Delivering best practice in commissioning advocacy services.

Martin Coyle

Head of Quality and Development

Action for Advocacy

What is advocacy?

- *Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need.*
- *Advocates and advocacy schemes work in partnership with the people they support and take their side.*
- *Advocacy promotes social inclusion, equality and social justice*

The Advocacy Charter (2002)

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Can you describe the following?

- The advocacy provision in your area
- Where the gaps and priorities are
- The commissioning challenges you face
- The areas where you need support
- Where you think support could be found
- What difference you want advocacy to make

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The role of advocacy

- Rights - legal, human, individual
- Choices - lifestyle, risks, action, control
- Protection - from abuse and unfair treatment
- Promotion - people’s views, access to information
- Inclusion - society, community life, services

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Best practice in commissioning

- Clear expectations of quality in advocacy
- Dialogue between commissioners and providers
- Supported by effective monitoring
- Accessible, effective and sustainable advocacy

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Quality

- Clear and agreed expectations
- Based on advocacy principles
- Sitting within robust organisations
- Either self assessed or externally assessed
- Quality Performance Mark (QPM)

Advocacy QPM Quality Services

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Dialogue – what needs to be said

- What is needed
- Going beyond statutory duties
- How this sits with other provision
- Amount and length of funding
- How to avoid people falling through gaps
- How to engage with diversity
- What impact you want advocacy to have

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Monitoring

- What difference should advocacy to make?
- Recognising 3 stakeholder viewpoints
- Ensuring advocates are not assessors
- Ensuring soft outcomes can be recorded
- Lost in Translation – available to download from www.actionforadvocacy.org.uk

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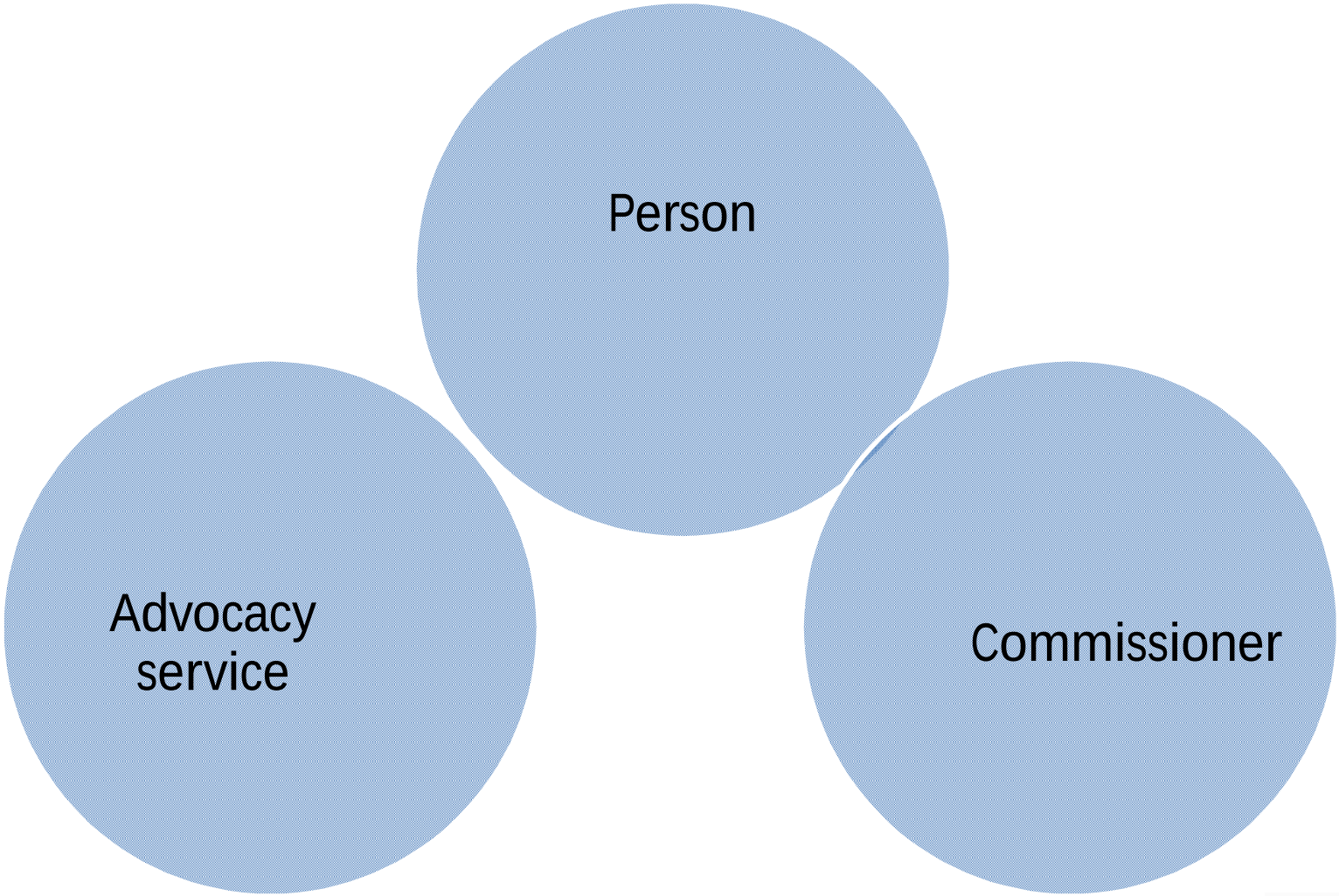
Perspectives on outcomes



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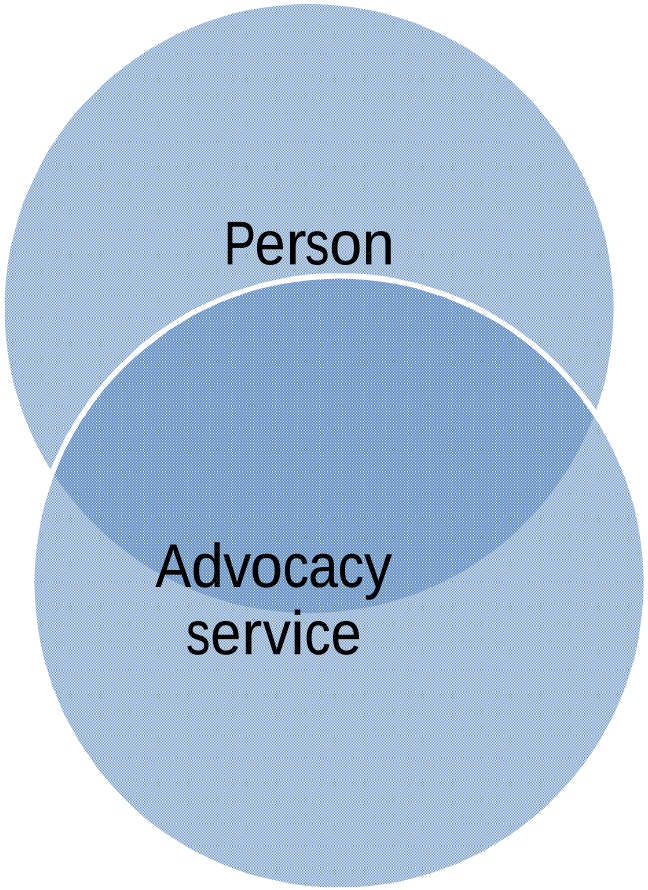
Perspectives on outcomes



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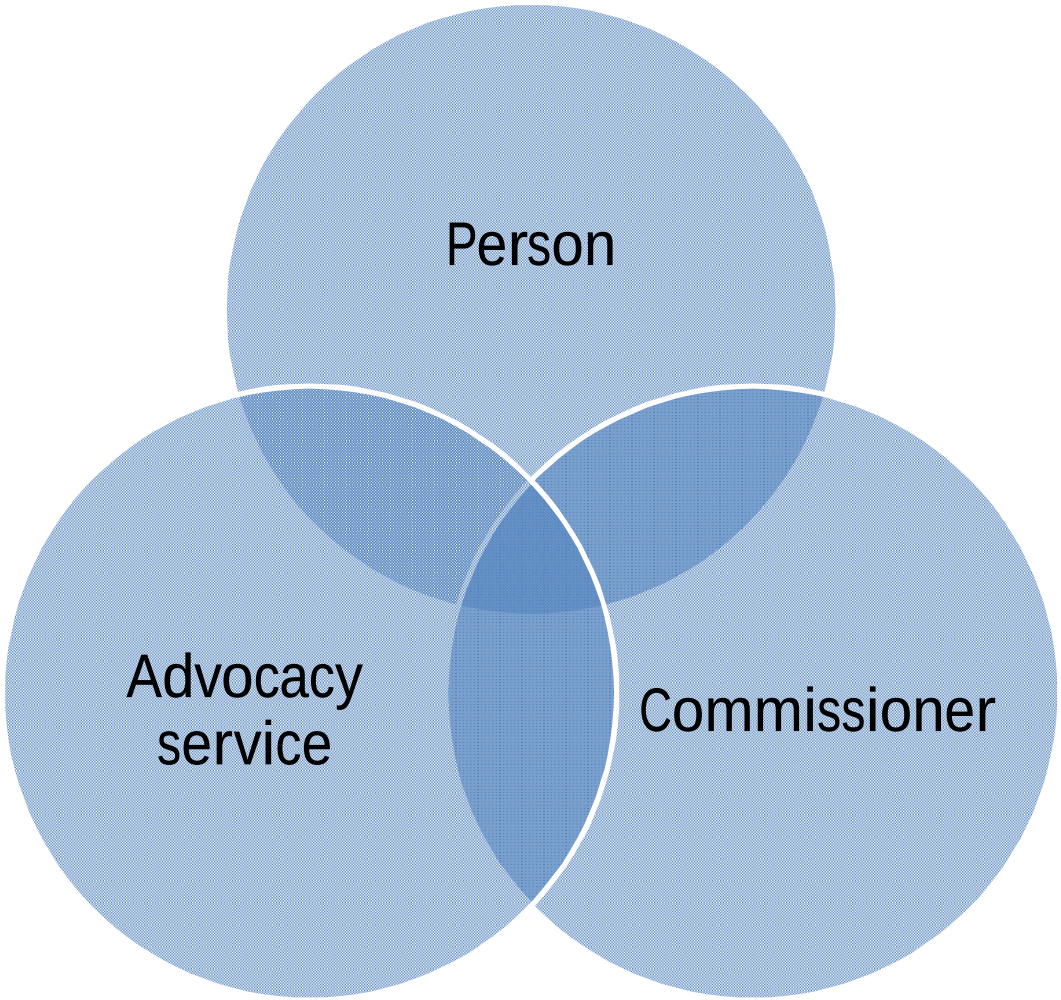
Perspectives on outcomes



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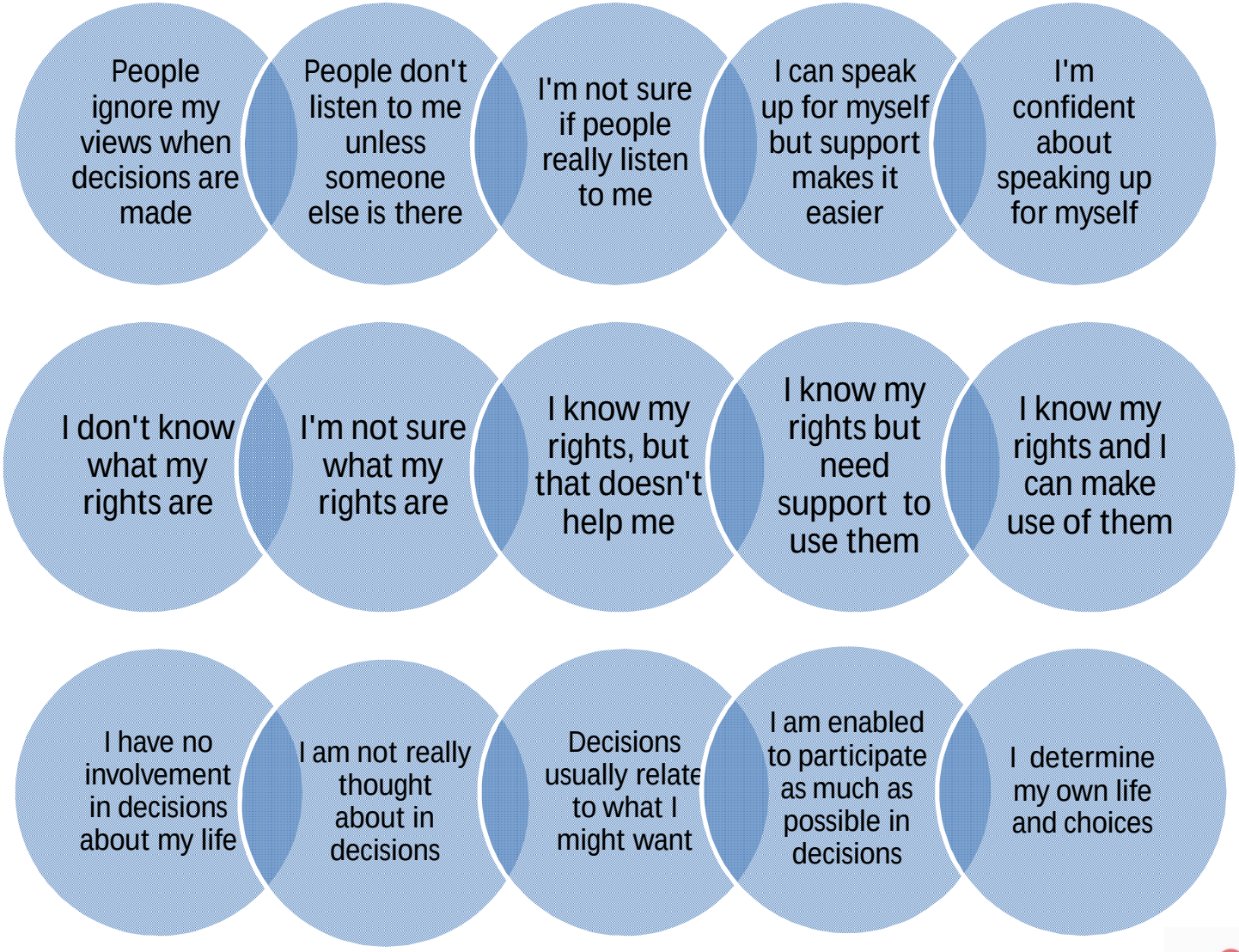
Examples of outcomes scales from Lost in Translation



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Additional Sources of Support

- Action for Advocacy
- Older People's Advocacy Alliance
- Dementia Advocacy Network
- From Safetynet to Springboard – EHRC

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More questions than answers?

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