

Appendix 3: Summary of engagement and outcomes Advocacy User Engagement and Outcomes May 2017

Source	Feedback	Outcome
Engagement for the Advocacy Needs Assessment 2017: 29 people included people with learning disabilities, autism, mental health needs and physical disabilities.	Continuity was highly valued amongst many respondents - so that they did not have to keep explaining their complex situations to new people	Add to service specification
	Important that advocates let them speak for themselves, not simply do things for them and allow them to keep as much control as possible (empowerment)	Add to outcomes
	Advocates must be skilled and knowledgeable, having knowledge of law changes and understanding systems	Add to service specification
	Advocates must be impartial or independent from statutory services/the council	Add to service specification
	Advocates must not judge the people they are advocating for	Add to service specification
	Peer advocacy was also valued for this feeling of being able to communicate about concerns and problems whilst knowing the space was 'safe'	Add to service specification
	Threshold is set too high and people who found it difficult to communicate their needs were particularly at risk of not receiving services (those with autism, for example)	Further engagement work with autistic people New model
	Lack of awareness of advocacy as a service amongst those in need	Add to outcomes
	Lack of knowledge amongst health and social care workers about advocacy was also mentioned as a barrier	Add to outcomes
	Social Services were not sufficiently aware and knowledgeable about individuals in need being entitled to advocacy under the 2014 Care Act, resulting in individuals being bounced around between statutory and voluntary services unnecessarily, often at times when individuals were least able to cope.	Add to outcomes Further work by Council & CCG to promote advocacy
	The problem of the way local advocacy services are broken down into defined categories of need - it could be confusing for new potential users, trying to work out which service to go to first if the individual had a range of issues and needs	New model
	People also valued the specialist nature of some services – especially LGBT services	New model
	Gap identified in advocacy for housing-related problems for people with high and complex needs	Further work with the Council's housing department

	Concern that advocacy for people with autism was insufficient	Further engagement work with autistic people New model
	People with multiple, long-term health conditions that did not have a mental health component, could fall between the criteria for the different advocacy services	New model
	Complicated for new users to navigate the different advocacy services offered within the city as they were currently organised and proposed a 'one-stop-shop' for advocacy	New model
	The advocate needs to understand complex systems well to be effective	Add to service specification
	LGBT-specific advocacy and Learning Disability-specific advocacy were requested	New model
	Little is known by GP's about the value of advocacy and few referrals come from primary care	Add to service specification
	For new users a triage system or single helpline for people to call could be useful	Add to service specification
	More outreach by advocacy services to a cross-section of community groups to spread the word about what advocacy can achieve for people in need	Add to service specification
'Tuesday Group' deaf engagement 13/03/18	A deaf advocate is preferable to a hearing advocate and if possible provided by a deaf advocate outside of the local community.	Add to service specification
	Would like support with housing, benefits, as well as GP and hospital appointments.	Add to service specification
Engagement with older and deaf people 20/03/18	Would like support with complaints, knowing rights, professional letters, navigating complex NHS services, attending health meetings, benefits, housing, legal issues	Add to service specification
	One to one support for deaf people and would prefer deaf person	New model Add to service specification
18 participants	Advocates need to have good knowledge of local services and expertise but also able to signpost to specialists	Add to outcomes
	Need good communication skills, clear language and good listening skills	Add to service specification
	Must help achieve outcomes set <u>by the person</u>	Add to service specification
	Need to be available when needed and at least Monday to Friday working hours and able to do home visits	Add to service specification
	Need to feel confident that data is confidential and that advocate can be trusted	Add to service specification
	Not aware of what services there are and how to contact services and what advocacy is	Add to outcomes

	Older people don't feel valued or listened to and there is stigma and discrimination	Add to service specification
	Older people may not want to use a specialist older people's service as they don't need support due to their age but can be multiple issues and don't want to be put in to a category	New model
	Need to be aware of 'deaf culture' and communication	Add to service specification
	Need to support people for whom English is a second language	Add to service specification
	Services need to be promoted through community centres, hubs, GP's, navigators	Add to outcomes
	Written accessible information as well as online info	Add to service specification
	Buildings need to be accessible and home visits available	Add to service specification
	2 tiers of advocacy: 1 for lower and 1 for more complex needs	New model
	Need deaf awareness training and better dissemination to the deaf community	Add to service specification New model
	Triage available to prioritise needs	New model
	Advocates could be based at the hospital and within council teams	Add to service specification
Engagement with people with Aspergers Syndrome and high functioning Autism 23/04/2018 18 participants	Need consistency of the same advocate, particularly for people who find change difficult and find it hard to build relationships	Add to service specification
	Need to be aware that phone communication can be problematic and need to offer different types of communication, letters/email/planning	Add to service specification
	Need an advocate who has knowledge and preferably experience of working with people from the client group, especially understanding communication styles and not categorised with people with a learning disability	Add to service specification
	Need support with medical appointments; obtaining appointments, at the appointment, support for referrals, explaining medical conditions, support around diagnosis and navigating NHS services	Add to service specification
	Council Housing department need to understand the communication needs of people with autism and need support with tenancy issues – understanding that behaviours from neighbours can have a great impact on people with autism	Further work with the Council's housing department
	Need to be knowledgeable about health and social care services	Add to service specification
	Need time and understanding from GP about communication needs	Work with GPs and Practice Managers of GP surgeries/ CCG
	Need support with professional communication over the phone	Add to service specification

	Need expertise in working with autism and aspergers, training and understanding of the impact of their 'invisible disability'	Add to service specification
	Need to be person centred and active listening skills	Add to outcomes
	Need to know what services are available, how to contact services and what advocates are able to support with	Add to outcomes
	Lack of awareness of the needs of people with autism in services across the City	Outcomes and further work by BHCC/ CCG
	Online forms of advocacy as well as face to face including skype	Add to service specification
	Need central point of access to make accessing services easier	New model
Engagement event with people from the BAME Community	Need support with Housing; obtaining appropriate/ adapted housing and banding communication with landlord/ lady and ensuring fair treatment	Add to service specification
09/05/2018	Need support with medical/ health issues – difficulties to communicate with health professionals who ask a lot of questions and use jargon	Add to service specification
8 participants	Need advocates to help source and navigate services	Add to service specification
	Need to be able to contact the advocacy services in different ways inc. text, email and leaving messages in service users language	Add to service specification
	To be able to contact the advocacy services in different ways inc. text, email and leaving messages in service users language	Add to service specification
	Better promotion of what services are available especially bilingual advocacy and interpreting	Add to service specification
	Central point of access	New model
	Some people are able to advocate for themselves but need interpreting support	Add to service specification
	Good ongoing communication	Add to service specification
	Peer and group advocacy options as people share the same language and can share their experience and knowledge	Service specification
	Need to know how advocates can help/ support	Add to service specification



