

Independent Advocacy in Ayrshire and Arran

**Current State Analysis
with Recommendations for Development
2001-2004**

Draft

December 2001

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Mapping Exercise

Preface

In a ministerial address to the Advocacy in 2000 conference, Ian Gray, then Deputy Minister for Community Care challenged NHS Boards to adopt a proactive approach to the provision of advocacy services in their area, in partnership with local authorities and other agencies.

This message was reinforced along with time-tracked targets in the letter, which accompanied the publication *Independent Advocacy: A Guide for Commissioners*.

This letter stated:

'Health Boards should work with their local partners to ensure that integrated, independent advocacy services are available to all who need this type of support. It is important that these schemes are co-ordinated, monitored and supported to ensure their future success.'

Further reinforcement was given in *Our National Health : A plan for action, a plan for change*:

'we will require all NHS Boards to work in partnership with Local Authorities to ensure that integrated advocacy services are available to those who most need them.'

This document also highlighted the Scottish Executive's vision to *'put people, their views and experiences at the centre of the planning and delivery of local services.'*

Within the Ayrshire and Arran area it was felt that if a development plan for independent advocacy in Ayrshire and Arran was to be drawn up in an involving and inclusive way, then the timescale would have to be set much wider, a more representative consultation framework would have to be drawn up and a fresh approach taken to building effective working relationships with key local stakeholders.

The timescale did not allow the steering group to embark on wide-ranging consultation, it did allow a mapping exercise to be conducted, which clarified what services were operational at present and to pull together information, which existed about the advocacy need that was not currently being met. This mapping exercise also clarified the present funding being invested in independent advocacy by each of the partner organisations. Organisations which provide advocacy as a secondary function were included in the mapping exercise as it was felt their existence would inform the prioritisation of unmet need. Those organisations listed in the appendix as providing advocacy as a secondary function is not exhaustive.

Use was also made of the feedback generated at a conference held in November 2000 by the Ayrshire Advocacy Workers Forum – *Advocacy in the Real World*, which was attended by people who used a range of advocacy services across Ayrshire.

The plan recognises that individual partners have their own local priorities to address within this overall framework and respects these in the targets set. Issues of Pan Ayrshire importance are also highlighted.

In line with guidance given by the National Development Officer for advocacy, Part 2 considers:

- Current provision
- Changes in service over the past 12 months
- Identified gaps in access to independent advocacy services
- Education and awareness raising undertaken to date
- The planning process
- Methods used for commissioning advocacy services
- Development plans
- Quality indicators
- Impact on service provision

Part 1 Pan Ayrshire and Arran Perspective

1.1 Definition of task

The task facing the steering group on independent advocacy in Ayrshire and Arran was to construct a development plan for the years 2001 – 2004 which would move forward the development of independent advocacy services within the area to address the advocacy needs of the population.

The steering group recognises that many professionals and others, including doctors, nurses, social workers and families and carers act as advocates for people that use the service. This is appropriate and will always be valued by service users. However, there are times when these people may have a conflict of interest and an independent advocate can assist in balancing viewpoints. It is only such independent advocacy, further defined below, which is addressed in this plan. This is not to diminish other types of advocacy carried out as a secondary function, only to say they are outwith the remit of this group. Examples of non-independent advocacy providers are given in Appendix 1 of this document.

Wherever possible, the steering group intended that the drawing up of the plan itself and the developments indicated in it would be carried out in a way that involved stakeholders meaningfully from the outset and regularly throughout the life of the plan.

1.2 Definition of terms

The following definitions were accepted by the members of the steering group and have been adopted throughout the document.

The definitions are based on those given in Advocacy: A Guide to Good Practice, Independent Advocacy: A Guide for Commissioners and Advocacy 2000's Key Ideas Kit.

Advocacy

Advocacy has two main themes:

- Safeguarding individuals who are in a situation where they are vulnerable
- Speaking up for and with people who are not being heard, helping them to express their own views and make their own decisions

Advocacy enables people to make informed choices about, and to remain in control of, their own life. Advocacy helps people have access to information they need, to understand options open to them, and to make their views and wishes known. Advocacy assists in safeguarding and protecting the rights of people unable, for whatever reason, to speak up for themselves.

Independent Advocacy

Independent advocacy is advocacy carried out by organisations, which have:

Structural independence – they have a management structure separate from any other organisation. The prime function of the organisation is to provide independent advocacy.

Psychological Independence – the primary accountability of an independent advocacy organisation is to the people they advocate for. This does not mean that they are not accountable for the funding they receive, and will have practices in place to ensure their financial accountability is upheld. However, they will maintain the principle of primary accountability when faced with injustice or where they feel the best interests of the people they serve are not being met.

Financial Independence - they will seek funding from a variety of sources.

Styles of Advocacy

There are four common styles of advocacy projects, which are:

Independent Professional Advocacy – these projects may use paid advocates as well as trained volunteers, who usually support people in dealing with a specific issue or problem and work with them until that issue is resolved. If the person needs help with another issue later on, they might be supported by the project again.

Citizen Advocacy – These projects are based on open-ended partnerships, which are independent from the advocacy project in that they are not accountable to it. They are accountable to the person for whom they advocate. Citizen advocacy projects aim to have a long-term impact on the community, not just on the individuals they support. They use “ordinary” members of the community as volunteer advocates and can actively work to include people who may otherwise be socially excluded.

Group Advocacy – sometimes known as collective advocacy – usually refers to a group of people facing a common issue who get together and decide to support each other. There are many different ways in which groups organise themselves for advocacy, some formal and some informal.

Self-Advocacy – is where people develop the skills to speak for themselves and often takes the form of a self-advocacy group where people support each other to develop these skills.

Projects adopt either a single approach or a mixture of these approaches.

1.3 Membership of steering group

Since it was initially set up early in 2001 the steering group has experienced changes of personnel and constitution. The composition of the group has been as follows:

Mairi McMenamin, Senior Manager, Ayrshire and Arran NHS Board (from June 2001)
– Lead Officer of the Steering Group

Lynda Hamilton, Public Health Specialist, Ayrshire and Arran NHS Board
Karen Andrews, Support Manager, Ayrshire and Arran NHS Board
Diane Page, Assistant Principal Officer, South Ayrshire Council (Community Care)
Susan Taylor, Service Officer, East Ayrshire Council (from June 2001)
Stephen Sheach, Service Officer, Quality Assurance, Planning and Review, East Ayrshire Council
Hilda Smith, Service Manager, North Ayrshire Council (Adult Care)

Representatives of the Acute and Primary Care NHS Trusts also contributed to the drafting of this document, either in person or by telephone and letter.

The steering group has met with representatives from the Advocacy Workers' Forum that represents the paid and unpaid people across Ayrshire who act as independent advocates. It is proposed that future processes should involve working together to develop plans for the future. The membership of the steering group will be widened to include other stakeholders.

1.4 The planning process used

1.4.1 Overview

The steering group has had regular meetings and discussions. These focussed on how to move advocacy services forward and how and when to meaningfully involve others. Members of the steering group regularly attended regional meetings for support, discussion and guidance on progress.

It is accepted by the steering group that the planning process from now on needs to take a more inclusive approach, which involves both those who provide and those who use advocacy services.

An awareness-raising event is planned for early 2002. This will be a focus for consultation on the plan and an opportunity for people to determine how they can influence the future development of advocacy services in Ayrshire. The possible provision of new advocacy services within Ayrshire and Arran is discussed and initial proposals for commissioning them are included within the plan. Revisions and changes will be made as a result of the consultation process.

After revisions are made a wider group will be recruited to ensure the plan is implemented effectively.

1.4.2 Process used to decide on priorities as part of this plan

A mapping exercise was undertaken as a result of a process of discussion between key partners and was partnership driven. Priorities and gaps were identified through the annual reporting process in each local authority area. Certain proposals have no resource implications, others will require a joint commitment across partner organisations and may require to be undertaken through service developments. Further definition of priorities will be the priority task in the forthcoming year, after full consultation with all stakeholders.

1.4.3 Systems put in place to review plans

In working with local advocacy service providers and key stakeholders, a monitoring and review process in terms of qualitative and quantitative data, will be constructed that also reflects the funding, monitoring/contractual agreements set with each service.

1.4.4 Implications for the Future

Advocacy should be part of the joint planning process to ensure unmet need and demand is targeted in future planning activity

Overall, impact on service provision is not currently identified. This is a priority for development.

1.5 Summary recommendations for moving forward

- A draft plan will be developed in conjunction with all partners and will involve meaningful consultation with identified stakeholders. A plan for the next three years will be further developed following such consultation with a view to matching planning and funding cycles.
- It is recommended that current services and supporting services be reviewed to explore and identify ways of ensuring the most efficient, effective and economic use of resources.
- The models of provision differ across each local authority area, with some disparity noted across areas. Gaps in service are currently identified in the annual reports of each Local Authority through the monitoring and review process. Areas highlighted are the under 16 age groups, 16-25 age group and the over 65's, those with dementia, carers, those in nursing homes and those accessing acute services.
- All independent advocacy services in Ayrshire are currently funded on an individual basis. The mapping exercise has identified that current providers spend a significant proportion of their time in generating extra income to supplement that given as core grant funding.
- Identify potential need for independent evaluation where considered necessary. Flexibility in the range of approaches should also be considered.
- Education and awareness raising has been undertaken by the local advocacy workers forum and by some local authorities as part of the monitoring and review process. A need to focus on this area as a priority in the future, particularly for staff in statutory organisations has been identified.
- The planning process currently consists of a steering group with representation from partner organisations. A local area group will be formed to allow commissioners, services providers and those who use services to be fully involved in the decision making process.

Part 2 Individual Partners' Perspectives

2.1 Introduction

The sections below detail the situation in each partner agency outlined under the following headings, although the headings are not used consistently or explicitly by each agency:

- Current provision
- Changes in service over the past 12 months
- Identified gaps in access to independent advocacy services
- Education and awareness raising undertaken to date
- The Planning Process
- Methods used for commissioning advocacy services
- Development Plans
- Quality Indicator
- Impact on Service Provision

Some agencies have included statistics about levels of service delivery. These cannot be compared across projects as they have not all been generated in the same way. They are also reflective of the specific style of advocacy delivered by that organisation, and so do not compare like with like.

2.2 Ayrshire and Arran NHS Board

North, South and East Ayrshire Local Authorities commission independent advocacy services locally. Ayrshire and Arran NHS Board devolves funding to each Local Authority, which is then complemented, by additional funding from each authority.

2.3 Ayrshire and Arran Acute Hospitals NHS Trust

Within the Acute Trust, the need for advocacy has been explored and meetings have taken place with a number of people to determine the way forward. Patients of the Acute Trust would only receive an advocacy service if they fell within a particular client group for which advocacy is available. Thus there are potentially large numbers of people who would benefit from advocacy for whom there is no service. On an ad hoc basis collective advocacy takes place with respect to particular support groups linking with management.

There is no specific provision to identify gaps in access to independent advocacy services in the Acute Hospitals Trust. Examples of patients who may benefit from advocacy services are children, frail elderly (particularly but not exclusively those with no relatives) and cancer patients.

2.4 Ayrshire and Arran Primary Care NHS Trust

The Primary Care Trust provide (£20,000) funding for 'Voice Advocacy' service, which provides collective, and, more recently, individual advocacy for citizens of South Ayrshire experiencing mental health problems. The Trust supports the necessity

for advocacy services and is facilitative of this new individual advocacy that is being provided by Ayr Action for Mental Health in South Ayrshire following a six-month pilot.

This adds to the opportunities provided by North Ayrshire's AIMS Ltd and East Ayrshire Advocacy Services who, in addition to their community based work, provide advocacy for patients in the Psychiatric Unit at Crosshouse Hospital. The Primary Care Trust supports this aspect of their service by providing space on a weekly basis and offering support and advice when required.

The Primary Care NHS Trust acknowledges the potential increase in demand in the need for advocacy services and important issues in relation to, e.g., the review of mental health legislation, adults with incapacity act, Clinical Standards Board guidelines, and other service user groups, all which need to be planned for.

The Trust continues to value advocacy service provision. The introduction of individual advocacy in mental health services in South Ayrshire is in the early stages, but the Trust have indicated that they will contribute to any evaluation/monitoring processes that are agreed by the steering group.

The Clinical Standards Board for Scotland – Schizophrenia Standard has highlighted a local gap in relation to carers needs.

2.4 East Ayrshire Council

2.5.1 Current Provision

East Ayrshire Advocacy Services was established in 1994 as an Urban Aid project to provide advocacy support in North-West Kilmarnock and Riccarton/Shortlees. It was relaunched in 1998, to provide independent, professional individual and group advocacy for adults with mental health difficulties, acquired brain injuries, and/or a learning disability across East Ayrshire.

In 2000/2001 there were 328 adults with mental health difficulties and 332 adults with a learning disability who were supported through East Ayrshire Advocacy Services. In addition, group advocacy is provided to support people with mental health difficulties using the Morven Day Service and groups of people living in the Coalfield area of the authority. East Ayrshire Advocacy Services also holds regular surgeries within the acute psychiatric wards in Crosshouse hospital.

Group advocacy has also been provided to support adults with learning disabilities using East Ayrshire Council resource centres and residents in local authority and private residential units. Included within this support was the promotion of self-advocacy.

Ayrshire Advocacy Services is joint funded by East Ayrshire Council (£45,261 in 2001/2002) and Ayrshire and Arran NHS Board (£52,562). This is paid quarterly in advance via a Service Level Agreement.

Within the last 12 months, **East Ayrshire Advocacy Services** has been allocated an additional £12,000 to pilot advocacy support for people with dementia. The pilot

comes to an end in March 2002. The subsequent success of the pilot will be evaluated through examination of quantitative data as well as discussion between Older People Service Managers of East Ayrshire Council and the Management Committee of EAAS.

Initial analysis has already been undertaken, which has demonstrated difficulties in reaching out specifically and appropriately to people with dementia. It is therefore suggested that a service which is available to all older people, regardless of their needs, would be preferable.

Therefore subject to final evaluation, East Ayrshire Council Older People's services unit has proposed to allocate the following funds to EAAS to develop advocacy services to Older People.

2001/02 - £12,000 – East Ayrshire Advocacy Service (for pilot)

2002/03 - £20,000 – East Ayrshire Advocacy Service

2003/04 - £25,000 – East Ayrshire Advocacy Service

2004/05 - £30,000 – East Ayrshire Advocacy Service

The service employed a part time Service user/carer development officer on a fixed term contract to March 2002. The role of this worker is the development and co-ordination of groups of adults with mental health difficulties across East Ayrshire, including enabling them to influence policy development, and to provide a voice to older people with mental health difficulties. The success of this pilot will also be formally evaluated in January 2002, using analysis of quantitative and qualitative data between East Ayrshire Council Adult Service Unit and EAAS. Indicators that will be analysed will include:

- Number of service users/carers participating in consultation exercises
- Number of service users/carers involved in activities relating to strategy and policy development
- Number of new groups established promoting service users/carers perspectives of services
- Balance of geographical locations of groups including balance of rural and urban locations
- Extent to which new networks have been established between service users/carers and relevant agencies
- Extent to which outcomes achieved can be integrated into the role and remit of other existing professionals.

The service has also employed an outreach worker from June 2000, to promote the service and provide advocacy to people living in more rural and outlying areas.

East Ayrshire Advocacy Services have also agreed to extend their services to support people with acquired brain injury within their existing provision.

Because of potential conflicts, it was agreed by the main funding agencies, that advocacy support to carers would be better provided by a different organisation. Therefore, it was agreed that the **East Ayrshire Carers Centre** would take on this role as outlined above.

East Ayrshire Carers Centre which is jointly funded by East Ayrshire Council and Ayrshire and Arran NHS Board offers information, advice, support and training to carers. This organisation provides help, support and information to those caring for relatives, friends or neighbours who may otherwise be unable to cope at home without help. It was recognised that the Carers Centre did not fulfil the definition of an “Independent Advocacy Service”, however, it felt that because of its expertise and existing contacts with carers, that this organisation would be the most appropriate to provide the advocacy service.

The Carers Centre has also recently received additional funding from Ayrshire and Arran Primary Health Care NHS Trust. The purpose of this is to employ a worker who will work with and advocate on behalf of family carers of people with learning disabilities living in long stay hospital care and who are likely to move to community settings.

The “**Who Cares**” worker has continued to consolidate her role with looked after children and has in particular developed closer links with children and young people living with children’s carers.

Who Cares is run by and for young people in Scotland with experience of “public care”. It aims to improve the quality of life for young people in care and who have left care.

Functions:

- Promoting and supporting local groups throughout Scotland run by young people
- Arrange conferences aimed at young people and at professionals within the care sector
- Provide training on young people on issues such as benefits, criminal justice, sexuality etc which will allow them to influence care sector professionals from a young person’s perspective
- Offering advice and information to young people on the care system as a whole

Again it was recognised that Who Cares did not fulfil the definition of an “Independent Advocacy Service”. However, it felt that because of its expertise and existing contacts with children looked after, that this organisation would be the most appropriate to provide the advocacy service. The post is paid by East Ayrshire Council through a Service Level Agreement with Who Carers Scotland.

2.5.2 Gaps in Service

To date advocacy services have only been available to adults with mental health difficulties and/or learning disabilities, looked after children, young people, people with acquired brain injury and carers.

Action is planned to address specific gaps with funding allocated to address the advocacy support to people with dementia and people with learning disabilities who are currently living in Strathlea and Arrol Park Resource Centres on a long term basis.

Additional needs have been identified to enable advocacy support for children, including children with additional needs e.g. through disability. Although young

carers have advocacy support through the carers centre, this is largely confined to those aged 8-16. Therefore, a gap has been identified for those under eight years and those over 16.

The need for an older people's advocacy service is also recognised as a priority within East Ayrshire.

2.5.3 Awareness Raising and Education

East Ayrshire Advocacy Services has public awareness raising included within their remit. In the previous 12 months, they have spoken to a variety of community, voluntary and professional organisations and have contributed to the development of a number of strategic and operational plans. These include the East Ayrshire Joint Community Care Plan 2001-2004, Health Trust Implementation Plans, the review of day services for adults with learning disabilities and the East Ayrshire Partnership in Practice Agreement 2001-2004. Staff have also spoken or have had a stall at a number of conferences including the East Ayrshire Carers Conference 2001, Advocacy 2000 and Allies in Change.

The East Ayrshire Advocacy Services provided training during 2000 to staff in the **East Ayrshire Carers Centre** as part of the formal transfer of advocacy responsibilities for carers.

The Carers Centre has subsequently publicised their advocacy role as part of their wider responsibilities in the local area. For example, the centre has undertaken presentations in all the secondary schools and one primary school in East Ayrshire to raise awareness of young carers. Follow up work has taken place with teachers, and other professional staff across the council, to promote the needs and raise awareness of young carers.

Similarly the **"Who Cares"** worker has delivered presentations and seminars on children's rights both within East Ayrshire and nationally on a regular basis. She has also met with carers and professionals on a regular basis to raise awareness of the rights of looked after children.

Promotional work has also taken place with staff within schools and other educational establishments.

2.5.4 Planning

Within East Ayrshire, it is intended that the core strategic plan will be the East Ayrshire Community Plan 2001-2003. The purpose of the development of the community plan is to ensure that key agencies working in a locality come together in a structured manner to plan, provide for and promote services in the community. The development of a Community Plan is likely to be a statutory requirement and is included in a Local Government Bill, expected to be placed before Parliament in Spring 2002.

The core partners to the development of this plan are East Ayrshire Council, Scottish Enterprise Ayrshire, Ayrshire and Arran Primary Health Care NHS Trust, Ayrshire and Arran NHS Board, Strathclyde Police and representatives of East Ayrshire/Carrick and

Doon Valley Local Health Care Co-operatives.

The key strategic documents relating to the development of advocacy services in East Ayrshire are the East Ayrshire Joint Community Care Plan 2001-2004 and the East Ayrshire Children's Service Plan 2001-2004.

The East Ayrshire Joint Community Care Plan 2001-2004, outlines the plans for service delivery for Older People and Adults with mental health difficulties, learning disabilities, physical disabilities, or people who misuse drugs or alcohol or who are carers. The plan also addresses other important areas of service delivery including health promotion, transport and the delivery of care and health services. The key partners to the plan are East Ayrshire Council, Ayrshire and Arran NHS Board, Ayrshire and Arran Primary Health Care NHS Trust, Ayrshire and Arran Acute Health Care NHS Trust, the two Local Health Care Co-operatives and Scottish Homes. The plan includes one chapter on the development of advocacy services, completed in consultation with East Ayrshire Advocacy Services.

The Children's Service Plan, entitled "Inspiring Children and Young People", was jointly completed by East Ayrshire Council, Ayrshire and Arran NHS Board, Ayrshire and Arran Primary Health Care NHS Trust, the two Local Health Care Co-operatives, East Ayrshire Children's panel, the Scottish Children's Reporter Administration and Strathclyde Police. The development of advocacy services is included in the section "Children and Young People's Rights".

A number of additional service plans address the issue of advocacy in more detail. These include the Partnership in Practice Agreement 2001-2004, the Joint Mental Health Strategy 2001-2004, Joint Strategy for Older People 2001-2004, and the Joint Strategy for People with Dementia and Older People with Mental Health Disabilities 1999-2004 (each of which have an East Ayrshire Council implementation plan).

East Ayrshire Advocacy Services produces an annual service plan that outlines planned developments for the following financial year. It also produces an annual report summarising the work undertaken in the previous year.

2.5.5 Commissioning

For all significant business, East Ayrshire Council has adopted a full contracting model involving key staff within Social Work supported by specialist staff working within Technical services and the Legal section. East Ayrshire Council has used both the preferred provider model and open tendering when commissioning advocacy.

The East Ayrshire Carers Centre, East Ayrshire Advocacy Services, and "Who Cares" were initially awarded their contract to provide advocacy services across East Ayrshire using the preferred provider model. Service Level Agreements are in place outlining the specifications of the service.

East Ayrshire Council Social Work is currently revising its contract and commissioning processes to ensure a consistent and Best Value approach to contracting and commissioning.

2.5.6 Future Service Development

East Ayrshire Advocacy Services have been allocated £18,000 to employ a full time worker from 2001 to provided advocacy support to people living within Strathlea and Arrol Park Resource Centres on a long-term basis. This will be on a fixed term single-year contract to ensure that appropriate advocacy arrangements are in place to support people with learning disabilities planning to move to community settings. This arrangement will be subject to annual review.

The review, which will take place in early 2002, will use quantitative and qualitative data, formally evaluate the outcomes of the post and also the most appropriate means and provider to advocate for people with learning disability. A number of agencies will be involved in this evaluation including service users, partners to the Partnership in Practice Agreement and EAAS.

Discussions have taken place on an Ayrshire-wide basis regarding the importance of promoting service user led approaches to advocacy. This model will be given further consideration in respect of people with learning disabilities currently living in long-term hospital care. Initial negotiations have taken place with People First, who have provided an estimate of cost to become the advocacy service providers. Negotiations are underway to provide an effective advocacy service in 2002-2003.

As outlined a part-time advocacy worker has been employed on a fixed term part time basis to provided advocacy support to people over 65 with dementia or mental health difficulties. This pilot will be reviewed and further support determined based on identified need, the outcome of the pilot and identification of resources.

Funding has been secured by East Ayrshire Advocacy Services from Lloyds TSB to provided advocacy support on a part-time basis to people resident in the psychiatric wards of Crosshouse Hospital. Suitable accommodation is now being sought for this service. The funding is available for EAAS to utilise up to December 2002 and will continue for one year. There is no current commitment by East Ayrshire Council to take over this funding.

Further work will be undertaken to identify potential service users and in particular to promote advocacy among people who are identified as being in the most vulnerable circumstances.

It is intended that funding and other resources will be identified to enable planning partners to commission advocacy support for older people by June 2002.

A steering group has been established to determine the need for developing a youth advocacy service

2.5.7 Quality Indicators

All services contracted with East Ayrshire Council have as part of their Service Level Agreements a requirement to report on a range of performance indicators. Core information is gathered across services with additional information gathered specific to the service provided. These are provided to the council's contracts monitoring officer on a quarterly basis, and key results are included in the services annual report.

Monitoring Officers meet with the service manager on at least a quarterly basis. At these meetings it is the responsibility of the monitoring officer to;

- Analyse the quarterly monitoring information;
- Review aspects of the service as a results on this information;
- Agree corrective action if required;
- Inform the provider of relevant information pertaining to the council;
- Be informed in turn of additional information in relation to the service provider and;
- Address other contractual arrangements.

All services provide information on the;

- ◆ Number and source of referrals,
- ◆ Geographic location of service users,
- ◆ Time taken to deliver support after referral,
- ◆ Number of support plans drawn up,
- ◆ How many hours of support are provided in total outcomes of reviews,
- ◆ Staff training,
- ◆ Number of complaints about the service,
- ◆ Number of staff used and
- ◆ Level of staff absence.

In addition, East Ayrshire Advocacy Services provides information on;

- ◆ Its work on awareness raising and staff training,
- ◆ Use of sessional staff,
- ◆ Quality of recording,
- ◆ Amount of group advocacy provided,
- ◆ Quality of service provided,
- ◆ Match between advocate and service user
- ◆ Quality of consultation and
- ◆ Outcomes of advocacy.

2.5.8 Impact on service provision

Children and Young People are now all involved routinely in the appointment of all residential staff within East Ayrshire Council, with the support of the Who Cares worker.

Community Care services has also promoted the involvement of service users in commissioning services and employing operational staff. In 2000/2001 service users were involved in the appointments of all operational staff in the physical disability services, and 10% of other operational posts. A target of 15% has been set for 2001/02.

East Ayrshire Advocacy Services facilitated services users involvement in the East Ayrshire Council review of day services including through a series of choices days. The views of service users were incorporated in the review process and their views directly contributed to the redesign of services.

The Service also promoted and enabled self-advocacy in a number of settings including service users based in resource centres, residential homes, Crosshouse Hospital and other day resource settings.

Service users and carers were consulted as a matter of course during the development of the East Ayrshire Joint Community Care Plan 2001-2004 and the Children's Service Plan. A summary of views gathered, and how these contributed to the final plans, were included within the documents.

As a result of consultation with people with mental health difficulties in the Morven Centre (facilitated by East Ayrshire Advocacy Services), resources were made available to service users to undertake an audit of public transport.

As a direct result of advocacy and support provided by anti-poverty staff in East Ayrshire Council, service users received over £2.9 million additional social security benefits in 2000/2001

2.5 North Ayrshire Council

2.6.1 Current Provision

Advocacy Information Management Services (AIMS) Ltd is based in Stevenston and commenced in June 1998 with the primary aim of providing independent professional, collective and citizen advocacy services for people aged 16-65 years, ordinarily resident in North Ayrshire who have mental health problems and/or learning difficulties and for their carers. Referrals are received from a wide range of agencies and individuals may self refer. Regular surgeries are held in the Psychiatric Unit Crosshouse Hospital, Red Cross House and the Compass Centre in Irvine. Advocates attend other locations on request.

In addition, they regularly give presentations to interested groups in the community to raise public awareness of advocacy issues as well as providing training as appropriate.

Ongoing core funding paid by Social Services is currently £70,610 per annum (of which £46,870 is funded by Ayrshire and Arran NHS Board). Additional funding has been raised, on an ad hoc basis, from sources such as, the Local Social Capital Fund to develop training, and Lloyds TSB Foundation to develop services within communities across North Ayrshire. However, such funding is usually only available for one year or for one off events, for example, the training of staff and volunteers. The generation and administration of such additional funding is time consuming. Lack of continuity of funding has other adverse implications in respect of the further development of the service and is a problem, which has the potential to affect staff morale and sometimes the retention of trained staff and volunteers. Service users also express anxiety and concerns about the continuity of this service, which they value.

Community Housing Advocacy Project (CHAP), commenced in 1997 with the primary aim of providing volunteer advocacy services. Information, advice and support are provided for any person living in North Ayrshire who has a housing related problem.

The service received start-up grant funding from Ayrshire and Arran NHS Board in 1998 and North Ayrshire Council Social Inclusion funding to April 2001. The project is managed by a constituted Board of management who has been proactive from the outset in ensuring the independence of the project. To date the main source of funding has come from the National Lotteries Charities Board, although this is due to end in August 2002. The continuity of and raising of funding is identified as an ongoing issue for the project with adverse implications for staff, volunteers and service users.

2.6.2 Changes over last 12 months

Over the past year, AIMS Ltd have worked to develop their service on a locality team basis. With support from Lloyds TSB Foundation they have been able to extend their staff team to include three part time co-ordinators who provide short-term advocacy themselves, but who are also building up small teams of volunteer citizen advocates, matched with advocacy partners on a longer-term basis. The organisation has also accessed an outreach base in Irvine, now open one morning a week. This office also provides accommodation for a self-advocacy group of parents of children with special needs. They have also piloted a new approach to the development of self-advocacy skills through a process called Philosophical Inquiry. This is the first project of its kind to be conducted in Scotland. The research paper describing the method and the outcomes is due to be completed in December 2001.

Within the last 12 months The Carers Centre based in Irvine which commenced in June 1998 has expanded its services by developing and staffing five outreach projects throughout North Ayrshire and in August 2000 the centre commenced providing services for Young Carers. They provide advocacy services for individual carers and collective advocacy in respect of common issues relating to carers needs as a secondary function.

Already a number of posts/services have been commissioned in North Ayrshire for which advocacy is a secondary function but nevertheless important part of their remit.

Five additional workers were recruited to enable the Carers Centre in Irvine to provide outreach services across North Ayrshire.

The appointment of a Young Persons Support Worker funded through 'Who Cares Scotland' to provide amongst other functions advocacy services for all 'accommodated' youngsters i.e. youngsters who are with foster carers, in special schools or in residential care. The imminent appointment of an Ethnic Minorities Support Worker for whom the provision of advocacy services will also be a secondary function.

2.6.3 Gaps

Gaps in service are identified as part of the development process which highlights the demand and need for a wide range of quality advocacy services throughout North Ayrshire. Geographically North Ayrshire Council is a mix of urban and rural environments including the island populations of Cumbrae and Arran. Regrettably the existing advocacy services are not universally available or sometimes accessible to all those people in the population across North Ayrshire who could benefit from these

services.

The island communities and some groups living on the mainland such as older people with and without dementia (both those living in the community and those in residential and nursing care) as well as carers (of all ages), children and young adults (with needs arising from physical and mental difficulties/illness or abuse) and their families or carers, homeless people and those of different ethnic backgrounds may be unable to access, if required, appropriate advocacy services.

2.6.4 Education and Awareness Raising

In November 2000 advocacy services and their service users actively participated in and contributed to the aforementioned pan-Ayrshire Advocacy Workers Forum conference entitled 'Advocacy in the Real World'.

Since its inception AIMS Ltd has been pro-active in educating both the public and professionals in respect of advocacy and the services it can provide. Staff regularly address local community groups and throughout November and December 2000 they held three Referral Agency Breakfast Briefings throughout North Ayrshire and held two one day training programmes called an 'Introduction to Advocacy' to educate, raise awareness and consult with referral agency staff. Both strategies have been successful and the aforementioned briefings may be repeated in the future.

Another important issue identified particularly for advocacy services is the high number of inappropriate referrals received AIMS LTD, reported that in any year they receive 20-25% of inappropriate referrals most of which they signpost on to other services). In respect of advocacy services this is a drain on valuable limited resources and indicates a lack of awareness, knowledge and understanding of advocacy and the purpose of the existing advocacy services amongst professionals in Health and Social Services, Local Government. There is a similar problem with the public's perception of advocacy and their knowledge of existing advocacy services.

2.6.5 Planning

In North Ayrshire advocacy, along with other services, are reviewed regularly and as a result of this ongoing monitoring and review process gaps in services are identified which inform the planning processes. Other sources of information such as the carers forums, community groups, customer comments schemes, the ongoing implementation of the Adults with Incapacity Act and legislative changes which may arise from the Millan Committee's report on the Review of the Mental Health (Scotland) Act, circulars and guidance documents from the Scottish Executive similarly inform the planning process.

A number of strategic documents such as the Day Services Review and Respite Care/Support Break Strategy have been produced over the last three years. The Children's Service Plan and Learning Disability, Older People's Services and the Carers strategies are due to be completed in the forthcoming year. All have been widely consulted upon with all the aforementioned stakeholders and will inform the Joint North Ayrshire Community Care Plan 2001/2004. As a result advocacy services will be developed to meet the identified needs for the various client groups.

2.6.6 Commissioning

The decision making process for contracts and tenders is detailed in the Council's Standing Orders and reflected in the Scheme of Delegation to Officers. If a service goes to tender the agreed commissioning process is followed. Selection criteria are identified and a commissioning panel formed (which is made up of service users/carers, funding partners and social services staff) for the purpose of selecting the provider. Both the open tendering and preferred provider tendering process may be appropriate for the development of advocacy services.

2.6.7 Development planning

Existing projects will continue to be funded and will develop in partnership with the provider and service users. Funding has been identified within the Partnership in Practice and Change Funds PIP agreements to develop advocacy services for people with a learning disability. There is a possibility that these developments may be on a Pan Ayrshire basis and this is currently being considered by the Learning Disability Strategy Group. In North Ayrshire advocacy services for people with Dementia and their carers has been identified as a priority. In particular expansion of advocacy services for carers will be developed through the Carers Strategy.

2.6.8 Quality Indicators

In North Ayrshire all adult care services are commissioned from providers who have (or will have) completed the accreditation process and are included on the Accredited Provider List (APL) and with whom a service specification has been agreed.

This will detail the user group, the service to be provided and the desired outcomes for all parties to the agreement. As in South Ayrshire the service specifications for advocacy services are underpinned and guided by the following document:

- Advocacy a Guide to Good Practice
- Independent Advocacy a Guide for Commissioners
- Independent Advocacy a Guide for Commissioners (Supplement)

In North Ayrshire AIMS Ltd provide regular monitoring documentation in respect of their awareness raising activities, staff training and forms of advocacy provided to meet service users needs and the outcomes in respect of the individual person's needs and those of the service.

2.6.9 Impact on Service Provision

In addition to all of the aforementioned mechanisms for collecting information from service users and for planning the development of appropriate services to meet people's identified needs in North Ayrshire, the planning and research section will, from this year, be able to access improved information following the introduction of a computerised Care First management system. All of these sources provide valuable information which should ensure that the various strategy and planning documents such as the Joint Community Care Plan reflect people's needs for services including advocacy.

2.7 South Ayrshire Council

2.7.1 Current Provision

Citizen Advocacy Support Services

CASS was established on the 1st of April 1998 to provide an independent Citizen Advocacy service for adults with learning difficulties living within South Ayrshire.

Since its inception, CASS has processed 109 volunteer enquiries, introduced 56 advocacy partnerships, 9 of which have been of a “crisis” nature.

As well as being actively involved with people living in the community, CASS also provides a service to the residents of Arrol Park Resource Centre, which has resulted in numerous advocacy partnerships being formed.

The development of advocacy workshops held on a regular basis has meant that, as far as is possible, people with learning difficulties are learning about advocacy and how they can use it to help themselves.

Geographically, South Ayrshire is widespread. CASS has been able to support and sustain a variety of partnerships in the rural areas while maintaining the office base in Ayr. Regular visits from the advocacy worker have ensured that people with learning disabilities and/or carers know about CASS and the service it provides.

CASS has developed links with secondary schools within South Ayrshire helping to reach a much younger audience than before and is proving to be a success in attracting young people into the world of volunteering.

Currently funding of £45,000 per annum is provided jointly by Ayrshire and Arran Health Board and South Ayrshire Council (Care Group Strategy monies). The contract is for 3 years.

Who Cares? Scotland

Who Cares? Scotland provides a rights and advocacy young persons’ service to Looked After and Accommodated young people from South Ayrshire. This service provides an independent voice for young people.

Current funding is provided by South Ayrshire Council (£17,000).

2.7.2 Changes over last 12 months

VOICE advocacy has been commissioned to provide an individually tailored service to a number of people with mental health problems. It should be noted that AAMH was the only Provider who tendered for this service.

People 1st will be commissioned early in 2002 to establish a People 1st branch within South Ayrshire. The aim of this service will be to support a South-Ayrshire-wide People First Committee as an independent collective advocacy arrangement for people

with learning disability. In the first instance, the main focus of their work will be to provide advocacy to people who will be involved in moving from long stay accommodation to living more independently within community settings.

Funding for this service will be £50,000 for one year initially. Ongoing discussion to develop this service into a Pan-Ayrshire service funded jointly by the three Ayrshire local authorities will take place.

There is no specific provision to identify gaps in access to independent advocacy services in South Ayrshire. Gaps in provision are identified through the information and planning structures currently in place i.e research, consultation, (eg. Community Care Plans), staff, Service User and Provider feedback, monitoring and evaluation of current services including advocacy and all other services.

Some of the gaps identified currently include people with dementia who are being referred as in need of guardianship, people with mental health problems and people with substance misuse problems.

There is also an interest in developing advocacy services for children with special educational needs.

2.7.3 Education and Awareness Raising

Citizen Advocacy Support Services provide awareness-raising sessions for professionals twice a year and has been involved in providing a similar service for other agencies involved in the care of people with learning difficulties.

An awareness raising programme has been undertaken by Ayr Action for Mental Health as part of the Voice Advocacy service.

A small research project will be commissioned early in 2002 which will identify the needs of carers. This will be a piece of Action Research where the focus will be based on those areas identified by the Carers themselves. Completion is expected June 2002. Funding of £15,000 has been allocated from Carers Strategy Money. Scottish Human Services (SHS) are the preferred organisation to undertake this work.

The Who Cares Worker has been involved in awareness raising presentations to a variety of staff and carers.

2.7.4 Commissioning

The decision making process for contracts and tenders is a part of South Ayrshire Council Standing Orders. The final decision is that of the Director of Social Work, Housing and Health. If a contract goes out to tender a commissioning panel is established for the purpose of selecting the Provider. This panel may include service user and/or carer representation who will be involved in the whole selection process.

Both tendering and preferred provider route methods have been used successfully. Sensitivity is used in writing service specifications about the different nature of independent advocacy as opposed to the other kinds of services that are purchased.

2.7.5 Development Planning

People with dementia are the group identified as the greatest priority. The WISDOM project has been set up to provide advice and information but an increasing number of people with dementia who are being referred as in need of guardianship would benefit from independent advocacy with regard to these situations in particular. We would be interested in the results from the East Ayrshire Council pilot, which may assist us in developing a similar service, managed by an independent sector organisation.

Existing projects will continue to be funded and will develop in partnership with the provider and service users. It is likely that the CASS project which is reaching the end of the first 3 year contract will continue to be funded for a further 3 years. The decision regarding the renewal of the contract will be based on an evaluation of the extent to which the outcomes specified in the Service Specification for this service have been achieved. Opportunity will also be taken to review these outcomes for the future. CASS evaluation will take place in February 2002 and following on from this any contractual process will be completed by July 2002.

Services provided by AAMH will be evaluated by September 2002.

A service to parents of children with Special Needs known as Link-Up is provided in South Ayrshire, funded by the Scottish Executive, through Enquire. A parent supporter pilot scheme for children with special educational needs is currently being discussed with Children and Families staff and Enquire.

All projects are subject to evaluation on a rolling programme, which gives considerable weight to the views of service users. We would want to include independent evaluation as a part of this process and will assess the cost and resource implications of undertaking this as well as the best and most appropriate tools to use by the end of 2002.

2.7.6 Quality Indicators

Services have been commissioned through service specifications, which outline the service to be provided, and the desired outcomes for service users. Service specifications are guided by national documents such as Independent Advocacy – a Guide for Commissioners (2001) and Advocacy a Guide to Good Practice (1997). Specifications form the basis of evaluation as per the Council's evaluation framework. Consideration is currently being given to explore ways of aggregating reasons for referral to advocacy services for the purpose of service improvement.

2.7.7 Impact on service provision

An evaluation mechanism would fulfil this role to some extent but it does require further exploration. Regular meetings take place between the providers of services and link workers, whom the Council has designated to each provider, to discuss operational and development issues. Any information obtained, specifically related to individual cases, is addressed where possible. South Ayrshire Council follows its own Policy document and operational framework titled "Working with Independent Sector Providers".

2.8 Ayrshire Advocacy Workers' Forum

The Ayrshire Advocacy Workers Forum is thought to be unique in Scotland and was set up as a self-support network for people working in the field of advocacy in Ayrshire.

The forum is a charity and meets on a monthly basis to enable workers to share experiences and expertise, to continually develop their skills and understanding of advocacy in an informal way. The forum is open to workers, paid or voluntary, in the field of advocacy in Ayrshire. By becoming more aware of each other's services, members are able to provide a more integrated advocacy service for potential users who may, for example, contact a service outwith their area. Areas of possible collaboration are also explored.

A conference titled 'Advocacy in the Real World' was run by the Advocacy Workers Forum locally in November 2000. The conference was funded through grant funding from Lloyds TSB Foundation.

The aim of the conference was to build on the relationships which have developed among the member groups and to work together to raise the profile of the wide and diverse range of services available to people in Ayrshire.

The conference was well attended by those who use advocacy services and identified a number of areas where advocacy is working well and areas where there are gaps in provision. Specifically, the

- Need for equitable provision across Ayrshire
- Need for advocacy provision to be seen to be sustainable in the long term
- Need for advocacy to be available for whoever needs it, irrespective of their membership of any identified 'client group'.
- Need for advocacy to be independent

The joint planning partners and the Advocacy Workers Forum are currently planning a further event in early 2002. As part of the planning process the issues of the target audience for this event, specific issues to be discussed and proposed speakers are currently being considered with health service, local authority and advocacy forums.

Part 3 Moving Forward

This part of the plan outlines the way forward for advocacy for the next three years in line with the following objectives:

- To develop robust implementation, monitoring and reporting arrangements for the joint plan.
- To ensure effective consultation, involvement and participation of people who use advocacy services in planning and delivery of services.
- To raise awareness with the public of the need for and purpose of independent advocacy.
- To raise awareness with staff within statutory services and support skills development.
- To further develop services to meet local need and take account of national Policy objectives.
- To ensure that current and future advocacy services are of high quality and are accessible, integrated and equitable.

3.1 Finance - Funding 2001-2002

Detailed below is the funding allocated by each of the partner organisations to the independent advocacy projects in Ayrshire and Arran.

East Ayrshire Advocacy Services Ltd (EAAS)

Ayrshire and Arran NHS Board	£52,562
East Ayrshire Council	£45,261
Temporary Funding	£30,000
Total	£127,823

Advocacy Information and Management Services Ltd

Ayrshire and Arran NHS Board	£48270
North Ayrshire Council	£23740
Local Social Capital Fund	£ 4850
UN Year of Volunteering	£ 500
Lloyds TSB Foundation	£ 8000
Income Generation	£ 5610
From Change Fund for developing Advocacy for Learning Disabilities	£10,000
Total	£100,970

Citizen Advocacy Support Services (CASS)

Ayrshire and Arran NHS Board	£22500
South Ayrshire Council	£22500
Total	£45000

Community Housing Advocacy Project (CHAP)

National Lotteries Charities Board	£83333
UN Year of Volunteering	£ 500
Total	£83833

East Ayrshire Council Finance Department is currently developing processes for managing three year budgets. Agreement will require elected member approval.

3.2 Performance Management

Each advocacy provider prepares an annual report that includes financial statements and external audit.

It is intended that by the end of the period covered by this plan each advocacy service will have an agreed Service Level Agreement or contractual arrangement with the respective Local Authority.

It is anticipated that the Scottish Executive will publish the Local Government Bill in early 2002. This legislation is expected to include a requirement that Local Authorities will operate as Best Value authorities, (a non statutory expectation since 1997).

This will commit Local Authorities to operate according to the key principles of Best Value including:

- Transparency
- Ownership
- Continuous Improvement
- Accountability (including Public Performance Reporting)
- Commitment of Equality Issues

Best Value requires Authorities to evaluate and review all their services, including commissioned services every five years using the headings of:

- Challenge
- Consult
- Compare
- Consider Procurement Options

Qualitative and quantitative indicators will require to be planned and developed in 2002, to measure performance according to the Principles of Best Value.

3.2.1 Quality Indicators

Monitoring and evaluation requires to be tailored to reflect the type of advocacy service being provided, but general criteria for quality should address the following:

- Independent advocacy should actively include those individuals and groups most at

risk of exclusion and least able to represent their own interests

- Independent advocacy should be firmly rooted in, supported by and accountable to geographic communities or communities of interest
- Independent advocacy groups should be constitutionally and physically independent of government and the statutory and voluntary system
- Independent advocacy should have a robust process for management and governance which helps them to remain clear about principles and goals

3.3 Ayrshire and Arran advocacy development plan Ayrshire wide implementation

WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN
					Link to other strategic plans
Develop Implementation Monitoring groups to progress the development of the plan (Ayrshire wide and on a locality basis))	<ul style="list-style-type: none"> Develop Ayrshire wide group as formal subgroup to the Ayrshire Joint Planning and Development group Identify key stakeholders to participate on localised monitoring groups to ensure strategic plan is implemented at a local level and involving service users. Develop effective monitoring arrangements in each locality 	East Ayrshire Council North Ayrshire Council South Ayrshire Council Ayrshire and Arran NHS Board Ayrshire and Arran Primary Health Care NHS Trust Other stakeholder agencies	From existing resources	<ul style="list-style-type: none"> Development of Implementation Groups Monitoring in place to ensure effective implementation and reporting of progress of plan. Stakeholders indicate satisfaction that they are contributing to the development of the plan. 	Robust Implementation Monitoring and Reporting User and Carer involvement Development of Performance Management

WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN
<p>Localised advocacy forums involving service users and carers along with service providers, will be established.</p>	<ul style="list-style-type: none"> • Identify stakeholders • Develop remit of group • Agree implementation of the plan • Development of fora 	<p>East Ayrshire Council North Ayrshire Council South Ayrshire Council Ayrshire and Arran NHS Board Ayrshire and Arran Primary Health Care NHS Trust Other stakeholder agencies</p>	<p>Within existing resources</p>	<ul style="list-style-type: none"> • This forum will formulate the strategic direction, service planning and the dissemination of public information of advocacy services • Feedback from forum members that they are able to effectively influence the strategic direction and service planning of the advocacy service) 	<p>Robust Implementation Monitoring and Reporting User and Carer involvement Public Education and Awareness</p> <p>East Ayrshire Joint Community Care Plan 2001-2004</p>

WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN
Partners to the Plan will develop a Framework for Public Involvement in the development and monitoring of Advocacy services	<ul style="list-style-type: none"> Audit of existing public consultation and involvement to be undertaken and gaps identified. Evaluation of most appropriate methods of involvement to be identified and resources allocated Framework statement published and distributed to key stakeholders Involvement initiatives implemented 	Local and Ayrshire Monitoring groups	Existing resources	<ul style="list-style-type: none"> Service users/ carers and other interested parties will be aware of commitment to public involvement Increased participation in the development and monitoring of the plan Services to reflect local need more accurately 	Robust Implementation Monitoring and Reporting User and Carer involvement Public Education and Awareness Development of Performance Management
Partners will develop a robust plan of public awareness of the impact of advocacy across Ayrshire along with providers of Independent Advocacy	<ul style="list-style-type: none"> Audit of existing public awareness fora will be undertaken and gaps identified. Work to be undertaken with independent advocacy agencies and existing service promotion and information staff to develop provision of public information A programme of public information in a variety of accessible formats including internet, drama etc will be developed for 2002-2004 	East Ayrshire Council North Ayrshire Council South Ayrshire Council Ayrshire and Arran NHS Board Ayrshire and Arran Primary Health Care NHS Trust Independent Advocacy agencies	Existing resources	<ul style="list-style-type: none"> Increased public awareness of the role of advocacy and how to get in touch for advocacy services Increased use of advocacy services Increased understanding of role of advocacy by agencies Improved services as a result of the intervention of advocacy` 	Robust Implementation Monitoring and Reporting User and Carer involvement Public Education and Awareness Staff Education and Awareness Development of Performance Management

WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN
<p>A Performance Management and Planning framework will be developed by partners and Independent Advocacy providers to ensure that the current and future advocacy services are of high quality and committed to continuous improvement</p>	<ul style="list-style-type: none"> • Key activities and processes of existing and future advocacy providers will be developed and realigned where suitable to promote consistency of practise across Ayrshire and extend best practise • A set of SMART objectives for the services will be outlined, Key stakeholders and performance judgements identified. • Appropriate benchmark partners will be sought. • Information portfolios will be developed for the services including Public Performance Reporting mechanisms. 	<p>Local and Ayrshire Monitoring groups Independent Advocacy Providers Advocacy 2000.</p>	<p>Existing resources</p>	<p>Independent providers will have improved processes for the development of services Services will have systems in place to facilitate open independent evaluation. Stakeholders including service users will be able to inspect the quality of services in terms of outcomes and compare performance with other similar providers.</p>	<p>Robust Implementation Monitoring and Reporting User and Carer involvement Public Education and Awareness Development of Performance Management</p>
	<ul style="list-style-type: none"> • Mechanism will be put in place for regular evaluation by peers, commissioners and/or by Independent agencies as appropriate 				

East Ayrshire Council implementation

WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN
					Link to other strategic plans
Partners will seek to identify additional resources that will ensure that people with learning disabilities currently living within long stay hospitals can access advocacy locally.	<ul style="list-style-type: none"> Additional resources identified Individuals identified as requiring advocacy service within hospital settings. 	East Ayrshire Council Department of Educational and Social Services	To be determined	<ul style="list-style-type: none"> Advocacy services will be equipped to meet the increase in demand The level and type of services available in the area will be further developed. (Range and type of additional services commissioned) 	User Carer involvement Quality development Development of services
					East Ayrshire Partnership in Practice Agreement 2001-2004
Agencies will identify the adults with learning disabilities living in the most vulnerable circumstances, who will then be offered advocacy to ensure that their voice is being heard.	<ul style="list-style-type: none"> Individuals identified. Individuals offered advocacy services 	East Ayrshire Council Department of Educational and Social Services	Within existing resources	<ul style="list-style-type: none"> Advocacy services will be appropriately targeted towards people in the most vulnerable circumstances (Additional individuals /groups receiving advocacy services) 	User Carer involvement Quality development Development of services
					East Ayrshire Partnership in Practice Agreement 2001-2004
WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN

WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN
Work will be undertaken to promote understanding of children's rights	<ul style="list-style-type: none"> A Charter Of Rights for young people will be produced based on the UN convention of the rights of the child (Jan 2002) The Charter will be disseminated to children and young people living in East Ayrshire. (March 2002) 	East Ayrshire Council Department of Educational and Social Services	From Department of Educational and Social Services Public Information budget	<ul style="list-style-type: none"> Children and young people will be aware of their statutory and other rights The initiative will also promote active citizenship. 	User Carer involvement Quality development Public Education and Awareness
					East Ayrshire Joint Children's Service Plan 2001-2004
The issue of children's rights will be highlighted within East Ayrshire Council and all strategies and policies will be monitored to ensure the inclusion of children and young people where appropriate.	The post of a Children's champion will be created within East Ayrshire Council from among elected members (Nov 2001)	East Ayrshire Council	No immediate additional cost	<ul style="list-style-type: none"> Children's rights will be highlighted at a political level within the council. All relevant policies and strategies will address the rights of children 	Robust implementation and monitoring arrangements User Carer involvement Quality development Public Education and Awareness
					East Ayrshire Joint Children's Service Plan 2001-2004
Political Advocacy by peers will be promoted within council services	The East Ayrshire members of the Scottish Youth Parliament will promote the rights of children and young people within the area. (Oct 2001)	Scottish Youth Parliament supported by the Support to Communities section of East Ayrshire Council	No immediate additional cost	<ul style="list-style-type: none"> The issues affecting young people in East Ayrshire will be highlighted at a local and national level 	Robust implementation and monitoring arrangements User Carer involvement Quality development Public Education and Awareness
					East Ayrshire Joint Children's Service Plan 2001-2004

WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN
Specialist advocacy services will be developed for children and young people accommodated or looked after by East Ayrshire Council	Specialist worker to be employed by Who Cares Scotland, funded by East Ayrshire Council	Who Cares (Scotland)/ East Ayrshire Council	£ provided from Children's Services development Fund	<ul style="list-style-type: none"> The rights and needs of children and young people accommodated or looked after by East Ayrshire Council will be promoted by an independent organisation. 	Robust implementation and monitoring arrangements User Carer involvement Quality development Development of services East Ayrshire Joint Children's Service Plan 2001-2004
Develop independent advocacy services for children and young people in East Ayrshire	<ul style="list-style-type: none"> Set up steering group (April 2001) Train development group (Jan 2002) Completed Development plan (April 2001) To identify need (Oct 2001) Identify means to address need (Develop objectives and performance measures Commission service Deliver service 	<ul style="list-style-type: none"> Department of Educational and Social Services Social Work and Support to Communities Community groups and Voluntary sector representatives Youth Advocacy steering group Princess Royal Trust for Carers. 	£5,000 provided for training(from European Social Fund) and £1,100 for running costs for Youth Advocacy steering group (East Ayrshire Council voluntary sector grant) Cost of provision of advocacy to be determined	<ul style="list-style-type: none"> Advocacy services will be developed for initially children aged 12 –16 Means of providing advocacy to children with disabilities and children under 12 will be identified 	Robust implementation and monitoring arrangements User Carer involvement Quality development Public Education and Awareness Development of services

WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN
<p>Develop independent advocacy service for older people</p>	<ul style="list-style-type: none"> Pilot advocacy service for people with dementia (March 2001-Nov2001) Evaluate service (Nov 2001) (this indicates that a generic older people's advocacy service is more effective) Following evaluation, develop the means appropriate service within allocated finances (2002- 2005) 	<ul style="list-style-type: none"> East Ayrshire Council Social Work Older People's Service Unit (Commissioner) East Ayrshire Advocacy Service (Provider) 	<p>2001/2002 - £12,000 2002/2003 - £20,000 2003/2004 - £25,000 2004/2005 -£30,000 All finance provided by East Ayrshire Council Social Work to East Ayrshire Advocacy Service</p>	<ul style="list-style-type: none"> Older people in East Ayrshire will be able to access independent advocacy services 	<p>Robust implementation and monitoring arrangements User Carer involvement Quality development Development of services</p>
<p>Partners will promote additional and extend existing advocacy services for people with mental health problems in particular, the development of service user led initiatives</p>	<ul style="list-style-type: none"> Existing services for people with mental health problems will be audited and evaluated. Gaps in services will be identified and service users consulted on the best way to address these. Implementation plans will be developed to develop additional services and /or realign existing services. Services will be developed 	<ul style="list-style-type: none"> East Ayrshire Mental Health strategy implementation team 	<p>Existing resources</p>	<ul style="list-style-type: none"> Range of services available to people with mental health problems that will promote inclusion, accessibility, efficiency and effectiveness. 	<p>Robust implementation and monitoring arrangements User Carer involvement Quality development Development of services</p>

WHAT WE WILL DO	HOW WE WILL DO IT AND WHEN	WHO WILL DO IT	HOW MUCH IT WILL COST	WHAT DIFFERENCE IT WILL MAKE/ (MEASURES OF SUCCESS)	LINK TO OBJECTIVES OF THIS PLAN
					East Ayrshire Mental Health Strategy 2001-2004
Partners will work with other key agencies to identify the location and need of people with Acquired Head Injury with a view to targeting advocacy services towards the most vulnerable	<ul style="list-style-type: none"> • Audit existing advocacy service delivery to people with acquired head injury against knowledge of where people are located and unmet need. • Gaps in services will be identified and service users consulted on the best way to address these. • Implementation plans will be developed to develop additional services and /or realign existing services. • Services will be developed 	East Ayrshire Independent Living Implementation team	Within existing resources	Range of services available to people with acquired head injury that will promote inclusion, accessibility, efficiency and effectiveness.	Robust implementation and monitoring arrangements User Carer involvement Quality development Development of services

South Ayrshire Council Implementation

What we will do	How we will do it and when	Who will do it	How much it will cost	What difference it will make (measures of success)
<ul style="list-style-type: none"> • Continue to fund existing community based advocacy services to their current level • Undertake evaluation of existing advocacy service provision <p>Encourage the development of local independent advocacy</p>	<ul style="list-style-type: none"> • Commit budgets for 3 years • Evaluate service provided by Citizen Advocacy Support Service by Feb 2002 • Evaluate service provided by Ayr Action for Mental Health (AAMH - VOICE Advocacy) by September 2002 • Explore ways of aggregating reasons for referral to advocacy services for the purpose of service improvement • Discuss with AAMH the implications of separation of service provision and advocacy service 	<ul style="list-style-type: none"> • South Ayrshire Council • South Ayrshire Council and Ayrshire and Arran NHS Board 	<ul style="list-style-type: none"> • Within existing resources: CASS - £45,000 (SAC + AANHSBoard) • AAMH - £23,000(SAC) • Existing resources • To be assessed 	<ul style="list-style-type: none"> • The impact on current services will be identified • Existing resources will be targeted more effectively • Good practice in effective advocacy will be identified • Unmet need will be identified • Ensure independence

What we will do	How we will do it and when	Who will do it	How much it will cost	What difference it will make (measures of success)
<ul style="list-style-type: none"> Further develop advocacy services 	<ul style="list-style-type: none"> Establish a People 1st branch in South Ayrshire Commission service by April 2002 Complete contractual arrangements by June 2002 Review by March 2003 	<ul style="list-style-type: none"> South Ayrshire Council 	<ul style="list-style-type: none"> £55,000 identified for 2002/2003 (SAC) 	<ul style="list-style-type: none"> Advocacy will be provided to people being discharged from long stay hospital accommodation to community settings. Provide people with learning disability access and increased choice to an independent collective advocacy arrangement.
<ul style="list-style-type: none"> Continue discussions with planning partners to develop the People 1st service Pan – Ayrshire 	<ul style="list-style-type: none"> 2002/2003 	<ul style="list-style-type: none"> South Ayrshire Council, North Ayrshire Council, East Ayrshire Council, Ayrshire and Arran NHS Board (via Pan Ayrshire Learning Disability Strategy Group) 	<ul style="list-style-type: none"> To be determined 	<ul style="list-style-type: none"> Equity of service People with Learning Disability will have access to the service across Ayrshire
<ul style="list-style-type: none"> Identify the needs of carers 	<ul style="list-style-type: none"> Commission a piece of Action Research from an academic institution complete by June 2002 	<ul style="list-style-type: none"> South Ayrshire Council in conjunction with carers 	<ul style="list-style-type: none"> £15,000 (SAC) 	<ul style="list-style-type: none"> Provide clear direction to inform future planning/future priorities
<ul style="list-style-type: none"> Establish advocacy needs of people with dementia 	<ul style="list-style-type: none"> Consultation with WISDOM service Consultation with partners and Area Teams Consider outcomes of East Ayrshire pilot 	<ul style="list-style-type: none"> South Ayrshire Council 	<ul style="list-style-type: none"> To be determined 	<ul style="list-style-type: none"> Provide a service to people referred as in need of guardianship Provide for unmet need

What we will do	How we will do it and when	Who will do it	How much it will cost	What difference it will make (measures of success)
<ul style="list-style-type: none"> Develop a localised advocacy plan which will set out the future direction and financial framework for advocacy in South Ayrshire 	<ul style="list-style-type: none"> Service evaluation Consultation Include services to Children and Families by October 2002 	<ul style="list-style-type: none"> South Ayrshire Council, Ayrshire and Arran NHS Board 	<ul style="list-style-type: none"> Joint Agency agreement and commitment to any additional resources for service developments 	<ul style="list-style-type: none"> Clear strategic direction for development of advocacy services <p>Targeting of services to those most in need of advocacy (those most at risk of being failed by service systems and for whom the consequences of not having advocacy are most serious)</p>
<ul style="list-style-type: none"> Retain a strong commitment to meaningful involvement of service users 	<ul style="list-style-type: none"> Regular monitoring of planned activity through focus groups and other consultation processes Ongoing 	<ul style="list-style-type: none"> South Ayrshire Council 	<ul style="list-style-type: none"> Within existing resources 	<ul style="list-style-type: none"> Services will be more person centred/user led than service centred Service users will have influenced effectively strategic direction and service planning

What we will do	How we will do it and when	Who will do it	How much it will cost	What difference it will make (measures of success)
Specialist advocacy service provided for children and young people looked after/ accommodated by South Ayrshire Council	Young Persons worker employed by Who Cares? Scotland, funded by South Ayrshire Council	Who Cares? Scotland/ South Ayrshire Council	Existing resources £17,000 - SAC	The rights of children and young people looked after/ accommodated by South Ayrshire Council will be promoted by an independent organisation on both individual matters and in more general children's planning activities
Greater involvement of Children in the Children's Rights and Advocacy Service for the North Ayr SIP	Recruit and train 6 sessional workers to raise awareness of project Develop mechanisms with schools to ensure pupils can get easy access to the project Utilise space at the John Pollock Centre to provide an informal environment for young people to access the project	Barnardo's	Existing resources £27,000 – SAC (North Ayr Partnership) £7,000 Barnardo's	There will be a greater use of, and involvement in, the project by children and young people
Develop the pilot "Link Up" project subject to evaluation	Evaluation process agreed by Enquire, Salvo and South Ayrshire Council to cover the period to March 2002	Enquire, Salvo and South Ayrshire Council	To be determined. Dependant on outcome of the evaluation	Children with special Needs and their parents/carers will be supporter in raising concerns with statutory agencies

Other than the four independent advocacy services identified earlier in this document, the following organisations are recognised as providing advocacy as a secondary function. They are organised according to geographical location. The list is not exhaustive.

East Ayrshire

East Ayrshire Carers Centre has provided individual advocacy to carers, as part of its overall role, since inception. This was formalised in 2000 through agreement with funding agencies and the East Ayrshire Advocacy Services. This arrangement ensures that service users and carers both receive a full advocacy service avoiding a conflict of interest through advocating on behalf of service user and carers.

Part of the role of the Carers Centre is specifically to advocate on behalf of young carers. There are currently 130 young carers in East Ayrshire supported by the carers centre and advocacy is a key part of the work that is undertaken with them.

East Ayrshire Council funds “**Who Cares Scotland**” to provide a full-time worker to work with accommodated and looked after children and those who were formally accommodated. The role of the worker is to promote the rights of looked after children, advocate for individual children and consult with young people regarding planning and delivery of services.

The main activities of the worker in relation to advocacy is to help young people prepare and write reports for reviews and panels etc, to help them write letters to agencies to set up discussion forums, other similar group activities and to directly advocate on behalf of individual young people at reviews, hearings and other meetings.

The worker has contact with the 101 children currently accommodated by East Ayrshire Council. The worker has also been involved in the consultation process for the development of the Children’s Service Plan. The worker also liases with a Home-School Link worker based in the Community Schools project, responsible for promoting educational opportunities for looked after children in East Ayrshire.

The **Citizen’s Advice Bureau** based in Kilmarnock provides a very limited level of individual advocacy to people with specific needs. These tend to be restricted to particular issues including social security and employment tribunals and debt work. It will also refer people to Advocacy Services as appropriate.

Council staff in East Ayrshire Council also have a role in promoting advocacy among service users. For instance, anti poverty staff have a significant role in representing service users at benefit tribunals and with debt agencies. The British Association of Social Workers draft code of ethics for Social Work places a significant responsibility on social workers to promote the rights of service users including the promotion of “distributive justice and social fairness”. Other staff, such as those working in Community schools also view a part of their role to advocate on behalf of the young people they work for.

North Ayrshire

In North Ayrshire there are also numerous other services providing various models of advocacy services as a secondary function such as:

North Ayrshire Council Head Injury Service, based in the Dirrans Centre, Kilwinning commenced in 1996 to provide information, advice, guidance, support and respite through day care activities and services for people in North Ayrshire (although some service users may live in East Ayrshire) with an acquired brain injury and their families or carers. The principal functions of the service are to provide information, advice, motivate and encourage people using the service to develop and maximise their potential and quality of life. Some people are able to move on to other services, further education, skills training and employment. Advocacy is an important secondary function of the service on an individual and collective basis.

Health in Mind (Clubhouse), Health in Mind based in Stevenston commenced in December 1991 to provide support, information, advice and guidance for people aged 18 and over and resident in North Ayrshire with Mental Health Problems (excluding Dementia) who have been hospitalised or are at risk of being hospitalised. In 1998 the service became part of the world-wide Clubhouse movement and adopted the title Health In Mind Clubhouse. People accessing this service are encouraged to socialise, increase their motivation and self esteem through maximising their existing skills, the development of new skills so that as a member of the club they are able to participate in the running of the club. Although advocacy is perceived as a secondary function peer advocacy and collective advocacy services enable some members to advocate on behalf of each other in respect of Mental Health issues. The Clubhouse manager also advocates on their behalf with employers resulting in some members accessing local employment.

The Compass Centre and Scottish Association for Mental Health, based in Irvine provide services for adults with mental illness or health problems and their families or carers providing information, advice and support. Independent advocacy services are accessed through AIMS Ltd, and the Compass Centre provides training to develop self esteem and maximise people's skills as a way of helping them back into employment. They also use collective advocacy in liaison with prospective employers.

The Legal Advice Clinic, based in the Three Towns Centre for Enterprise Saltcoats commenced in 2000/2001 following the cessation of the North Ayrshire Community Law Centre in October 2000. They perceive independent professional advocacy as an essential element of the services they provide for vulnerable people and groups, including families on low income, individuals with mental health problems, ethnic minority groups, homeless persons, debtors and individuals and families in relation to community care issues.

The Vernon Centre, in Saltcoats commenced in 1980 to provide information, advice, guidance and counselling for anyone living in North Ayrshire with or at risk of developing addiction problems, and their families or carers. Again volunteer and collective advocacy services are from time to time essential elements of the service.

All of the current services for whom advocacy may be a secondary or primary function

almost without exception claim uncertainty about future funding as a major issue which restricts their ability to plan, develop and expand their services either geographically or for other groups of people.

South Ayrshire

Barnardo's Children's Rights and Advocacy Service

CRAS provides advocacy for children or their parents/carers in North Ayr. The type of advocacy provided is professional advocacy though the organisation is in the process of recruiting and training volunteer advocates. A Drop-in service is provided where young people can learn more about their rights. CRAS is the only Barnardo's project in Scotland specifically offering advocacy.

CRAS has an advisory group to support and advise on the running and future development of the Project.

Current funding is provided by South Ayrshire Council through the North Ayr Social Inclusion Partnership (£27,000) and Barnardo's (£7,000)

Voice Advocacy - The overall aim of this service is to provide people with severe/enduring mental health problems with independent advice and support to ensure that both their moral and statutory rights are upheld. Priority will be given to people at transition stages if they are having a first experience of acute illness or moving out of hospital into the community. Priority will also be given to people who are in conflict with paid staff in health, social work etc. who would normally be expected to act as advocates on their behalf. Individual advocacy is offered.

Currently, funding of £23,000 is provided by Ayrshire and Arran NHS Board via South Ayrshire Council. This individual advocacy service is provided by Ayr Action for Mental Health in conjunction with the Voice Advocacy group advocacy service which is funded by the Primary Care Trust and provides a service within mental health services. The contract is for 3 years.

Phace West A grant of £8,000 funded by South Ayrshire Council to provide an advocacy and buddying pilot service for one year to people who have been diagnosed with Hepatitis C.

Headway Ayrshire

Headway Ayrshire delivers a service across Ayrshire to people who have acquired brain injury and to their carers. Advocacy is a part of the rehabilitation process for individuals but also aims to improve services for Service Users, their Carers and families. Advocacy forms part of the overall plan to support people at an individual or group level in the various aspects of their lives.

The service is currently funding by South Ayrshire Council, North Ayrshire Council, East Ayrshire Council (£37,500) and Ayrshire and Arran NHS Board (£22,000).

South Ayrshire Princess Royal Carers Centre based in Ayr provides information, advice and support to informal Carers across the whole of South Ayrshire. Included in the service is advocacy to carers and support to young carers.

Community Organisations

A number of locally based organisations provide services which include advocacy in the support offered to people living in South Ayrshire area. Some of these organisations include the Disability Forum, Older Peoples Forum and Carers Forum.

Although perhaps not the main thrust of their work, organisations would see this as an important area of their work.

AGENDA