April 2020 – March 2022

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

PiA website and social media. Attendance at HSCP buildings and ASN sub-group meetings.

Weekly inpatient meetings in Skye House and Ward 4, Child Inpatient Unit (NHS)



12 **Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

Focused discussions are held within supervision re LAC and high risk cases to ensure workers and managers promote/use advocacy. There is also a focus around case conferences to ensure parents and children have advocacy if required. Promotion carried out by Review Officers and Who Cares also does proactive work with fostering and residential services. PIA operates in Dundee for Children's Hearing cases, with flyers being circulated and service promoted via range of communication channels.

More broadly Dundee has in place an online referral tracking system (FORT) which includes orgs that provide advocacy. Information and contact details held and publicised.

## Future plans

13 **Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

14 **Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

Following discussions within Children and Families services, it has been agreed to develop a strategic plan. Our intention is to broaden this discussion with an aim to produce an overall Advocacy Strategic Plan. There is also plans to establish a strategic lead post for Advocacy which will have a City wide focus with linkage to the Tayside wide agenda. This will be co-developed with local advocacy providers.

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**15 If No, how do you plan to address any unmet need here?**

As above.

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

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## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		DIAS	Partners in Advocacy	Advocating Together (Dundee)	Who Cares	Dundee Woman's Aid
1	Organisation name and address	Dundee Independent Advocacy Support Technology Park Gemini Crescent DUNDEE, DD2 ITY	Partners in Advocacy 2nd Floor Beaverhall House Beaverhall Road Edinburgh EH7 4JE	Advocating Together (Dundee) SCIO 13 Ryehill Lane DD1 4DD	Who Cares Scotland 1 <sup>st</sup> Floor 5 Oswald Street Glasgow G1 4QR <i>(Looked After/and or Accommodated Children only)</i>	DUNDEE WOMEN'S AID 61 Reform Street, Dundee DD1 1SP
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4	People with learning disability	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Yes	

		<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input checked="" type="checkbox"/> No	
<b>5</b>	People with dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>6</b>	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>7</b>	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>8</b>	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>9</b>	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>10</b>	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>11</b>	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)	Substance Use				Specialist domestic abuse advocacy service in Partnership with Barnardo's Scotland

		DIAS	Partnership in Advocacy	Advocating Together (Dundee)	Who Cares	Dundee Woman's Aid
19	<b>Age range</b>					
	▪ All ages	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		DIAS	Partnership in Advocacy	Advocating Together (Dundee)	Who Cares	Dundee Woman's Aid
<b>20</b>	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>21</b>	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		<b>DIAS</b>	<b>Partnership in Advocacy</b>	<b>Advocating Together (Dundee)</b>	<b>Who Cares</b>	<b>Dundee Woman's Aid</b>
<b>22</b>	<b>Budget Information: total annual amount allocated</b>	<b>£228,342 (commissioned via formal contract)</b>  <b>£27,537 funded from Covid Financial Sustainability Fund.</b>	<b>£66,311</b>	<b>£117,846</b>	<b>£32,051</b>	<b>£467,906.00</b>
	Details total budget information split into the following categories (if possible):					
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					

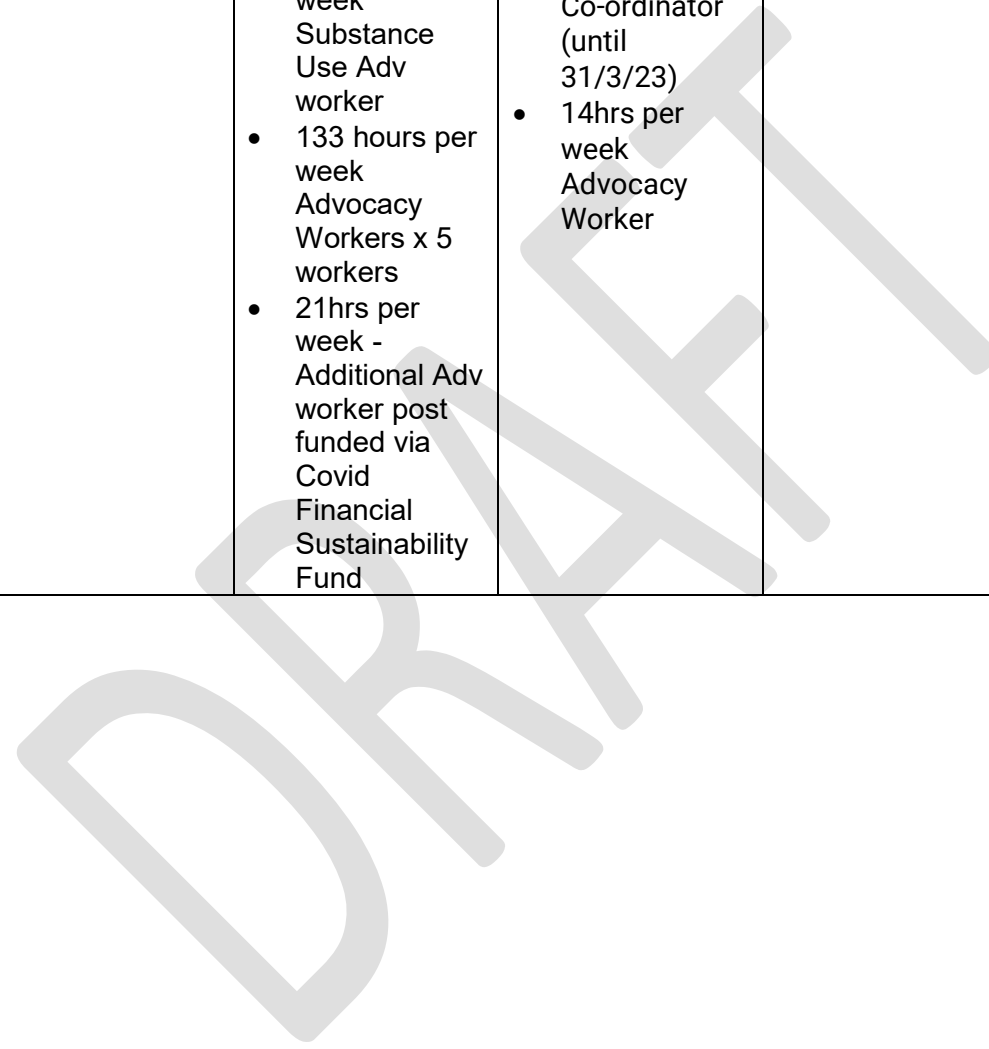


Children & young people with a mental health problem					
Children & young people with a learning disability					
Children & Young people with ASD or ADHD					

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		DIAS	Partnership in Advocacy	Advocating Together (Dundee)	Who Cares	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions				√ may involve joint working with PIA or direct referral to PIA. LAC status would likely mean a referral to WC's in the first instance	
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions				√	
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
23	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input checked="" type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
24	How many Independent Advocacy Officers are supported by this funding in your area?	• 14hrs per week	• 21hrs per week	<b>2 FTE</b>		

	<p><b>(NEW question)</b></p>	<p>Substance Use Adv worker</p> <ul style="list-style-type: none"> <li>• 35hrs per week Substance Use Adv worker</li> <li>• 133 hours per week Advocacy Workers x 5 workers</li> <li>• 21hrs per week - Additional Adv worker post funded via Covid Financial Sustainability Fund</li> </ul>	<p>Advocacy Worker</p> <ul style="list-style-type: none"> <li>• 35hrs per week Service Co-ordinator (until 31/3/23)</li> <li>• 14hrs per week Advocacy Worker</li> </ul>		<p><b>Still to be clarified following reduction in 22/23 funding.</b></p>	
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<b>Organisation:</b>	<b>Perth and Kinross Council / Perth and Kinross Health and Social Care Partnership</b>
Job Title:	Chief Officer
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP & Local Authority

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

- Yes
- No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Active planning took place in 2018 / 19 but due to covid pandemic and staffing changes as well as other competing priorities this work was paused. A strategic plan for advocacy will be prepared during 2023.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

n/a

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

n/a

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed  
If No please can you kindly advise why this is not being developed?**

As outlined in question 5 above.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Current local plans as listed above do not include specific actions relating to independent advocacy.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

Yes

No

**If Yes, please provide details**

Within Service Level Agreement areas of priority identified are:

- Adults subject to The Mental Health (Care & Treatment) (Scotland) Act 2003 included under the term 'Mental Disorder'
  - Mental Health issue
  - Personality Disorder
  - Dementia
  - Learning Disability
  - Autism
  
- Children & Young People subject to The Mental Health (Care & Treatment) (Scotland) Act 2003
  - Mental Health issue
  - Autism
  - Learning Disability
  
- People under the Adult Support & Protection Act
- People under the Adults with Incapacity Act
- Carers with highest assessed need – e.g. where their caring role is impacting on their own mental health.
- Adults who reside in HM Perth Prison and HM Open Estate - Castle Huntly who are also subject to the Mental Health (Care and Treatment) (Scotland) Act 2003.
- People affected by problematic substance use (in line with the Scottish Government strategy: Rights, Respect and Recovery).

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

Yes

No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	X	X	X
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

Generic service open to carers with highest assessed need – e.g. where their caring role is impacting on their own mental health.

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

Annual uplifts have been applied for FY 20-21 (2.2%) and FY 21-22 (2.2%)



## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

PKC is the only local authority in Scotland with two prisons in its geographical boundaries. There is independent advocacy provision amounting to 21 hours per week to cover both prisons covering a total of 800 prisoners. The vast majority of individuals seeking independent advocacy support within the prison establishments have a mental disorder as defined by the Mental Health (Care & Treatment) (Scotland) Act 2003.

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

Referrals can be made by Scottish Prison Staff, NHS staff, family friends or self-referrals. The prison advocacy provision is well established in both prisons and word of mouth is often best form of recommendation to the service.

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

Based on logic model approach:  
 Situation / need: Provision of independent advocacy to help people by supporting them to express their own needs and make their own informed decisions.

Short Term Outcomes/ Quality of Life Outcomes: Supporting partners to:

- Feel more confident
- Be more involved in decisions that affect them
- Feel more listened to
- Feel more in control of their situation
- Have information to make informed decisions
- Understand their rights

Service Outcomes:

1. Enabling people to have a voice.
2. Informing people of their rights.
3. People have the opportunity to participate more in situations that affect their life.
4. Safeguarding people’s rights when they have more limited capacity, by providing non-instructed advocacy.

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Monitored through annual reports, quarterly monitoring returns, quarterly monitoring meetings. Annual reports on the provision and impact of advocacy are provided to the IJB and Council via a number of key reports.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

- Yes
- No

**If Yes, please provide the most up to date information provided by each organisation**

Summary of IAPK annual report for 21-22 (based on 11 months – Apr – Feb 22):

Please note referral numbers and areas of support are reflective of the pandemic period.

Table 1 below shows an increase of 135 referrals in 2021-22 compared to 2020-21.

Table 2 details the referral category with Mental Health (community) being the highest at 396.

Table 1 –	2020 – 21 (11 mths)	2021 – 22 (11 mths)
New Referrals	760	895

Table 2

<b>New Referrals 2021-2022</b>	<b>Apr</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Total</b>
Carer	2	1	0	2	4	1	6	2	6	4	1		<b>29</b>
Children's Hearings	4	5	4	4	9	2	2	0	5	3	5		<b>43</b>
Children & Young People (MH) (<18)	1	3	7	4	3	9	3	11	2	4	8		<b>55</b>
Older People (ASP)	1	3	2	1		2	2	2	2				<b>15</b>
Learning Disabilities	12	5	5	1	7	5	2	2	6	8	5		<b>58</b>
Mental Health	43	42	47	16	30	36	29	29	48	40	36		<b>396</b>
Dementia	11	9	11	5	11	6	3	3	6	3	6		<b>74</b>
LAAC at home	2	5	2	0	1	1	1	2	4	1	1		<b>20</b>
Drug & Alcohol	3	2	4	2	0	5	0	1	2	4	2		<b>25</b>
Rohallion	0	1	4	1	0	0	4	2	1	2	2		<b>17</b>
Prison Mental Health	6	7	4	4	12	6	9	6	1	7	6		<b>68</b>
Criteria Unknown	10	8	2	24	5	3	30	5	3	2	3		<b>95</b>
<b>Total</b>	<b>95</b>	<b>91</b>	<b>92</b>	<b>64</b>	<b>82</b>	<b>76</b>	<b>91</b>	<b>65</b>	<b>86</b>	<b>78</b>	<b>75</b>		<b>895</b>

There were a variety of issues about which people sought independent support as follows:

Accessing Healthcare	Advanced Statement/Named Person	ASN	ASP
AWI	Care Package	Case Conference/Review	Child Protection
Children's Hearings	Complaints	Contribution Charges	Court
Criminal Justice	Debt	Domestic Abuse	Education
Deportation	Employment	End of Life	Hospital Discharge
Housing	Homelessness	Neighbour Disputes	Parole Hearings
Prison Issues	Probation	Resettlement	Residential Care
Respite	School Meetings	Social Work Assessments	Social Care Issues
Solicitors	Tribunals – Mental Health	Tribunals – Benefits	Welfare Benefit Assessments/appeals

25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?

Yes

No

If Yes, please provide the most up to date information available

At 15 December 2022 there are currently 7 advocacy partners awaiting allocation from IAPK waiting list.

26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?

Yes

No

If Yes, please provide details

Within IAPK's Service Level Agreement areas of priority identified are:

- Adults subject to The Mental Health (Care & Treatment) (Scotland) Act 2003 included under the term 'Mental Disorder'
  - Mental Health issue
  - Personality Disorder
  - Dementia
  - Learning Disability
  - Autism

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

IAPK use an advocacy outcomes tool at end of advocacy.

**28 How do you monitor complaints about advocacy services?**

- Annual monitoring data from providers
- No monitoring
- X Other (please specify)

IAPK are requested through the quarterly monitoring process to report on complaints received and outcome of complaint.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

IAPK distribute leaflets to various groups, hospital settings, social work departments, solicitors, GP surgeries etc to promote independent advocacy.

Awareness sessions are delivered by IAPK to social work teams.

Links to IAPK on / NHS Tayside and PKC website.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

- Yes
- No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Through generic awareness sessions / leaflets as identified in Q. 29. Through the support and advice of local groups such as Citizens Advice, PKAVS and out third sector networks.

**32 How do you measure this?**

Through the equalities returns as part of quarterly monitoring information.

**Future plans**

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

The intention will be to include in P&K H&SCP Market Facilitation Plan

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

Increase in LSI's particularly in the care home sector and as result this impacts on the workload for independent advocacy capacity.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

Other (please specify)

Our strategic plan which will be prepared during 2023 for independent advocacy will include communications and promoting awareness.  
The APC improvement plan will ensure that all adults who are involved in adult support and protection processes will be offered and encouraged to take up the support of independent advocacy as a matter of routine.

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

As part of the APC Improvement Plan for 2022/23, improving the uptake of advocacy for adults and their unpaid carers where the ASP Act is used to safeguard is a key priority.

DRAFT

## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

X Yes

No

**2 If Yes, does it include advocacy?**

X Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

X Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

The service level agreement with IAPK for the provision of advocacy services for children and young people has been revised and a tendering exercise carried out. A new contract now runs for 3 years with IAPK. Within the period there is clear evidence of an increase in both the quantity and quality of independent advocacy support.

The annual report to Council due in December 2022 evidences a continually improving position in terms of listening to, engaging with and providing children and young people with access to independent advocacy. The work of the Children and Youths Right Officer (CYRO) and in particular, the services being commissioned via Independent Advocacy Perth and Kinross (IAPK) continue to ensure that all children and young people, involved in child protection processes and the Hearings systems are provided with good quality independent advocacy. The level of support is being sustained at a level commensurate with need and numbers of children for Perth and Kinross. The data for 2021/22 compared to 2020/21 as follows:

- 136 (155 in 2020 / 2021) children and young people's views presented at a Child Protection Case Conference (CPCC) by their social worker, carer, advocate or other professional

- 263 (265 in 2020 / 2021) looked-after children and young people's views presented at a Looked-After Conference (LAC) by their social worker, carer, advocate or other professional
- 96 (92 in 2020 / 2021) children and young people helped to submit an All About Me Form to CPCCs and LAC

## NHS patients placed in healthcare facilities out with home health board area

### 5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?

- X From a local service where they are receiving care
- X From home health board / local authority
- Don't know

#### Any further details

All, 100%, children and young people in out of authority placements receive advocacy support.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

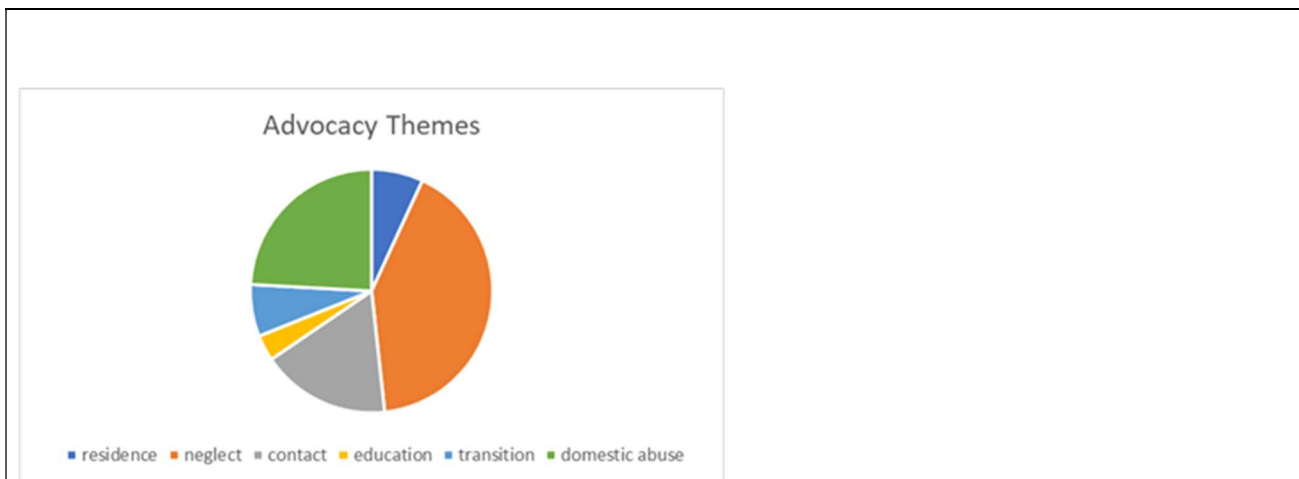
### 6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?

CAMHS Clinicians will discuss advocacy on the first assessment appointment with children, young people and their families. Signposting will also be shared at this first appointment. If further down the patients journey it is thought Advocacy would be beneficial clinicians will again discuss with children and families.

CAMHS have included future partnership working with Adult Advocacy services for older children and Parents. This is included in CAMHS Plan for Continuous Improvement. CAMHS currently do not keep referral data, but it has been requested as part of our electronic patient record. Data will be gathered as part of our Record Keeping Audit process. This will only provide us with our referral to Advocacy and not inform us if the patient or family attended.

The following themes were raised by children and young people in 2021/22





**7 Briefly describe the arrangements in place for monitoring the quality of children and young people’s mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

Perth and Kinross Education and Children’s Services have commissioned Independent Advocacy PK to do all the advocacy for children who are open to Social Work.

During 2021 – 2022 IAPK received 151 new children and young people referrals and supported a total of 162 children and young people to hear their views and promote their voices at meetings about them.

In addition to the provision of independent advocacy for children and young people identified as Looked-After at Home, IAPK are the primary provider of Children’s Hearing Advocacy in Perth & Kinross, funded nationally by the Scottish Government, and under [The Mental Health Care & Treatment Act \(Scotland\) Act 2003](#), IAPK advocate for children and young people on an ongoing basis. Collectively the independent advocacy provision goes some way to follow the child or young person through the various key decision-making processes which affects their lives and this is seen as a strength.

Due to the nature of child protection processes, systems and practices, children and young people frequently have Care Plans and Placements changed, affecting where they live and their access to education; e.g. 16 children and young people children and young people were moved out of the Perth and Kinross area at some point during 2021-2022.

IAPK were able to follow these children and young people out-of-area and were able remotely to maintain communication with them, meaning independent advocates helped the advocacy partner to have the support best suited to them. In some cases, IAPK tried to refer onwards to an independent advocacy organisation in the new area, however other independent advocacy organisations were not always able to support the child or young person out with their locality, so in these cases, IAPK continued to advocate for them.

The conversion from the referrals received, to advocacy take-up, in 2021 – 2022 indicate that there has been an 86% uptake of the advocacy service offered. Those children and young people who have, or are declining advocacy, are either sharing their views themselves, or they do not wish to share their views.



**86%**  
Advocacy  
uptake rate



**162**  
Supported  
Partners

**151**  
New  
Partners

### **Meetings for Children and Young People's Advocacy:**

The following figures are for the distinct and different types of meetings, where the views of children and young people were gathered by IAPK. Thereafter, the Independent Advocate shared these views at professional multi-agency meetings (both virtual and face-to-face).

IAPK's capacity to work with children and young people has increased again by 100% in the last year. This has enabled IAPK to increase the provision of Independent Advocacy to children and young people.

Evidence of the impact of the commissioned services by the local authority, Perth & Kinross Council, and changes in legislation are reflected in the referral numbers and the number of meetings recorded in the last year.

These figures do not include staff meetings, training courses, meetings held to promote and discuss advocacy with other agencies; it also does not include letters written to children during lockdown when phone calls were not possible:

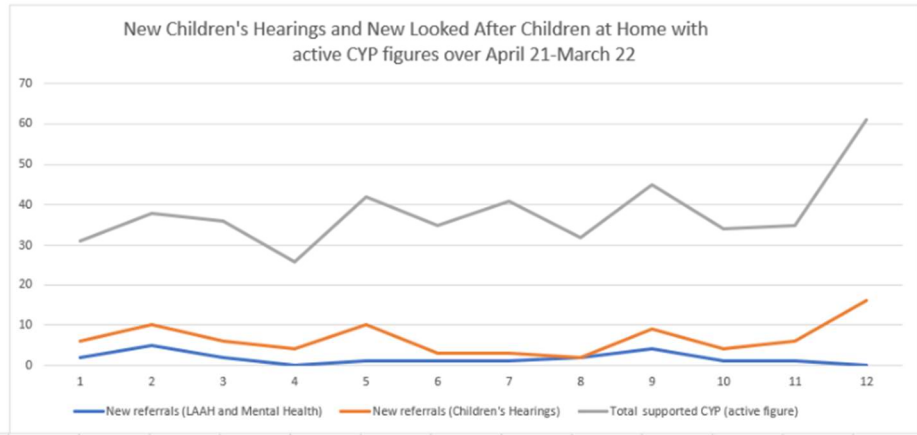
<b>Year</b>	<b>Partner Meetings and Calls</b>	<b>Hearings</b>	<b>LAC Reviews</b>	<b>Case Conferences</b>	<b>Core Groups</b>	<b>Others</b>
<b>Apr-Dec 2021</b>	376	60	35	23	23	52
<b>Jan-Mar 2022</b>	308	51	28	12	14	39

During the period 2021 – 2022, when the COVID-19 pandemic restrictions fluctuated, Independent Advocates continued to meet with children and young people children regularly, and as permitted, in schools, at home, virtually or at the IAPK office.

The virtual experience expanded our capacity to engage with children and young people in some ways, and advocates found that because IAPK was not the only service children and young people were expected to access, or who were supporting them remotely, that the majority of children and young people were more proficient and familiar with virtual meetings.

This however did not convert to more children and young people wishing to attend meetings about their lives, even with their Independent Advocate.

IAPK views this as an area to develop, through our attendance and participation in strategic meetings around the delivery of The Independent Care Review and The Promise and UNCRC and we will continue to promote and work in collaboration with education, social work, Children's Rights Officers and health providers, to increase children and young people awareness of their rights to participation.

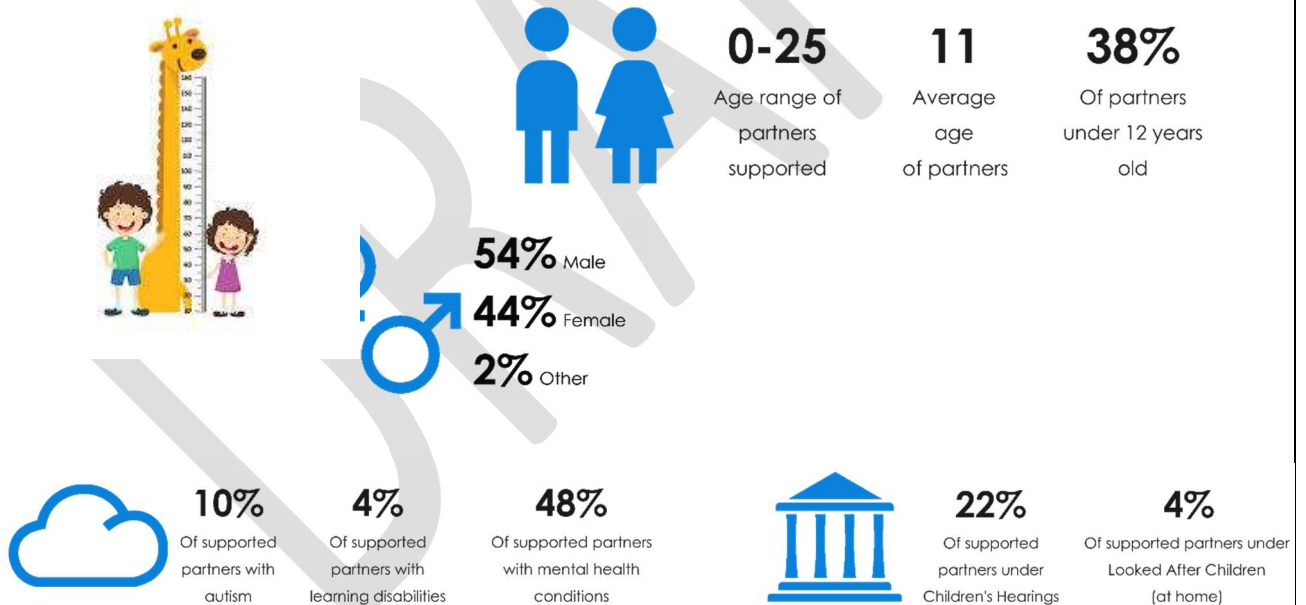


	Apr/21	May/21	Jun/21	Jul/21	Aug/21	Sep/21	Oct/21	Nov/21	Dec/21	Jan/22	Feb/22	Mar/22	TOTAL
New referrals (LAAH and Mental Health)	2	5	2	0	1	1	1	2	4	1	1	0	20
New referrals (Children's Hearings)	4	5	4	4	9	2	2	0	5	3	5	16	59
Total supported CYP (active figure)	25	28	30	22	32	32	38	30	36	30	29	45	*

Some of these referrals could be attributed to the concerns around aspects of COVID-19, with a trend noticed in S1-S3 female pupils experiencing problematic anxiety levels. Child and Young Person's Planning Meetings were held accordingly, interestingly this theme was seen across Perth and Kinross and was not specific to one school or area.

The following graphics illustrate some key statistical information in relation to advocacy over the past year:

### Demographics:



**In terms of impact**, the following is a snapshot of this year's feedback from Advocacy Partners:

#### IAPK – Key Comments / Feedback 2021 / 2022

"you are approachable, and I feel I can talk to you, and I'm always heard" - advocacy partner

"it made me feel more at ease and you said stuff that I couldn't at meetings" - advocacy partner

"I was only 17 going through this and it was quite hard to speak up and you helped me do that" - advocacy partner

"thanks so much for all your help I really appreciate everything that you have done for me and my son" - Parent of an advocacy partner

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

Please refer to Part 1 Adult Survey Q. 24 on behalf of Independent Advocacy Perth and Kinross See Q 7.

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

See q7

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

All children and young people in the categories above are automatically offered independent advocacy. The Children and Young People Rights Officer promotes children's rights through all schools in Perth and Kinross in order that all children and young people have a sound understanding of their rights and the role of the CYPRO in supporting them to exercise their rights and to have their voice heard.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

Yes

No

**Please provide any further details below.**

See above – a suite of materials is used including films and publicity across all staff working in children’s services.

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

Yes

No

Other (please describe)

Our CSP is Tayside-wide and there are opportunities to consider Tayside-wide commissioning with certain organisations. This has been explored but not taken forward due to the importance of having local connections. We see relationships as key.

**14 Are you assessing the projected need for children and young people’s mental health, learning disability or related condition independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

We monitor uptake and the impact of advocacy annually – see above as an example of the way in which this is disseminated and considered in terms of the key strategic planning arrangements.

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Independent Advocacy Perth and Kinross, 90 Tay Street, Perth PH2 8NP				
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	People with learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	People with dementia	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
<b>6</b>	People with autistic spectrum disorder	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>7</b>	Mentally disordered offenders	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>8</b>	Homeless people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>9</b>	Asylum seekers with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>10</b>	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>11</b>	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>12</b>	Children & young people with a learning disability	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

		<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No	<input type="checkbox"/> No
<b>13</b>	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>17</b>	Children/young people with any other condition (specify)					
<b>18</b>	People with any other condition (specify)	People affected by problematic substance use (in line with the Scottish Government strategy: Rights, Respect and Recovery) funded via National Recovery Advocacy Network.				



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>19</b>	<b>Age range</b>					
	▪ All ages	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
▪ Adults over 65	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<p>Funding provided via P&amp;K H&amp;SCP.</p> <p>(FY 20-21 £336,856)</p> <p>FY21-22 £344,267)</p> <p>Funding provided by P&amp;K Education and Children's Services – New contract from December 2022</p> <p>(£75,000)</p> <p>IAPK work on generic needs-based assessment rather than specific criteria (with the exception of Rohallion SCC, which is ring fenced funding).</p> <p>IAPK operate a 'Waiting List' as necessitated by the level of</p>				

	referrals and will monitor this through a 'Duty' system, based on urgency and advocacy need. At times when high levels of referrals and capacity results in a lengthy waiting list, those people who cannot be supported will be informed as promptly as possible.				
Details total budget information split into the following categories (if possible):					
People with mental health problems					
People with learning disability					
People with dementia					
People with autistic spectrum disorder					
Mental disordered offenders					
Homeless people with mental illness, learning disability, dementia					

	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					
		<b>Organisation 1</b>	<b>Organisation 2</b>	<b>Organisation 3</b>	<b>Organisation 4</b>	<b>Organisation 5</b>
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> <math>\sqrt{1}</math> year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....

24	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	FY 21-22 at 31.3.22 – 8.4 wte				
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<b>Organisation:</b>	<b>Comhairle nan Eilean Siar</b>
Job Title:	Strategic Commissioning and Partnership Service Manager
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	HSCP

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- NHS board-wide
- HSCP
- Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

Yes

No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Independent Advocacy Plan was for years 2018-2021 so requires updating and refreshed.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

The Advocacy Planning Group has developed the Advocacy Plan and the membership includes 2 representatives from Advocacy services along with 16 other representatives from various organisations.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

A Consultation exercise took place so that the local population could comment and share ideas in relation to the Advocacy Plan.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**



10

If No, is an action plan in the process of being developed?

Yes

No

If Yes, please provide details of when the action plan will be completed

If No please can you kindly advise why this is not being developed?

The Advocacy Action Planning Group has not been meeting regularly since the start of the Pandemic but there is a plan to begin regular meetings and update the plan and add additional actions.

11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans

This will be included in the wider plan.

### Current Commissioned Services

12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?

Yes

No

If Yes, please provide details

Advocacy Western Isles do prioritise referrals for people subject to compulsory measures and as well as an advocate they ensure that people have access to legal representation.

13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?

Yes

No

If Yes, please provide details

14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support homeless people with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to homeless people with condition – no specific agreement relating to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific homeless advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

While we don't specifically commission services the generic services will provide support. Some of the Advocates have a specific interest and knowledge in mental health, others in learning disability or dementia.

15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned to support asylum seekers with this condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic service open to asylum seekers with condition – no specific agreement relating to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific asylum seeker advocacy service (s) commissioned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Service is not specifically commissioned but the generic service is available.

16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide details

We don't specifically commission a service for carers but are supported by the generic advocacy service.

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

Yes

No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

The budget remains the same. It is my understanding that services have not changed.

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

- Yes  
 No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

- Yes  
 No

**If Yes, please provide details**

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

- From a local service where they are receiving care  
 From home health board / local authority  
 Don't know

**Any further details**

## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

Outcomes monitored through monitoring meetings

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

A service specification has been developed and monitoring is part of the process.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

The number in the last report states 2375, however I think that that is 1 individual having multiple meetings. Will clarify at our next meeting.

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

No

**If Yes, please provide the most up to date information available**

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

No

**If Yes, please provide details**

The Mental Health Officer will contact advocacy and they will meet with the person as soon as possible due to their rights in relation to their detention.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

Electronic media and stakeholders websites promote independent advocacy services.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

No

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

The Advocacy service is generic and will support people from all groups. We have included this in our service specification.

**32 How do you measure this?**

Annual monitoring

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

No

**If Yes, please describe**

**34 If No, how do you plan to address any unmet need in future?**

When we begin to update our advocacy plan this is information that we will look at.

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

No

**If Yes, please describe**

---

**36** Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?

- Yes
- No
- Other (please specify)

Will be included in the Strategic Advocacy Plan

**37** **Any Other Comments?**  
For example, are there other local advocacy services which are not commissioned but receive funding from other services?

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## Part Two: Children & Young People Survey

### Current Planning

**1 Do you have an integrated children's service plan?**

Yes

No

**2 If Yes, does it include advocacy?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

### Commissioning

**3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?**

Yes

No

**4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details**

The budget has increased. There is an increased service provided in schools.

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

---

**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

Yes

No

**If Yes, please provide the most up to date information provided by each organisation**

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

12 Have there been any specific actions to promote the use of advocacy among staff?

Yes

No

Please provide any further details below.

## Future plans

13 Does your integrated children services planning structure include an advocacy planning group covering your area?

Yes

No

Other (please describe)

14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?

Yes

No

If Yes, please describe

---

**15 If No, how do you plan to address any unmet need here?**

The Childrens Integrated Plan has a mental health sub group.

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

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## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
1	Organisation name and address	Advocacy Western Isles Adults	Who Carers Scotland Children	Advocacy Western Isles Children		
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
4	People with learning disability	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No
5	People with dementia	<input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No	<input type="checkbox"/> Yes  <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10	Carers of people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
11	Children & young people with a mental health problem	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
12	Children & young people with a learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

13	Children & young people with ASD or ADHD	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
14	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
15	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
16	Young asylum seekers with mental illness/learning disability/dementia	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
17	Children/young people with any other condition (specify)		Advocacy Service is generic and will support children with any condition.	Advocacy Service is generic and will support children with any condition.		
18	People with any other condition (specify)	Advocacy Service is generic and will support Adults with any conditions. I have not included the services for children as they are commissioned separately. (Section 3)				



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
<b>19</b>	<b>Age range</b>					
	▪ All ages	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Under 18 with mental health issues, learning disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults up to 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Adults over 65	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
20	<b>Type of advocacy</b>					
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Collective	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	▪ Citizen	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
21	<b>Non-instructed advocacy</b>					
	Does the service provide non-instructed advocacy?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
22	<b>Budget Information: total annual amount allocated</b>	<b>£60,374 allocated. They also receive grant funding from other organisations.</b>	<b>£39,000</b>	<b>External funding for childrens advocacy service.</b>		
	Details total budget information split into the following categories (if possible):	Budget is not split into categories.	Budget is not split into categories.	Budget is not split into categories.		
	People with mental health problems					
	People with learning disability					
	People with dementia					
	People with autistic spectrum disorder					
	Mental disordered offenders					
	Homeless people with mental illness, learning disability, dementia					
	Asylum seekers with mental illness, learning disability, dementia					
	Carers of people with mental illness, learning disability, dementia					
	Children & young people with a mental health problem					
	Children & young people with a learning disability					
	Children & Young people with ASD or ADHD					

		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
<b>23</b>	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ...No end date.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
<b>24</b>	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	<b>8</b>		<b>8</b>		

<b>Organisation:</b>	<b>The State Hospital</b>
Job Title:	Director of Nursing and Operations
On whose behalf are you responding? (NHS Board, HSCP, Local Authority)	NHS Board

## Part One: Adult Survey

### Current Planning

**2 At what level is advocacy strategic planning carried out in your area?**

- \* NHS board-wide
- \* HSCP
- \* Local Authority
- Other (please specify)

**3 Is there an advocacy planning group covering your area?**

- Yes – As part of Person Centred Improvement Steering Group
- No

**4 Is there a current independent advocacy strategic plan for your area?**

- Yes
- No

**If Yes, can you please submit a copy along with your questionnaire?**

**5 If No, is an advocacy strategic plan in the process of being developed?**

- Yes
- No

**If Yes please provide details of when the advocacy strategic plan will be completed  
If No please can you kindly advise why this is not being developed?**

Not required as covered within SLA / tendering process, which is robust in terms of provision and potential needs of the service.

## Consultation & Involvement

**6 Please describe how advocacy provider organisations were consulted or involved in the development of the plan**

Via SLA tendering processes.

**7 Please describe how people who use advocacy services were consulted or involved in the development of the plan**

Patient Partnership Group were involved in tendering process and service specification development.

**8 Was there an Equality Impact Assessment completed with the development of your Advocacy Strategic Plan?**

Yes

No

**If Yes, can you please submit a copy along with your questionnaire?**

## Action Plan

**9 Is there an action plan for the development of mental health, learning disability or dementia independent advocacy services in your area?**

No

**If Yes, can you please submit a copy along with your questionnaire?**

**10 If No, is an action plan in the process of being developed?**

Yes

No

**If Yes, please provide details of when the action plan will be completed**  
**If No please can you kindly advise why this is not being developed?**

Due to the nature of the service, size of population and the needs of the patients, the Service Level Agreement can be tailored to adapt to the changing patient population.

Future tendering and EQIA development will support development of an action plan related to above groups.

**11 Please detail actions in relation to the development of mental health, dementia, learning disability services which may be in other local plans**

Within TSH, the entire patient population has services geared towards their individual needs. We recognise an ageing population and the potential for additional issues related to e.g. dementia.

## Current Commissioned Services

**12 Do you specify that any organisations prioritise referrals for advocacy support, e.g. support for people subject to compulsory measures under the Mental Health Act?**

**Yes**

**If Yes, please provide details**

The Patient Advocacy Service is provided via a Service Level Agreement with the purpose of providing advocacy services to patients within The State Hospital, all of whom are subject to compulsory measures within the Mental Health (Care and Treatment) Scotland Act 2003 or the Criminal Procedures (Scotland) Act 1995. The SLA stipulates that patients must be offered advocacy input within 7 working days of admission.

The Service Level Agreement recognises the statutory duty arising from Section 259 of the Mental Health (Care and treatment) (Scotland) Act 2003 to secure the availability of independent advocacy services for persons who have a mental disorder and to ensure that those persons have the opportunity to make use of those services.

**13 Do you specify that any organisations apply a limit to the amount of advocacy support per person?**

**No**

**If Yes, please provide details**

**14 Do you currently commission advocacy services specifically for homeless people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
<b>Generic service explicitly commissioned to support homeless people with this condition</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Generic service open to homeless people with condition – no specific agreement relating to this</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Specific homeless advocacy service (s) commissioned</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Advocacy services are available to all patients.

Whilst a number of our patients will have lived experience of homelessness prior to admission to The State Hospital there is no specifically commissioned service for homeless persons with mental health issues, learning disability or dementia. The Patient Advocacy Service serves the entire patient population irrespective of their living arrangements pre-admission. Where housing needs are identified, this is addressed via the CPA processes and in conjunction with the responsible local authority. The Patient Advocacy Service support the patient's involvement in these processes and can link with external advocacy partners as necessary.

**15 Do you currently commission advocacy services specifically for asylum seekers with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?**

	Mental Health	Learning Disability	Dementia
<b>Generic service explicitly commissioned to support asylum seekers with this condition</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Generic service open to asylum seekers with condition – no specific agreement relating to this</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Specific asylum seeker advocacy service (s) commissioned</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please provide details**

Advocacy services are available to all patients.

There is no specific service for asylum seekers. However, Clinical Teams and Patient Advocacy Service liaise when there are identified issues in this respect and are able to access specialist legal advice and support from external agencies where appropriate.

We have access to translation and interpreting services to support meaningful engagement with advocacy.



16 Do you currently commission advocacy services specifically for carers of people with mental health issues, learning disability or dementia? Please tick where appropriate. If not, how do you ensure they are supported?

	Mental Health	Learning Disability	Dementia
Generic service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific service explicitly commissioned for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No carers' advocacy service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details

There is no commissioned advocacy service for carers of people with mental health issues, learning disability or dementia. However, the Person Centred Improvement Team provide significant support to carers and have supported the development and operation of a Carer's Support Group. The Social Work service within the hospital will routinely liaise with carers following admission and at key points in the patient's recovery to support their involvement in the care and treatment plan. Carer's Assessments are offered in line with annual CPA meetings. Carers are signposted to advocacy services in their home area. Information is also contained within the visitors' information pack. We have implemented the Triangle of Care approach within TSH.

### Commissioning budget

17 Has the commissioning budget for mental health, learning disability or dementia independent advocacy organisations changed over the past two years?

- Yes  
 No

If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

## Prisons and advocacy services

**18 Do you have any prisons in your HSCP area?**

Yes

No

**19 If Yes, do any of the services currently commissioned provide advocacy support in the prison(s)?**

Yes

No

**If Yes, please provide details**

**20 Can you please outline how prisoners are informed about independent advocacy services? (NEW question)**

## NHS patients placed in private healthcare facilities out with home health board area

**21 Please specify how NHS patients from your area, who have been placed in private healthcare facilities out with their home health board areas, receive advocacy support?**

From a local service where they are receiving care

From home health board / local authority

Don't know

**Any further details**

N/A

## Monitoring and review arrangements

**22 What are the outcomes you are seeking to achieve and how do you monitor these?**

Independent Advocacy National Outcomes:

1. Independent advocacy enables people to be better informed about their rights, as well as understanding their needs and wishes and the choices they have. It increases their agency and power to choose their own actions freely, as much as possible.
2. Independent advocacy supports people to recognise, understand and challenge power imbalances that influence their lives. It enables them to challenge these imbalances, in order to try and realise their rights, needs, and wishes. When someone is unable to take personal action, their advocacy worker will ensure that their rights are upheld
3. Independent advocacy supports people to know that their voices have been heard and their needs and wishes understood

Further outcomes are reflected within the service specification and SLA:

Provide informed input and information to support all patients to participate meaningfully in Care Programme Approach (CPA) reviews and Mental Health Tribunals and develop Advance Statements.

Ensure all patients are informed of their legislative rights.

Engage in State Hospital meetings where Advocacy is a significant stakeholder to ensure the views of patients are heard and understood.

Support patients to share feedback /raise complaints.

Support patients to engage in stakeholder forums relating to service design

The Patient Advocacy Service reports regularly to the Clinical Governance Group within The State Hospital and provides annual reporting via it's AGM process in which it demonstrates its accountability to the purchaser and to its own Board. KPIs within The State Hospital monitor the involvement of advocacy services at key stages of the patient's recovery.

**23 Briefly describe the arrangements in place for monitoring the quality of mental health, learning disability or dementia independent advocacy services, including independent evaluation?**

Annual Reports to Clinical Governance, Patient Satisfaction Questionnaires, Self-Assessment, Person Centred Improvement Steering Group, State Hospital Board.

**24 Do you get information from each organisation about the number of people accessing advocacy support?**

Yes

**If Yes, please provide the most up to date information provided by each organisation**

As of 28/09/22, 111 patients in the Hospital. PAS engage with 100% of patients as a minimum twice a year. Currently 108 patients have regular advocacy input, 3 request input limited to CPA review meetings.

**25 Do you ask services to provide information about unmet needs, e.g. about people waiting to access advocacy support?**

Yes

**If Yes, please provide the most up to date information available**

This is provided via regular reporting mechanisms. However, there is no evidence of unmet need at this stage within The State Hospital.

**26 Are you aware of providers prioritising provision of advocacy support to people subject to compulsory measures?**

Yes

**If Yes, please provide details**

All patients are subject to compulsory measures.

Patient Advocacy Service based within The State Hospital.  
Detailed as per monitoring reports and within SLA.

**27 What arrangements are in place to measure the satisfaction of people using advocacy services?**

PAS incorporate patient feedback within their reporting arrangements.

Annual Patients' Advocacy Service satisfaction questionnaire.

Monitored through wider patient feedback processes and Patient Partnership Group.

**28 How do you monitor complaints about advocacy services?**

Annual monitoring data from providers

No monitoring

Other (please specify)

As part of service specification, provider would notify us of any complaints.

The Complaints Procedure is open to all.

TSH Board monitoring via the quarterly Complaints Report.

**29 How do you currently raise awareness and deliver public information about the availability of mental health, learning disability or dementia advocacy services in your area?**

All patients are provided with access to advocacy services within the first 7 days of admission and provided with an information leaflet.

Patient Welcome Pack and Carers' Information Pack includes this information.

Additional information on rights to access advocacy is available within patient areas, is conveyed to patients via Social Work in the first week of admission and is also a key element of the role of the Designated Mental Health Officer.

**30 Have there been any specific actions to promote the use of advocacy among health and social care/social work staff?**

Yes

**31 How do you ensure services are available to equality groups (e.g. LGBT people, ethnic minority groups)?**

Advocacy services are available to all patients.

**32 How do you measure this?**

Monitoring and governance mechanisms.

All patients' needs and characteristics are recorded.

## Future plans

**33 Are you assessing the projected need for mental health, learning disability or dementia independent advocacy supports in the future?**

Yes

**If Yes, please describe**

Pre-Admission Specific Needs Form completed which assesses the needs of protected characteristic groups prior to admission to support a fully inclusive approach to enabling patients to engage with PAS from the outset.

The State Hospital has a finite number of beds and a, largely, stable patient population in terms of numbers. Advocacy provision is based on the hospital being at capacity.

**34 If No, how do you plan to address any unmet need in future?**

**35 Do you have information about current identified gaps in provision / unmet need which you are using for future planning purposes?**

Yes

**If Yes, please describe**

Information contained in monitoring reports assist with future planning.

No unmet needs reported. Were this to change then this would inform future service specification development and tendering process.

**36 Are any specific actions planned to do more to promote awareness of the availability of advocacy services locally over the next two years?**

Yes

No

**37 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Two: Children & Young People Survey

### Current Planning

1 Do you have an integrated children's service plan?

2 If Yes, does it include advocacy?

Yes

No

If Yes, can you please submit a copy along with your questionnaire?

### Commissioning

3 Has the commissioning budget for children and young people's mental health/learning disability independent-advocacy organisations changed over the past two years?

4 If the budget has changed (either an increase or decrease) please say how. Have services changed as a consequence? Please provide details

N/A – The State Hospital does not routinely provide care for children or young people.

Any admissions of a young person aged 16 – 18 would be by exception only. In these circumstances there would be extensive liaison with community partner agencies to ensure the needs of the young person are protected. The Patient Advocacy Service would provide services to young people and specialist advocacy could be referred to were this necessary in the event of these rare occurrences.

The existing budget covers these exceptional admissions.

## NHS patients placed in healthcare facilities out with home health board area

**5 Please specify how many children or young people with a mental illness, learning disability or related condition and in a placement out with their home local authority would receive advocacy support?**

- From a local service where they are receiving care
- From home health board / local authority
- Don't know

**Any further details**

As a national board, we provide services to patients from across Scotland and Northern Ireland, all of whom have access to advocacy. The number of patients is so low as to lead to risk of identification.

## Monitoring and review arrangements

**This section is only applicable if you commission independent advocacy services for children and young people with mental illness, learning disability or related condition.**

**6 What are the outcomes you are seeking to achieve for the children and young people and how do you monitor these?**

Service provision is open to all patients.

**7 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health, learning disability or related condition independent advocacy services, including independent evaluation?**

As per adult arrangements.



**8 Do you get information from each organisation about the number of children and young people with mental illness, learning disability or related condition accessing advocacy support from each organisation?**

**Yes**

**If Yes, please provide the most up to date information provided by each organisation**

See above.

**9 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related condition using advocacy services?**

Same reporting mechanisms as for adult patients.

**10 How do you monitor complaints about advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?**

Annual monitoring data from providers

No monitoring

Other (please specify)

Same reporting mechanisms as for adult patients.

**11 How do you currently raise awareness and deliver public information about the availability of any advocacy services for children and young people with mental illness, learning disability or related conditions in your area?**

Same reporting mechanisms as for adult patients.

**12 Have there been any specific actions to promote the use of advocacy among staff?**

**Yes**

No

**Please provide any further details below.**

## Future plans

**13 Does your integrated children services planning structure include an advocacy planning group covering your area?**

- Yes
- No
- Other (please describe)

N/A

**14 Are you assessing the projected need for children and young people's mental health, learning disability or related condition independent advocacy supports in the future?**

- Yes
- No

**If Yes, please describe**

Pre-admission work and Child Referral Management Group would be aware of any potential needs in this respect.

**15 If No, how do you plan to address any unmet need here?**

**16 Any Other Comments?**

For example, are there other local advocacy services which are not commissioned but receive funding from other services?

## Part Three: Independent Advocacy Services Commissioned for Adults, Children & Young People

Please complete for all organisations you currently commission services from in your area. Please use additional copies of this form for additional organisations.

		Organisation 1	Organisation 2	Organisation 3	Organisation 4
1	Organisation name and address	Patient Advocacy Service, The State Hospital			
2	Is it a generic service (ie, it covers all the categories below)?  (If not generic, the service will be targeted at supporting specific groups)	<input type="checkbox"/> <input checked="" type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
3	Does the organisation support?  People with a mental health/illness related condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
4	People with learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
5	People with dementia	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Organisation 1	Organisation 2	Organisation 3	Organisation 4
6	People with autistic spectrum disorder	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
7	Mentally disordered offenders	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
8	Homeless people with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
9	Asylum seekers with mental illness, learning disability, dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
10	Carers of people with mental illness, learning disability, dementia	<input type="checkbox"/> <input checked="" type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
11	Children & young people with a mental health problem	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
12	Children & young people with a learning disability	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

<b>13</b>	Children & young people with ASD or ADHD	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<b>14</b>	Looked-after children & young people including those who have mental illness, learning disability or related conditions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<b>15</b>	Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions	<input type="checkbox"/> <input checked="" type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<b>16</b>	Young asylum seekers with mental illness/learning disability/dementia	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<b>17</b>	Children/young people with any other condition (specify)	N/A			
<b>18</b>	People with any other condition (specify)	N/A			

		Organisation 1	Organisation 2	Organisation 3	Organisation 4
19	<b>Age range</b>				
	▪ All ages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/> No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	▪ Under 18 with mental health issues, learning disability – NO UNDER 16s	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Adults up to 65	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Adults over 65	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

		Organisation 1	Organisation 2	Organisation 3	Organisation 4
20	<b>Type of advocacy</b>				
	▪ Individual	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	▪ Collective	<input type="checkbox"/> <input checked="" type="checkbox"/> No	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	▪ Citizen	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
21	<b>Non-instructed advocacy</b>				
	Does the service provide non-instructed advocacy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

		Organisation 1	Organisation 2	Organisation 3	Organisation 4
22	<b>Budget Information: total annual amount allocated</b>	<b>£146,282</b>			
	Details total budget information split into the following categories (if possible):				
	People with mental health problems				
	People with learning disability				
	People with dementia				
	People with autistic spectrum disorder				
	Mental disordered offenders				
	Homeless people with mental illness, learning disability, dementia				
	Asylum seekers with mental illness, learning disability, dementia				
	Carers of people with mental illness, learning disability, dementia				
	Children & young people with a mental health problem				
	Children & young people with a learning disability				
Children & Young people with ASD or ADHD					



		Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
	Looked-after children & young people including those who have mental illness, learning disability or related conditions					
	Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
	Young asylum seekers with mental illness, learning disability, dementia					
	Children * young people with any other condition (specify)					
	What is the term of funding allocated to this organisation? <b>(NEW question)</b>	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input checked="" type="checkbox"/> Other (please detail) ...5 years.....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....	<input type="checkbox"/> 1 year <input type="checkbox"/> 2 years <input type="checkbox"/> 3 years <input type="checkbox"/> Other (please detail) .....
	How many Independent Advocacy Officers are supported by this funding in your area? <b>(NEW question)</b>	1 x Full Time 3 x Part Time (28 hours)				