



## **ADULT ADVOCACY COMMISSIONING STRATEGY: TELL US WHAT YOU THINK**

Vulnerable people play a significant role in many aspects of Caerphilly county borough's society, culture and economy. However, people in receipt of services in the borough sometimes encounter institutional and social barriers as they strive to participate in local life and need assistance to support their inclusion. 'Advocacy' plays a vital part in supporting people to raise concerns, helping to make the appropriate choices and decisions for themselves about the service(s) they are receiving.

The Health, Social Care & Well-being Partnership are pleased to present their first Caerphilly County Borough Adult Advocacy Commissioning Strategy. The aim of this strategy is to ensure that all adults eligible for, or receiving Health and Social Care Services within Caerphilly County Borough, are able to access an appropriate advocate, or advocacy service. We want advocacy to be as independent as possible, to facilitate individual or group support. We also aspire for there to be equitable advocacy provision in each part of Caerphilly county borough, and that service users know how and where to access support and advice.

The Health, Social Care and Well-being Partnership invite you to comment on the areas for development and Action plan set out in the Adult Advocacy Commissioning strategy Consultation document.

You are requested to respond to the consultation by using this questionnaire. You can complete the questionnaire online by visiting [www.caerphilly.gov.uk/communityplanning](http://www.caerphilly.gov.uk/communityplanning). Should you choose not to complete the online questionnaire your comments should be returned by post to:

Chris Kedward , Health, Social Care & Well-being Partnership, Penallta House , Tredomen Park , Ystrad Mynach, CF82 7PG

If you would like a copy of this survey in another format or language, please contact 01443 864681 or email [HSCWB@caerphilly.gov.uk](mailto:HSCWB@caerphilly.gov.uk). Responses to consultations may be made public – on the internet or in a report.

If you would prefer your response to be kept confidential, please tick here:

**All responses should be returned by 30<sup>th</sup> September 2011. We look forward to hearing from you.**

**Q1: The Areas for Development**

The strategy identifies 4 main areas of development and we would like to find out what you think about how important or unimportant each of the areas of development are for adults across Caerphilly County Borough who might at some point be in need of advocacy services.

**Please indicate how important or unimportant you think each of the 4 main areas of development are:**

	<b>Very Important</b>	<b>Important</b>	<b>Less Important</b>	<b>Unimportant</b>	<b>Don't Know</b>
<p><b>1. IMPROVING INFORMATION AND AWARENESS</b> All professionals and residents need to be aware of the value and benefit of advocacy services.</p>					
<p><b>2. ACCESS TO INFORMATION</b> All professionals and residents need to be aware of where and how advocacy services can be accessed:</p>					
<p><b>3. COMMISSIONING AND SERVICE DEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>• All organisations providing advocacy services in Caerphilly County Borough need to (through robust monitoring) provide evidence of providing information in range of accessible and appropriate formats.</li> <li>• As result of the consultation a number of potential Gaps in specialist service areas were highlighted. We need to assess in more detail whether there is a need for development of new services or whether we need to provide more information on specialist services currently in place</li> </ul>					
<p><b>4: SERVICE PROVIDERS</b></p> <ul style="list-style-type: none"> <li>• There should be a consistent and agreed set of standards and Code of Practice for advocacy services in the borough.</li> <li>• All organisations providing advocacy services in Caerphilly County Borough need to provide evidence of policies, procedures, training and information sharing.</li> </ul>					

**Please indicate which area for development you think is the most important. Please tick 1 only.**

1. **IMPROVING INFORMATION AND AWARENESS**

2. **ACCESS TO INFORMATION**

3. **COMMISSIONING AND SERVICE DEVELOPMENT**

4. **SERVICE PROVIDERS**

**Please state why you have chosen this as a area for development.**

.....  
.....

**Please write in any comments you have about this area for development.**

.....  
.....

**Area for Development 1: IMPROVING INFORMATION AND AWARENESS:** All professionals and residents need to be aware of the value and benefit of advocacy services.

We have identified 4 actions that we believe will help us to improve Information and Awareness. Please rate how important or unimportant you think each of these area for development are. This will help us to plan which to tackle first:

	<b>Very Important</b>	<b>Important</b>	<b>Less important</b>	<b>Unimportant</b>	<b>Don't Know</b>
Incorporate awareness of advocacy via Induction e.g. Fundamentals of Care Training for those involved in delivery of health and social care services. Include an Advocacy Service section and information pack.					
Recommendation that the public sector health and social care organisations provide Information and training to key workers and other front line staff, so that workers have a greater knowledge of advocacy services available in the Borough to enable effective signposting and referral.					
Develop and distribute an Advocacy Directory of approved providers both in hard copy and on line (should have a glossary of terms).					
Resource Centre and front line staff to have awareness training regarding Advocacy issues and support services.					

Are there any areas of work missing?

Yes (if yes, please provide details below) .....

No.....

Don't know.....

.....

.....

**Area for Development 2: ACCESS TO INFORMATION:** All professionals and residents need to be aware of where advocacy services can be accessed:

We have identified 6 actions that we believe will help us to raise awareness of where advocacy services can be accessed. Please rate how important or unimportant you think each of these areas for development are. This will help us to plan which to tackle first:

	<b>Very Important</b>	<b>Important</b>	<b>Less important</b>	<b>Unimportant</b>	<b>Don't Know</b>
Ensure all staff have access to information on the availability of provision available in the borough and support to sign post to Advocacy services across all agencies.					
Recommendation that we broaden the advocacy support services to ensure that all vulnerable people will have access to or know about a suitable community advocacy services					
Annual update of information on advocacy service provision for all professionals.					
All resource centres (Resources Centre in the North, GP's Citizens Advice Bureaus, Libraries) to have and display information about Advocacy Services					
Information to groups, organisations and individuals should be provided through appropriate formats.					
Recommend that an advocacy service for all eligible adults, about to be discharged from hospital, be explored with key partners.					

Are there any areas of work missing?

Yes (if yes, please provide details below) .....

No.....

Don't know.....

.....  
 .....

**Area for Development 3: COMMISSIONING AND SERVICE DEVELOPMENT**

All organisations providing advocacy services in Caerphilly County Borough need to (through robust monitoring) provide evidence of providing information in range of accessible and appropriate formats.

As result of the consultation a number of potential Gaps in specialist service areas were highlighted. We need to assess in more detail whether there is a need for development of new services or whether we need to provide more information on specialist services currently in place

We have identified 8 actions that we believe will help us to Plan, Commission and Deliver effective services. Please rate how important or unimportant you think each of these priorities are. This will help us to plan which to tackle first:

	<b>Very Important</b>	<b>Important</b>	<b>Less important</b>	<b>Unimportant</b>	<b>Don't Know</b>
Develop an involvement and engagement mechanism to include advocacy organisations, users and carers at all stages of the planning process.					
Develop Peer Review Groups made up of trained volunteer services users to speak directly to service users in order to obtain their views and experience of accessing advocacy					

	<b>Very Important</b>	<b>Important</b>	<b>Less important</b>	<b>Unimportant</b>	<b>Don't Know</b>
services. These views provide evidence drive continuous improvement.					
Monitor the effectiveness of all providers ability to sign post and support clients/service users with appropriate information about Advocacy Services and support					
Commissioning and procurement ensure appropriate exit strategies are developed by providers to contribute to and inform the Borough's knowledge base.					
Users and carers should not just be involved in their own service plan but should be brought in to plan overall and to evaluate services for the future					
Research be undertaken to identify a suitable approach for providing a community advocacy service for lesbian, gay and bisexual individuals.					
Recommendation that appropriate research be undertaken with partners, to explore how additional advocacy support can be provided to families.					
Develop a set of minimum standards locally (with reference to relevant national guidance available) that maintain a clear and transparent quality of assurance framework.					

Are there any areas of work missing missing?

Yes (if yes, please provide details below) .....

No.....

Don't know.....

.....  
 .....

**Area for Development 4: SERVICE PROVIDERS:**

There should be a consistent and agreed set of standards and Code of Practice for advocacy services in the borough. In addition all organisations providing advocacy services in Caerphilly County Borough need to provide evidence of polices, procedures, training and information sharing.

We have identified 9 actions that we believe will help us to ensure quality of provision. Please rate how important or unimportant you think each of these priorities are. This will help us to plan which to tackle first:

	Very Important	Important	Less important	Unimportant	Don't Know
Recommendation that a multi sector advocacy provider forum is developed.					
Recommendation that advocacy services providers ensure a variety of accessible, information formats are developed to advise users, agencies and professional staff of where the full range of advocacy support services can be accessed.					

	<b>Very Important</b>	<b>Important</b>	<b>Less important</b>	<b>Unimportant</b>	<b>Don't Know</b>
Providers to develop training materials and appropriate methods to inform residents and professionals to help them understand the purpose and function of advocacy.					
Utilise current networks to evidence the sharing of service information: (Community partnerships, Carers' network, Voluntary sector liaison group etc)					
Services can evidence the ability to be able to provide or refer to appropriate advocacy services that meet an individual's needs and choices as and when required					
Ensure services provide best value: appropriate service, efficiency and effectiveness					
Services can evidence clear and transparent policies and procedures in place					
Services can evidence clear and transparent Codes of Practice that govern the service					
Services can evidence training in those policies and procedures and code of Practice					

Are there any areas of work missing?

Yes (if yes, please provide details below) .....

No.....

Don't know.....

.....  
.....

**Do you think the priority areas for work we have identified will help to improve Advocacy services?**

Yes .....

No (if no, please tell us what would).....

Don't know.....

.....  
.....  
.....

**Are you answering these questions:**

As a member of the Public .....

In a Professional capacity, please specify .....

As a representative of a group or organisation, please specify

.....

Other, (please specify) .....

**How did you hear about the Consultation? Please tick.**

Word of mouth     Email     Website

Other, please specify .....

## Standard Equalities Monitoring Questions

These questions are asked to ensure that we achieve a representative sample and to identify any equality issues. We would be grateful if you could complete the following questions, however completion is optional.

If you are filling out the consultation questionnaire on behalf of an organisation or group, there is no requirement to complete the equality monitoring questions.

**Are you?** (Tick one)

Male  Female  Transgender

**In which year were you born?** .....

**How would you describe your national identity?** (Tick all that apply)

Welsh.....   
English.....   
Scottish.....   
Irish.....   
British.....   
Other, please specify .....

**What is your Ethnic Group?** Tick one box to best describe your ethnic group or background.

White British (this includes English, Northern Irish, Scottish and Welsh .....)  
White Irish.....   
Mixed, Mixed British .....   
Asian, Asian British .....   
Black, Black British .....   
Chinese, Chinese British .....   
Any other white background, please specify .....

Any other ethnic group, please state .....

**Can you understand, speak, read or write Welsh?** (Tick all that apply)

- Understand spoken Welsh.....
- Speak Welsh.....
- Read Welsh.....
- Write Welsh.....
- None of the above.....

**What is your main language?** (Tick one)

- English.....
- Welsh.....
- Other, write in (including sign language).

**What is your religion?** (Tick one)

- No Religion.....
- Christian (all denominations)..
- Buddhist.....
- Hindu.....
- Jewish.....
- Muslim.....
- Sikh.....
- Any other religion, please specify  .....

**Do you have a disability?** (Tick one)

- Yes..
- No...

**What is your sexual orientation?**

- Bisexual.....
- Heterosexual.....
- Lesbian/gay.....
- Prefer not to say.....
- Other, please specify .....

**What is your legal marital or civil partnership status? (Tick one)**

- Single.....
- Married.....
- Separated, but still legally married.....
- Divorced.....
- Widowed.....
- In a registered civil partnership.....
- Separated but still legally in a civil partnership.....
- Formerly in a civil partnership which is now legally dissolved.....
- Surviving partner from a civil partnership.....

**Postcode** (to ensure geographical variation).....