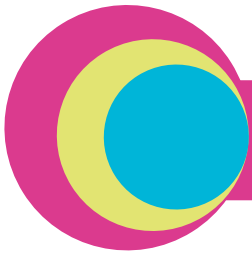




Lanarkshire
**Advocacy
Plan**
2016-2020





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1. Introduction

Independent advocacy supports people to have their voice heard and their rights and interests protected.

NHS Lanarkshire, North and South Lanarkshire Councils are committed to the development of independent advocacy. We recognise the importance and value of advocacy and believe that it:

- Provides a safeguard for vulnerable people
- Supports people to have their voice heard, especially by those providing services and support
- Supports people to have a real say in decisions that affect their lives
- Is of benefit to all, including commissioners, service providers and other professionals.

We have significantly increased investment in independent advocacy in Lanarkshire since the publication of the first Lanarkshire Advocacy Plan in 2004. This has resulted in advocacy being available to adults with learning disabilities, adults affected by mental ill health, children and young people and older adults.

This updated plan will take us from 2016 to 2020. It has been influenced by the views of users of advocacy services, their carers, providers of those services and others who took part in stakeholder consultation events that were organised by the Lanarkshire Advocacy Network.

In developing this plan, we looked at:

- outcomes achieved by current services
- new legislative priorities
- unmet need

2. What is Independent Advocacy and why do we need it?

Independent advocacy is about helping people to have a stronger voice and as much control over their lives as possible.

An independent advocate may speak on behalf of people who are unable to do so for themselves. The 'Independent Advocacy A Guide for Commissioners', Scottish Executive (2001) defines advocacy as follows:

Advocacy is about standing up for and sticking with a person or a group, taking their side, helping them to get their point across.

Advocacy adds weight to people's views, concerns, rights and aspirations.

Advocacy has two main themes:

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

“My advocate knew that my rights had been breached when I was sacked. She challenged my employer, and they were forced to compensate me. She then helped me to find a job coach to support me at work. This really helped me at work”.

At its heart, advocacy is about equity, social inclusion, participation and human rights. This is particularly relevant for people who lack capacity and who are often more vulnerable than other members of our communities.

Health workers, social care workers and families will often act as advocates for individuals. This can be very valuable but because there is potential for conflicts of interest to arise in these relationships, it can be difficult to remain objective and 'independent'.

Independent advocacy providers operate independently of other service providers. This independence removes any potential conflict of interest. This approach has positive outcomes for both for people who use services and for those who provide and commission services:

- For service users - independent advocacy helps them to express their views and wishes, to access information, to make informed choices and to have control over their lives. It can also assist them gain in confidence and self-esteem.
- For those who provide services - independent advocacy can influence service development and improvement; it can lead to better decisions being made about the services people receive and to better outcomes.
- For those who commission services (like the Lanarkshire Advocacy Planning Group) independent advocacy can provide valuable information and help planners to maintain their focus on the most vulnerable and those who are most at risk.
- A list of independent advocacy providers that work across Lanarkshire can be found in Appendix 1.

3. Types of Advocacy

There are many forms of advocacy, all of which have benefits to different people at varying stages of their lives. The following are brief descriptions of the most common forms used across Lanarkshire:

Independent/professional advocacy is the most common form of advocacy in Lanarkshire. It is based upon a partnership approach between a paid advocate and a person who accesses their support. An advocate provides information, support, and if necessary, representation. The aim of an advocate is to ensure that a person is enabled to express their views and choices and to ensure that those who have the power to influence or to effect change, listen to them. The partnership, dependent upon the presenting issues, can be short or longer term.

Collective (or group) advocacy is where a group of people with similar experiences meet together to put forward shared views. Collective advocacy builds personal skills and confidence and supports individuals to represent issues of common concern.



Citizen advocacy encourages ordinary citizens to become more involved with the welfare of those in their community who are at risk of marginalisation. Citizen advocacy brings an individual together with an advocate on a long term, personal, one-to-one basis. The advocate stands with their partner to defend their rights and to support them to pursue their interests. Citizen advocates are usually partnered with only one person and are unpaid. The partnership is normally supported, but not influenced by an independent advocacy organisation.



“Mr H wasn’t able to tell the advocate what he wanted. The advocate didn’t make assumptions but spoke with Mr H’s family to ask about his previous wishes. He also spent time with Mr H and used other means of communication to find out what he liked and didn’t like and was able to feed this back at the review meeting.”

Peer advocacy is about individuals who share significant life experiences or a shared experience of service provision. Peer advocates draw upon their own experiences to understand and empathise with their advocacy partner or members of collective advocacy groups.

Non-instructed advocacy happens when an individual lacks the capacity to express their views or instruct an advocate. In this instance, an advocate would work to establish what would be acceptable to the individual. The Scottish Independent Advocacy Alliance has developed guidance for these situations and all advocacy providers in Lanarkshire follow these.

Self-advocacy is about people speaking out for themselves, thereby gaining confidence and/or regaining control over their lives. It can involve people working in a group and often self-advocates become peer and/or citizen advocates.

Case Studies

The following case studies demonstrate a range of advocacy provision in practice. All names have been changed.

Peter’s Story: Independent/ Professional Advocacy

Peter needed advocacy when he was placed into a respite facility that no longer met his needs, was not appropriate for his age and it didn’t respect his preferences. Despite his request for things to be different, nothing happened and no-one listened.

A psychologist working with Peter made a referral to a local advocacy service. The advocacy worker spent time with Peter and his family. With Peter’s agreement the advocate made contact with the local social work manager who agreed to review the respite arrangements. At the review meeting Peter was supported by his parents and his advocate. The advocate asked for direct payment so that he’d have more control and choice over his care plan. His care manager completed a new assessment and Peter received a direct payment that enabled him to decide when, where and with whom he spent his respite time.

Peter’s advocate worked closely with him to ensure that his outcomes were identified and determined by him. Advocacy reinforced that Peter was at the centre of the planning process and he was able to shape the type of service that benefitted him, rather than fitting into a service that no longer met his needs.

Stephen and Holly: Peer Advocacy

Stephen and Holly are peer advocates. They have supported each other in the past and have used their shared experiences to help and support others. They've been invited to participate in the local health Public Partnership Forum. This gives them both the opportunity to speak up for their peers and to help influence the way that health services are shaped and delivered in their area. They asked that the local hospital provide 'visual menus' so that those people who are unable to read can select food that they enjoy. This simple suggestion has made a positive difference to people who have limited literacy skills and who are admitted to hospital.

Collective Advocacy

Collective advocacy is most often accessed by adults with learning disabilities across Lanarkshire. Recently, a collective advocacy group discussed the social work review process and how difficult and daunting this can be for some people. They received funds to make a short film about social work reviews, depicting how they felt a review should be organised and conducted.

Group members have now been invited to various meetings to discuss the film and to talk to social work staff about their experiences. There have been two main benefits to this. Firstly, social work staff now realise how challenging the review process can be and have learned how people would like review meetings to take place. Secondly, those people involved in the film production had the opportunity to become active participants rather than being recipients of information. This has increased confidence, enhanced people's skills and reinforced the importance and value of their lived experiences.

Collective advocacy groups have also worked alongside NHS Lanarkshire to produce information about screening and other services. They have made a series of easy-to-follow films which have been recognised by the Scottish Government as good practice.



4. Why do we need an Advocacy Plan in Lanarkshire?

In 2010, the Scottish Government requested that all Health Boards produce a regular plan to map out the advocacy services currently funded within their area. The responsibility for the production of the advocacy plan lies with the Lanarkshire Advocacy Planning Group which includes NHS Lanarkshire, North and South Lanarkshire Councils.

This, the third advocacy plan for Lanarkshire, demonstrates the objectives have been achieved to date, and sets out what we would like to achieve throughout the life-span of the new plan.

5. What has been achieved since the publication of the previous plan?

North Lanarkshire

In 2012, North Lanarkshire Council, in partnership with NHS Lanarkshire, commissioned advocacy services to deliver support to individuals based on their ages rather than any conditions they might have. This approach works well with the numbers of people benefiting from advocacy increasing ever year. The partnership has decided to allow the current arrangements with the three commissioned providers to continue until 2017, rather changing in 2016. This was for a number of

reasons including taking more time to evaluate the work done and to determine how to shape advocacy provision in the future.

As stated, there are three advocacy providers in North Lanarkshire. Equals Advocacy provides support to older adults, The Advocacy Project (TAP) supports adults up to aged 65 and Your Voice works with children and young people.

In 2013-14 additional monies were made available to TAP and Equals Advocacy in North Lanarkshire through the Patients Rights (Scotland) Act to enhance capacity within hospital settings.

The partnership commissioned The Advocacy Project to work within HMP Shotts on a temporary basis to establish how much demand there might be amongst prisoners for independent advocacy. Close monitoring

“My advocate made me feel important, confident and told me that my views should be heard. I told my social worker that I wanted to make some changes, she agreed and I started to do my own shopping. I feel that I make my own choices now”.



of this project has allowed the partnership to assess the demand for this type of advocacy and the resulting impact on resources. A decision about how this work might continue will be made in 2016.

The partnership introduced a standard monitoring framework, which the three providers use to record levels of demand, types of demand and what differences their work is making to the lives of individuals.

Providers have also been encouraged to identify opportunities for funding beyond NHS Lanarkshire and the two local councils.

South Lanarkshire

In 2014, South Lanarkshire Council, in partnership with NHS Lanarkshire, reviewed advocacy arrangements in terms of geography and service-user groups. Advocacy for older people and people with mental health issues are provided by The Advocacy Project (TAP) and advocacy for people with learning disabilities is provided by Speak Out. Collective Advocacy for people with learning disabilities is provided by People First. Who Cares? Scotland provide advocacy to children and young people.

All of the service level agreements with South Lanarkshire's advocacy providers were reviewed in 2014/15.

A pilot project with financial support from NHS Lanarkshire was recently commissioned to examine the demand for advocacy for adults with physical and communication difficulties. The pilot was successful and has led to a further year's funding (2016/17).

A standardised monitoring framework has also been established in South Lanarkshire. This will bring about greater consistency in the way that all four South Lanarkshire advocacy providers report and monitor on the outcomes achieved from providing advocacy. An advocacy pathway for staff has also been developed.

Advocacy providers have helped facilitate service-user involvement in the redesign of day opportunity services specifically for adults with a learning disability. These services now have a focus on community based day opportunities.

Advocacy has also been instrumental in assisting service-users understand the complex principles and arrangements associated with the introduction and implementation of Self-directed Support.

During the development of this four year plan, South Lanarkshire Council was in the process of considering the future strategic direction of its advocacy services. The position has now been confirmed with the same advocacy providers operating in the local authority area, as before, however criteria for access to advocacy service has been refocused as has the funding to providers.

Across Lanarkshire

Since 2014 advocacy providers in North and South Lanarkshire have come together as the Lanarkshire Advocacy Forum. This was a well supported by informal arrangements. In early 2016 it was decided to change the name to the Lanarkshire Independent Advocacy Network and to begin to make it an official, formal forum.

Advocacy services are well respected across Lanarkshire and play an important role in the lives of people accessing health and social care services. Advocacy providers are viewed as key partners and they are active in a number of important Council and NHS forums.



6. What are the objectives of the Lanarkshire Advocacy Plan 2016-2020?

The principal objective of this plan is to ensure that advocacy continues to be developed across Lanarkshire in a strategic, collaborative and co-ordinated manner.

Anyone from the groups below who has a mental disorder as defined by the Mental Health (Scotland) Act 2003 or who is covered under the Adult Support and Protection (Scotland) Act 2007 already has a right of access to independent advocacy.

Our priority groups are:

- People affected by learning disability
- Older People
- People affected by mental ill health
- Adult Support and Protection
- Children and Young People
- Child Protection
- People affected by brain injury/physical disability and have a communication support need.

In addition, there are a number of other groups that we are aware of that may benefit from independent advocacy and we will continue to consider how these might be supported as well as working with those individuals and agencies already working with such groups. The other groups are:

Carers, including young carers

“Advocacy has made my life bearable. I was banging my head against a wall until they became involved. My daughter now gets the services she needs, and I’ve now got my life back”.

The issue of carers’ advocacy will be considered as part of ongoing work within Carer Strategies in Lanarkshire.

Prisoners and others in the justice system

People affected by drug and/or alcohol misuse

The Lanarkshire Alcohol and Drug Partnership (LADP) funds a number of voluntary organisations to provide information and support to people affected by substance misuse. We will consider establishing a more formal collaboration between the Lanarkshire Advocacy Planning Group and the LADP to develop links with advocacy.

Black and ethnic minority communities

NHS Lanarkshire, North Lanarkshire Council and South Lanarkshire Council are committed to providing services which are culturally sensitive and accessible to everyone in Lanarkshire who needs them. It is recognised that further work is required to ensure that appropriate support is available (and that people are aware of it) to ensure equity of provision.

People who have had a stroke or brain injury

A pilot service was established in South Lanarkshire (2014-15) to determine demand for advocacy for those with a communication support need caused by stroke or brain injury. In North Lanarkshire the age banded services that are in place accept referrals for people with a communication support need, irrespective of its manifestation.

People with sensory impairments

Some stakeholder feedback has suggested that people with sensory impairments should be a priority for advocacy services.

Hospital based advocacy services

Many stakeholders hold the view that there should be hospital based advocacy services to ensure that all of those who require advocacy (in being supported to discuss treatment options/discharge planning) can access it.

Young adults moving from children to adult services and adults moving to older adults services

“My advocate helped me to cope when my baby was taken from me when she was born. She explained what was happening and went to speak to the sheriff when we had to go to court when the baby was being placed with foster carers”.

The importance of advocacy being available during the transition from children to adult and from adult to older adult services is recognised, as is the need for services to be flexible to accommodate those within the transitional phase. Wherever feasible, advocacy services will be commissioned and delivered to promote continuity and to best meet the needs of the people using the service.

7. Other important areas

Kinds of advocacy support

We recognise that there is a need to commission different models of advocacy (professional, volunteer, collective, peer) to ensure that people have choice in the model of advocacy they are able to access and which best suits their own situation and preferences.

Information about advocacy services

Service users have consistently raised concerns over the lack of information about existing services. Information leaflets have now been produced by the newly formed Lanarkshire Advocacy Network. These will be distributed widely and the partners are committed to ensuring that they are kept up-to-date and available in key locations. Information about advocacy services can also be found on the websites of all of the statutory sector organisations benefitting potential users of advocacy as well as staff.

“Learning about advocacy has been an eye opener. I’ll be sure to take the knowledge gained today into my practice”.

How we will decide on what services should be available and how they will operate

Independent advocacy services will be based on evidence of service-user need. They will be subject to ongoing reviews/feedback from service-users and carers and in consultation with relevant others.

“Advocacy helped me, if I had a problem my advocate would help me to take care of it. She was the only person that really listened”

Independent advocacy services will take into account any statutory demands and relevant policies from the Scottish Government, local councils and NHS Lanarkshire.

Integration of health and social care services

We recognise that the integration of health and social care services may impact upon the commissioning, delivery and monitoring of advocacy services.

Financial pressures

We also recognise that the current financial climate presents considerable challenges for all involved in improving outcomes for individuals. Our intentions may well be dependent on factors outwith our control but the financial situation makes it important that our priorities are based on evidencing the demand for advocacy services and on advocacy partners' efficacy in supporting people (see Appendix 2).

Working with service-users, carers and providers

We will continue to make sure service-users, their carers and others are able to contribute to the ongoing development of advocacy services and we will work closely with advocacy providers through the Lanarkshire Independent Advocacy Network to do this.

8. Next steps

This final section draws together the work that will be completed during the life of this Lanarkshire Advocacy Plan. An Action Plan will be developed to identify broad timescales and responsibilities in greater detail (see Appendix 5).

Financial framework

A financial framework is one of the priority areas we will address to effectively underpin the broad actions identified in this plan. The current economic climate means that difficult decisions will have to be made when developing any services that require public funds. Imaginative use of limited resources, alongside looking at other sources of support will be required to meet the needs of the most vulnerable and excluded groups in our communities.

The Lanarkshire Advocacy Planning Group will work alongside advocacy providers to explore external sources of funding to support the development and the range of advocacy services that are available.

Communication/awareness raising and training

The Lanarkshire Advocacy Planning Group will continue to work closely together in relation to advocacy services and are committed to:

- Ensuring that statutory sector staff and other professionals have an understanding of advocacy, its role and where it fits within service provision
- Ensuring that all relevant agencies have a good working knowledge of the advocacy services that are available within their area
- Improving liaison and communication between different agencies
- Assisting in ensuring that Lanarkshire Independent Advocacy Network information leaflets and any other promotional material are kept updated and are widely distributed throughout the Lanarkshire area, including to statutory sector staff

- In partnership with providers and other stakeholders, continuing to provide training and educational opportunities to provider and statutory sector staff to promote the use of advocacy services to those who might derive the most benefit from advocacy support

“The advocate was excellent. My service user’s family refused to listen, and the advocate made sure that she had a voice”.

Monitoring and Evaluation

The Lanarkshire Advocacy Planning Group will undertake further work in relation to outcomes focussed planning in partnership with service providers and service-users. It was strongly suggested by stakeholders that outcomes should be agreed and measured across Lanarkshire on a consistent basis.

We believe that robust monitoring and evaluation will improve the quality of the services provided and drive up standards in promoting greater accountability.

The Lanarkshire Advocacy Planning Group will:

- Ensure that advocacy services are clear about the information that is required from them and that there is a consistency across Lanarkshire.
- Identify examples of best practice. We will share this across Lanarkshire, where possible.
- Identify any trends that are apparent through the monitoring systems and act on them as appropriate.
- Develop outcome focused reporting

9. Conclusion

There are strong partnership links in Lanarkshire between the Lanarkshire Advocacy Planning Group and the advocacy providers, including the Lanarkshire Independent Advocacy Group. This provides a sound base from which to undertake the work outlined above and which will be further detailed in the Action Plan. We face a challenging financial climate, which is recognised by all the key stakeholders who are committed to facing those challenges and developing advocacy services across Lanarkshire.

The Advocacy Plan will be distributed widely across Lanarkshire and discussions are ongoing with the Advocacy Network to publish an Accessible Summary of the document.

Appendix 1

Independent Advocacy Providers in Lanarkshire

North Lanarkshire

Older adults:

Equals Advocacy Partnership

Phone: 01698 327772

Email: admin@equalsadvocacy.org.uk

Younger adults:

The Advocacy Project

Phone: 0141 420 0961

Email: enquiry@theadvocacyproject.org.uk

Children and young people:

Your Voice

Phone: 01236 700108

Email: info@urvz.org

South Lanarkshire

Older adults:

The Advocacy Project

Phone: 0141 420 0961

Email: enquiry@theadvocacyproject.org.uk

Adults with mental ill health issues:

The Advocacy Project

Phone: 0141 420 0961

Email: enquiry@theadvocacyproject.org.uk

Adults affected by learning disability/ communication disorder:

Speak Out Advocacy Project

Phone: 01698 283228

Email: info@speak-out.org.uk

Children and young people:

Who Cares? Scotland

Phone: 0141 226 4441

Email: Enquiries@whocaresscotland.org

People First:

Collective advocacy for adults with learning disabilities

Phone: 01698 452830

Email: rhona.neill@btconnect.com

Email: jimquigleyp1st@aol.co.uk (07841929249)

Email: jimpeoplefirst@aol.com (07743806946)

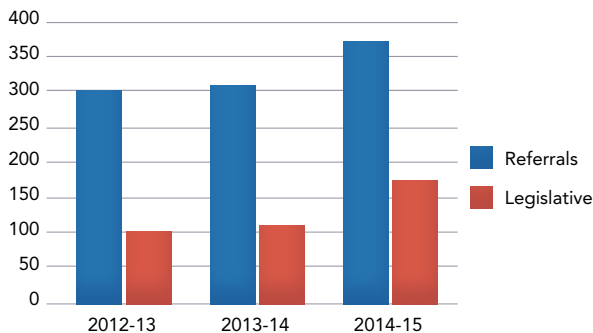


Appendix 2

Advocacy referrals from 2012-2015 across Lanarkshire.

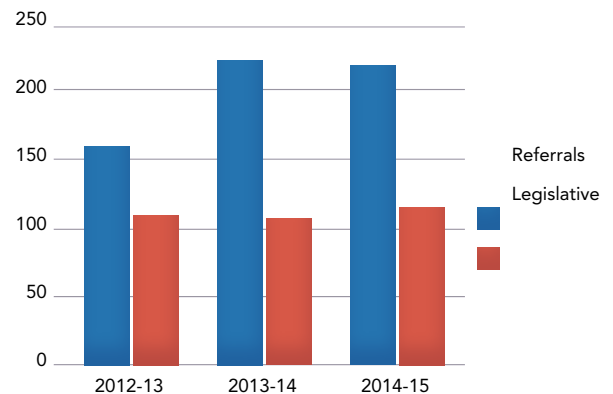
Referrals across North Lanarkshire

NLC Older Adults [65>]



This graph shows referrals for older adults aged 65 and over from 2012-2015. The first column (**blue**) shows the total number of referrals and the second column (**red**) shows those with a legislative basis.

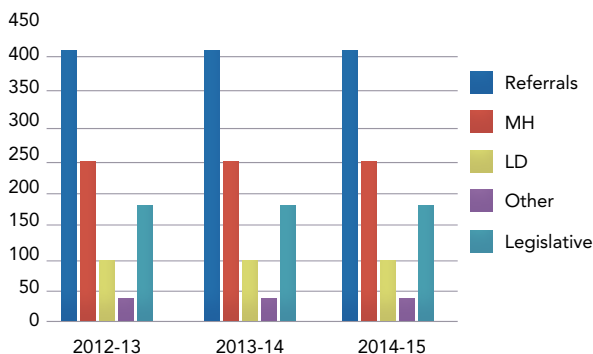
NLC Children and Young People



This graph shows referrals for children and young people within North Lanarkshire from 2012-2015.

The first column (**blue**) shows the total number of referrals and the second column (**red**) shows those with a legislative basis.

NLC Adults [16-65]



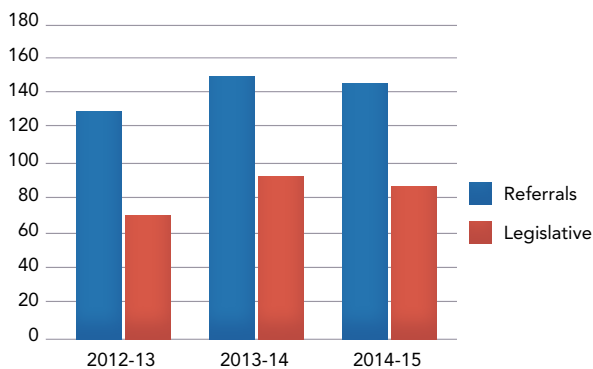
This graph shows referrals for adults aged 16 to 65 from 2012-2015.

MH refers to 'mental health' and LD refers to 'learning disability'.



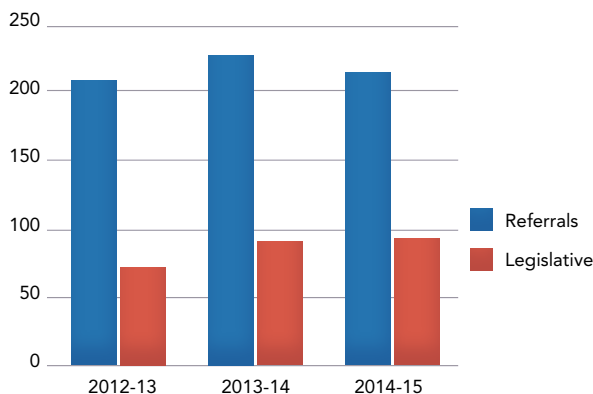
Referrals across South Lanarkshire

The Advocacy Project – Older People referrals



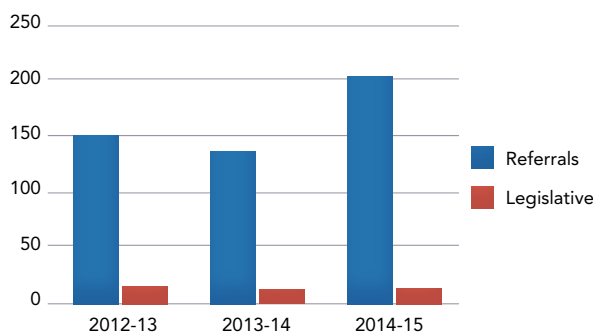
The **(blue)** (first) column shows new referrals for older people and the **(red)** (second) column shows those which are legislative.

The Advocacy Project – Adult Mental Health referrals



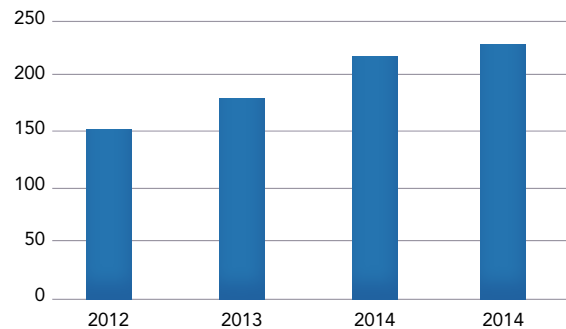
The **(blue)** (first) column shows new referrals for adults with mental health issues and the **(red)** (second) column shows those which are legislative.

Speak Out – new referrals



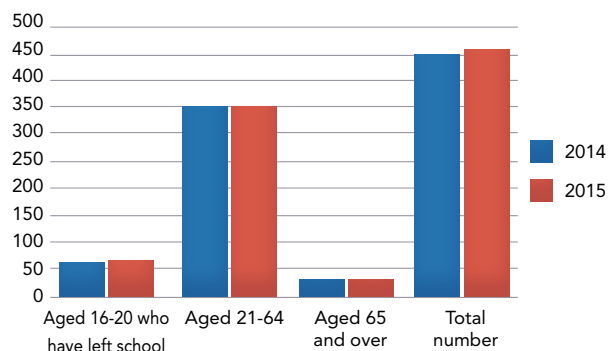
The graph above illustrates the number of new referrals to Speak Out in the years 2012/13, 2013/14 and 2014/15. The first column **(blue)** shows new referrals and the second column **(red)** shows those which are legislative.

Who Cares? Scotland – Number of Children and Young people receiving a service



Who Cares? Scotland and People First also provide advocacy within South Lanarkshire and the numbers of people they are supporting is illustrated below. South Lanarkshire Council is working with both providers to align their reporting mechanisms to The Advocacy Project's and Speak Out's so that greater consistency is achieved across all four providers. The figures above relate to advocacy provided for looked after children and young people living in South Lanarkshire.

People First – Adults with Learning Disabilities Involved with People First



People First provide collective advocacy across South Lanarkshire. By the nature of People First's work, those attending groups are not all People First members. People First changed their reporting structure in 2013 and so figures prior to 2014 are not included in the graph above. There are nine regular People First groups, which meet across South Lanarkshire on a fortnightly basis and six client committees, which are supported by People First staff in the Lifestyles centres. In statistical terms, each local group and client committee will have between six and 13 regular members meeting every two weeks. The 451 people supported by People First in 2015 reflects the number of individuals who have engaged with the process of collective advocacy but does not reflect the frequency or number of contacts over the course of the year.

Appendix 3

Advocacy providers and partner agencies who have been involved in stakeholder meetings to help shape this plan.

List of Consultees:

- Equals Advocacy Partnership
- Lanarkshire Ace
- Listen Up Lanarkshire
- National Health Service Lanarkshire
- North Lanarkshire Carers Together
- North Lanarkshire Council
Housing and Social Work Services
- North Lanarkshire Council
Learning and Leisure
- People First
- Lanarkshire Carers Centre
- Speak Out Advocacy Project
- The Advocacy Project
- Who Cares? Scotland

Consultation events:

Consultation events were held across Lanarkshire between November 2014 and April 2015. They were hosted by: Speak Out Advocacy Project, People First, The Advocacy Project, Your Voice, Who Cares? Scotland and Equals Advocacy Partnership.

They consulted with:

- People with learning disabilities
- People with mental health issues
- Children and young people
- Older adults



Appendix 4

Scottish Independent Advocacy Alliance (SIAA) - Lanarkshire Mapping

- NHS Lanarkshire
- North Lanarkshire Council
- South Lanarkshire Council

Information on jointly funded projects was supplied by NHS Lanarkshire, North Lanarkshire Council and South Lanarkshire Council. Monitoring for all projects is completed on a quarterly basis, in North Lanarkshire, in addition to the quarterly meetings advocacy providers provide detailed monthly reports. Topics discussed at the monitoring meetings include referrals, advocacy issues, complaints, service improvements, gaps in provision and impact of initiatives such as Self-directed Support.

Funding organisation	Access criteria	Funder/amount	
Equals Advocacy Partnership	Older adults	NHS Lanarkshire	£77,343
		North Lanarkshire Council	£85,175
People First Scotland	Adults with learning disabilities	South Lanarkshire Council	£62,914
Speak Out	Adults with learning disabilities, communication or physical disabilities	NHS Lanarkshire	£25,000
		South Lanarkshire Council	£112,760
The Advocacy Project	North Lanarkshire – Adults under 65	NHS Lanarkshire	£55,974
		North Lanarkshire Council	£208,893
	South Lanarkshire – People with mental health problems, older people	South Lanarkshire Council	£140,080
		NHS Lanarkshire	£41,500
Your Voice	Children and young people	North Lanarkshire Council	£241,366
Who Cares? Scotland	Looked after children and young people	South Lanarkshire Council	£117,600
		Total £1,169,105	

Gaps in provision

No specific gaps in provision were identified in Lanarkshire.

Adult Support and Protection and The Patient Rights Act

Funding in respect of the Patient Rights Act is included in both Local Authority areas.

While there was no specific funding in respect of Adult Support and Protection as this is included in the general funding, referrals were received in both Local Authority areas. From the advocacy organisations responding to the request for information In the 2015/2016 at least 161 ASP referrals were made across Lanarkshire.

Advocacy in prison

There is one prison in the NHS Lanarkshire area, HMP Shotts. Advocacy is provided by The Advocacy Project for prisoners in HMP Shotts. Funding for this is expected to end in September 2016.

Strategic planning

The Lanarkshire Strategic Advocacy Plan ends in 2016.

To support the development of the plan a series of focus groups was organised involving people who use or might use advocacy services.



Equals Advocacy Partnership

Top Floor, 101 Park Street, Motherwell ML1 1PF

Phone: 01698 327772 Email: admin@equalsadvocacy.org.uk

Local authority areas: North Lanarkshire

Project details

- Full-time staff = seven
- Part-time staff = one
- Volunteer advocates = five
- Volunteers on Management Committee or Board = six

Funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS Lanarkshire	Older adults 65+	1 year	Yes	£77,343
North Lanarkshire Council	As above	1 year	Yes	£84,994
Scottish Government Reshaping Care for Older People	Older adults	1 year	Not known	£47,000
				Total £209,337

Service provision

- The total number of people in receipt of advocacy 2015-2016 = 728
- The total number of new referrals received 2015-2016 = 513
- There are three service user representatives on the Board

Age groups

- 65+

Client groups

- Older people

Numbers

- Collective or group = 25
- 1-2-1 = 703

Monitoring

- Age
- Gender
- Disability including sensory impairment
- Ethnicity



People First Scotland*

9 High Patrick Street, Hamilton ML3 7ES

Phone: 01698 452830 Email: rhona.neill@btconnect.com

Local authority areas: Aberdeen City
Aberdeenshire
Clackmannanshire
East Lothian
City of Edinburgh
Fife
Glasgow City
Midlothian
South Lanarkshire

*Project details

- Full-time staff* = 12
- Part-time staff* = five
- Volunteers on Management Committee or Board* = 27

*Funding

Funder	Access Criteria	Duration	Funding Continuing?	Amount
South Lanarkshire Council	Adults with a learning disability	1 year	Yes	£62,194
				Total £62,194

Service provision

- The total number of people in receipt of advocacy 2015-2016 = 447
- Approximately 30 new members joined in 2015-2016 year
- People First Scotland Board is made up of 27 adults with a learning disability

*Age groups

- 18+

*Client groups

- Adults with a learning disability

*Numbers

- Collective or group = 447

*Monitoring

- Age
- Gender
- Disability including sensory impairment

* Please note details given are for all areas of activity.



Speak Out Advocacy Project

Regent House, 9 High Patrick St, Hamilton ML3 7ES

Phone: 01355 230202 Email: info@speak-out.org.uk

Local authority areas: South Lanarkshire

Project details

- Part-time staff = five
- Volunteers on Management Committee or Board = three

Funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS Lanarkshire	Adults with learning disabilities or communication/physical disabilities	1 year	Not known	£25,000
South Lanarkshire Council	Adults with learning disabilities or communication/physical disabilities	3 years	Not known	£112,600
Peoples Health Trust	Parents affected by learning disabilities	1 year	Yes	£30,000
SCVO Capacity and Resilience Fund	Advocacy for benefits issues	6 months	No	£5,000
Scottish Government	Autistic spectrum disorder	6 months	Not known	£5,000
				Total £177,760

Service provision

- The total number of people in receipt of advocacy 2015-2016 = 290
- No information available on the total number of new referrals received 2015-2016
- There are two service user representatives on the Board

Age groups

- 18+

Client groups

- Adults with a learning disability

Numbers

- Collective or group = 40
- 1-2-1 paid = 250

Monitoring

- Age
- Gender
- Disability including sensory impairment
- Long term condition
- Ethnicity



The Advocacy Project

Cumrae House, 15 Carlton Court, Glasgow G5 9JP

Phone: 0141 420 0961 Email: enquiry@theadvocacyproject.org.uk

Local authority area: East Renfrewshire

Glasgow City

North Lanarkshire

South Lanarkshire

*Project details

- Full-time staff = 35
- Part-time staff = 11
- Volunteers on Management Committee or Board = eight

*Funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS GG&C and Glasgow City Council	Adult mental health	1 year	Yes until Sept 2016	£312,694
	Older people and physical disability			£308,790
	Adult support and protection			£60,000
NHS GG&C and East Renfrewshire Council	Adults 16+ affected by mental health problems, learning disabilities, physical disability or dementia	1 year	Yes	£90,000
NHS Lanarkshire and North Lanarkshire Council	Adults up to 65 years affected by mental health problems, disability or long term condition	1 year	Yes	£264,867
NHS Lanarkshire and South Lanarkshire Council	Older adults	3 years	Yes	£67,620
	Adult mental health			£114,830
Scottish Government	Learning disability related to Keys to Life strategy	1 year		£21,500
Scottish Government	Welfare advocacy pilot	1 year		£33,000
				Total
				£1,272,431

*Service Provision

- The total number of people in receipt of advocacy 2015-2016 = 3385
- The total number of new referrals received 2015-2016 = 2509
- There are no service user representatives on the Board. Feedback is requested from those using the service. Focus groups for service users and database of those interested in getting involved further in the work of the organisation, attending the AGM and other consultation events.

Age groups – dependent on area

- 16+
- Up to 65 years
- Over 65



Client groups

Glasgow

- Adults with mental health problems
- Older People
- People with physical disabilities

North Lanarkshire

- Adults under 65 affected by mental health problems, disability or with a long term condition

South Lanarkshire

- Older people
- Adults with mental health problems

East Renfrewshire

- Adults (16+) affected by mental health problems, learning disabilities, physical disability or dementia

*Numbers

- Collective or group = 20
- 1-2-1 paid = 3365

Monitoring

- Age
- Gender
- Disability including sensory impairment
- Long term conditions
- Ethnicity

**All details are for the project across all Local Authority areas.*



Your Voice

Office 1, Kelvin House, 87 Calder Street, Coatbridge ML5 4EY

Phone: 01236 700108 Email: info@urvz.org

Local authority area: North Lanarkshire

Project details

- Full-time staff = 11
- Volunteers on Management Committee or Board = six

Funding

Statutory funding

Funder	Access Criteria	Duration	Funding Continuing?	Amount
North Lanarkshire Council	Children and young people from North Lanarkshire Priorities include child protection and detention under the Mental Health Act	1 year	Yes	£240,000
Scottish Government	Children attending Children's Hearings	6 months	Yes	£24,000
				Total £264,000

Service provision

- The total number of people in receipt of advocacy 2015-2016 = 274
- The total number of referrals received in 2015-2016 = 230
- Number of service user representatives on the Board = two

Age groups

- Up to 18 years for disability and mental ill health
- Up to 26 years for Care Leavers

Client groups

- Children and young people from North Lanarkshire

Numbers

- Collective or group = nine
- 1-2-1 = 269

Monitoring

- Age
- Gender
- Disability including Sensory Impairment
- People living with Long Term Conditions
- Race



Who Cares? Scotland*

Local authority areas: Aberdeen City, Aberdeenshire, Angus, Argyll & Bute, Clackmannanshire, Dundee City, East Ayrshire, East Dunbartonshire, East Lothian, East Renfrewshire, City of Edinburgh, Scottish Borders, South Ayrshire, South Lanarkshire, Stirling, West Dunbartonshire, West Lothian

Project details*

- Full-time staff = Two
- Part-time staff = One
- Who Cares? Scotland Board of Directors = 15

Funding

Funder	Access Criteria	Duration	Funding Continuing?	Amount
South Lanarkshire Council	Looked after and accommodated children and young people.	1 year	Not known	£117,600
				Tayside total £117,600

Service provision*

- The total number of people in receipt of advocacy across Scotland 2015-2016 = 1827
- The number of referrals received in 2015-2016 – information not supplied
- There are five service user representatives on the National Who Cares? Scotland Board

Age groups*

- up to 25 years

Client groups*

- Children and young people who are looked after
- Care Leavers

Numbers*

- Collective or group = 819
- 1-2-1 = 1008

Monitoring*

- Age
- Gender
- Disability including sensory impairment
- Ethnicity
- Sexuality

* Please note all details here are for all Local Authority areas



Appendix 5

Lanarkshire Advocacy Plan 2011-2015

Action Plan : Update 31st March 2016

1. Financial Framework

No	Action	Responsibility	Timescale
1.1	Financial framework for advocacy services 2011-2015 to be put in place	Commissioning partners Lanarkshire Advocacy Planning Group (LAPG)	By March 2012
	Update 31/03/16	SLC: Agree three year contract with two Providers (TAP- Older People/ Mental Health) (Speak Out Learning Disability) Service Specifications being revised, standard contract terms agreed.	
1.2	Explore external sources of advocacy funding	Commissioning partners Advocacy providers	January-June 2012
	Update 31/03/16	Speak Out continue to secure and explore other funding sources. Lanarkshire Advocacy Network considering cooperative funding sources for the Network. Difficult financial climate for all service areas, given efficiency savings agenda.	

2. Advocacy Development

No	Action	Responsibility	Timescale
2.1	Undertake full advocacy tender exercise in North Lanarkshire	North Lanarkshire Council Housing and Social Work Services, in partnership with NHS Lanarkshire	Exercise to be completed by December 2011
	Update 31/03/16	SLC Negotiated tender with existing providers. National review of Procurement Guidelines from Scottish Government may provide further flexibility in future.	
2.2	Carry out review of current services to determine future advocacy provision in South Lanarkshire	South Lanarkshire Council Social Work Resources NHS Lanarkshire Other key stakeholders	By June 2012
	Update 31/03/16	Contracts currently being drafted with existing providers. SLC satisfied with current services and agreed to continue existing arrangements. Changing structures with Integration may lead to differing commission arrangements in future.	



2. Advocacy Development (continued)

No	Action	Responsibility	Timescale
2.3	<p>Consideration of needs of other groups identified during 2011 consultation:</p> <ul style="list-style-type: none"> • Carers, including young carers • Prisoners and other in justice system • People connected with substance misuse • Equality groups • Those who have had stroke/brain injury • Transition between children's services and adult services 	<p>Commissioning partners Advocacy providers Other key stakeholders</p>	<p>By December 2012</p>
	<p>Update 31/03/16</p>	<p>With the introduction of the Carers Act, there is consideration being given to Advocacy for Carers. Through our Carers Strategy we continue to make links with those groups identified. Those other groups highlighted in yellow we will consider linkage with other Strategic Groups, such as Children's Services. Of the list above only equality groups and transitions remain an area to be explored.</p>	
2.4	<p>Develop information and support database of services</p>	<p>Commissioning partners North Lanarkshire Advocacy Partnership (NLAP) South Lanarkshire Advocacy Network (SLAN)</p>	<p>By June 2012</p>
	<p>Update 31/03/16</p>	<p>We maintain our links with Advocacy Services through our internal website, this has recently been refreshed, and we require to ensure the Advocacy Services continue to feature. In terms of monitoring services, we are working with both provider organisation to ensure consistency of recording and category of advocacy information.</p>	



3. Communication/Awareness Raising and Training

No	Action	Responsibility	Timescale
3.1	Raise awareness and understanding of advocacy and service availability <ul style="list-style-type: none"> among statutory sector staff and other professionals among all relevant agencies 	Commissioning partners Advocacy providers	Ongoing duration of Plan
	Update 31/03/16	As above, once new contractual arrangement are confirmed wider awareness raising will follow. We recognise Advocacy as valuable and ensure we report on it via our Annual Resource Plan under the Service User/Carer engagement theme. Giving a voice to the most disadvantaged in society is extremely important to the Human Rights of Individuals.	
3.2	Improve liaison and communication between agencies	Commissioning partners Key stakeholders	Ongoing duration of Plan
	Update 31/03/16	With the Integration of Health and Social Care, we now find that we are working more closely and communicating on a range of issues. With the establishment of the IJB and the development of the Commissioning Plan we understand that the future commissioning of advocacy services may be part of the Commissioning Strategy being developed by the H&SC Partnership.	
3.3	Updating and distribution of NLAP/SLAN information leaflets	North Lanarkshire Advocacy Partnership South Lanarkshire Advocacy Network Commissioning partners	As required
	Update 31/03/16	As above – still to be put in place once refreshed contractual arrangements in place.	
3.4	Provide ongoing training and educational opportunities to provider and statutory sector staff to promote the use of advocacy services	Commissioning partners North Lanarkshire Advocacy Partnership South Lanarkshire Advocacy Network Advocacy providers	Ongoing duration of Plan
	Update 31/03/16	As above – training should be rolled out once firm contractual arrangements are in place. Advocacy Service Provision should be presented as an agenda item at some future H and C Management Team and subsequent IJB.	



4. Monitoring and Evaluation

No	Action	Responsibility	Timescales
4.1	Develop clear and consistent monitoring process across each of the Council areas and, where appropriate, share monitoring processes to develop best practice	North and South Lanarkshire Councils NHS Lanarkshire	By December 2012
	Update 31/03/16	As above, agreed to review current monitoring arrangements in light of the new contractual arrangements being taken forward by our Procurement Service.	
4.2	Develop outcome focused reporting	Commissioning partners Advocacy providers	Ongoing duration of Plan
	Update 31/03/16	As above, and still evolving as we confirm service specification for 2016/17	
4.3	Develop evaluation through ongoing monitoring processes	Commissioning partners	Ongoing duration of Plan
	Update 31/03/16	As above. Liaison meetings have commenced with both providers and quarterly meeting dates have been set for 2016/17.	
4.4	Use monitoring processes to evidence advocacy gaps	Commissioning organisations Advocacy providers	Ongoing duration of Plan
	Update 31/03/16	As above, however ongoing efficiency agenda does not lend itself to filling gaps in service delivery, furthermore there are areas already identified at 2.3 above which are not currently developed.	

5. Local Advocacy Networks

No	Action	Responsibility	Timescales
5.1	Support development of NLAP and SLAN	North Lanarkshire Advocacy Partnership South Lanarkshire Advocacy Network Commissioning partners	Ongoing duration of Plan
	Update 31/03/16	SLC currently have to review representation at LAN meetings, in light of staff retirement and other internal changes.	
5.2	Develop Accessible Summary of Lanarkshire Advocacy Plan 2011-2015	North Lanarkshire Advocacy Partnership South Lanarkshire Advocacy Network Commissioning partners	By December 2011
	Update 31/03/16	Plan for 2020 coming to completion, consideration to be given to wider launch and presentation format for specific audiences.	



6. Role of Lanarkshire Advocacy Planning Group (LAPG)

No	Action	Responsibility	Timescales
6.1	Develop role of LAPG	Commissioning partners North Lanarkshire Advocacy Partnership South Lanarkshire Advocacy Network	January-June 2012
	Update 31/03/16	As above, refreshed and revised representation has taken place over the course of the plan with SLC covering the necessary work required to fulfil its role as a partner in the LAPG	
6.2	Widen membership of LAPG and establish regular stakeholder meetings	Commissioning partners North Lanarkshire Advocacy Partnership South Lanarkshire Advocacy Network	January-June 2012
	Update 31/03/16	SLC: As at 6.1- SLC have ensured staff support, consistency may be an issue for all agencies	
6.3	Undertake partnership work to develop, action and monitor the Action Plan	Lanarkshire Advocacy Planning Group	January-June 2012
	Update 31/03/16	Ongoing and co-ordinated updates. – New Plan 15/20 will create new actions these should be reviewed and focused.	
6.4	Establish clear partnership process for consideration of service developments	Lanarkshire Advocacy Planning Group	By March 2012
	Update 31/03/16	Opportunity always available to resent new ideas/suggestions.	
6.5	Prepare to update Lanarkshire Advocacy Plan 2011-2015	Lanarkshire Advocacy Planning Group	By December 2013
	Update 31/03/16	Plan for 2020 coming to completion, consideration to be given to wider launch and presentation format for specific audiences	





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