



DUMFRIES AND GALLOWAY
Health and Social Care

Dumfries and Galloway Strategic Advocacy Plan for Adults 2018 – 2021

1. Introduction

This is an Independent Advocacy plan for Adults in Dumfries and Galloway for 2018 – 2021.

1.1 What is independent advocacy?

Independent Advocacy supports people to have their voices heard and their rights and interests protected. It is a way to help people have a stronger voice and to have as much control as possible over their own lives. Independent advocacy organisations are separate from organisations that provide other types of services.

An independent advocate cannot make decisions on behalf of the person (individual advocacy), or group, (collective advocacy), that they are supporting. The independent advocate helps the person/group to get the information they need to have choices and make decisions about their circumstances and supports the person/group to put their preferences across to others. An independent advocate may speak on behalf of people who are unable to do so for themselves.

Individual and collective advocacy is available in Dumfries and Galloway.

1.2 Why do we need an independent advocacy plan?

The Dumfries and Galloway Health and Social Care Strategic Plan (2016 - 2019) contains a commitment:

'We will make sure that people have access to Independent Advocacy if they want or need help to express their views and preferences'.

The Mental Health (Care and Treatment) (Scotland) Act 2003 imposed a duty on local authorities and health boards to collaborate to ensure the availability of independent advocacy services in their area. The Act increases the rights and protection of people with mental disorders, which is a term that encompasses:

- mental illness
- learning disability
- personality disorder.

This which means that everyone with a mental illness which can include Dementias and related conditions and/ or a learning disability has the right to access independent advocacy support.

The Mental Health (Scotland) Act 2015 builds on the 2003 Act by requiring health boards and local authorities to tell the Mental Welfare Commission how they have ensured access to independent advocacy services and how they plan to do so in the future. One of the ways of doing this is by preparing an advocacy plan.

The Scottish Government's expectation, set out in Independent Advocacy: Guide for Commissioners (2013)¹, is that local strategic advocacy plans should be developed.

This plan replaces the Dumfries and Galloway Advocacy Plan 2015 – 2018.

There will be a separate Independent Advocacy Plan for Children and Young People in Dumfries and Galloway.

1.4 Outcomes for Independent Advocacy

Dumfries and Galloway Advocacy Service are currently commissioned by the Integrated Joint Board to provide individual and collective advocacy to adults who require support under the Mental Health (Care and Treatment) (Scotland) Act 2003. This includes non instructed advocacy (see glossary). They also provide individual and collective advocacy to all adults who reside in Dumfries and Galloway who require the services of an advocate. This includes people who are in prison, have physical disabilities, families at risk, homeless, Carers for example.

People using the independent advocacy service in Dumfries and Galloway can expect the following outcomes:

have increased choice and personal control and

- have influenced the decision making processes
- were supported to challenge decisions
- achieved the outcome they were seeking
- felt listened to by the professionals/ service Providers
- were supported to make their own decisions
- is supported to appeal, complain or raise concerns
- accessed information to support decision making

have increased independence and

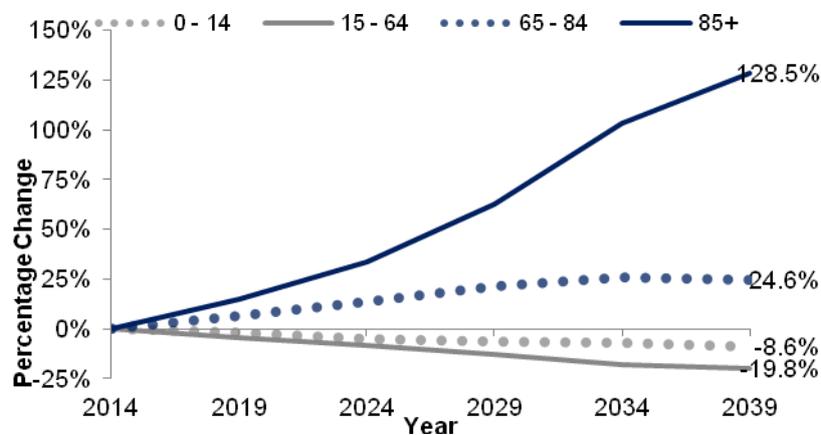
- increased personal dignity and respect
- reduced dependency on services
- increased confidence

2. Need for independent advocacy services in the area

2.1 Projected demand

Figure 1 shows the projected change in population in Dumfries and Galloway until 2039. This shows the increasing number of older people. As people are living longer, people are living with more complex conditions and may be in more need of help to advocate for needs.

Figure 1 - Projected percentage change in population by broad age band (2014-based); Dumfries and Galloway; 2014 to 2039



Source: Population Projections for Scottish Areas (2014-based), NRS

Figure 2 shows the current age range of people who are accessing advocacy services. This shows those aged over 60 are an increasing group who are using the service.

Figure 2 – Age at Referral to Dumfries and Galloway Advocacy Services

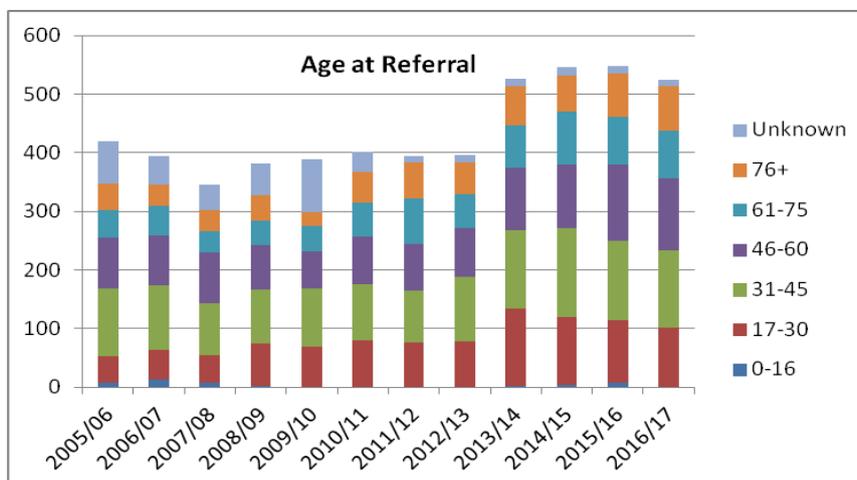
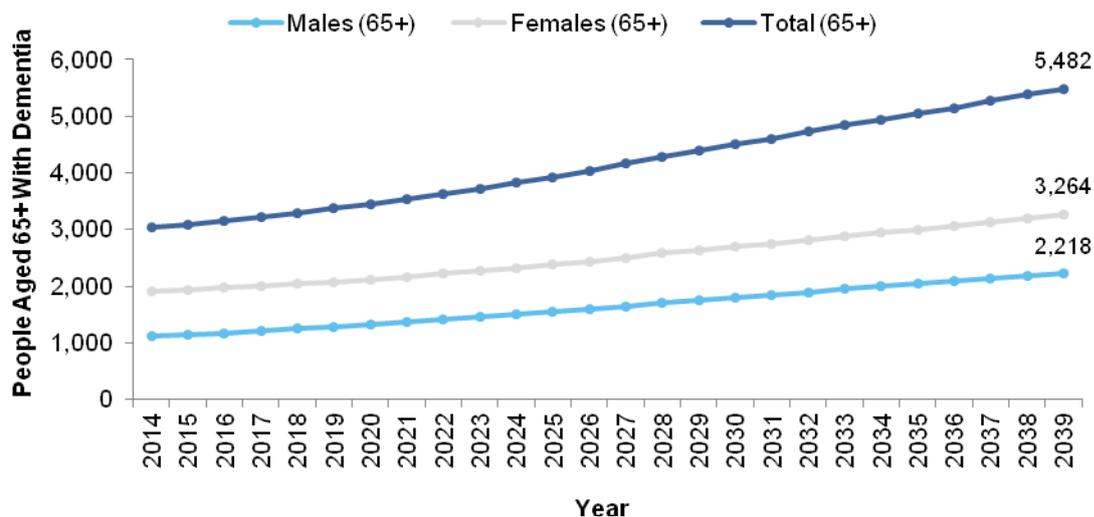


Figure 3 (below) shows the estimated increase in the prevalence of dementia. Under the Mental Health (Care and Treatment) (Scotland) Act 2003, people with dementia are entitled to access independent advocacy or can be referred on a non-instructed basis to protect their human rights. There is likely to be an increase in demand from this group for independent advocacy services.

Figure 3 - Estimated prevalence of dementia in adults aged 60 years and over; Dumfries and Galloway; 2014-2039

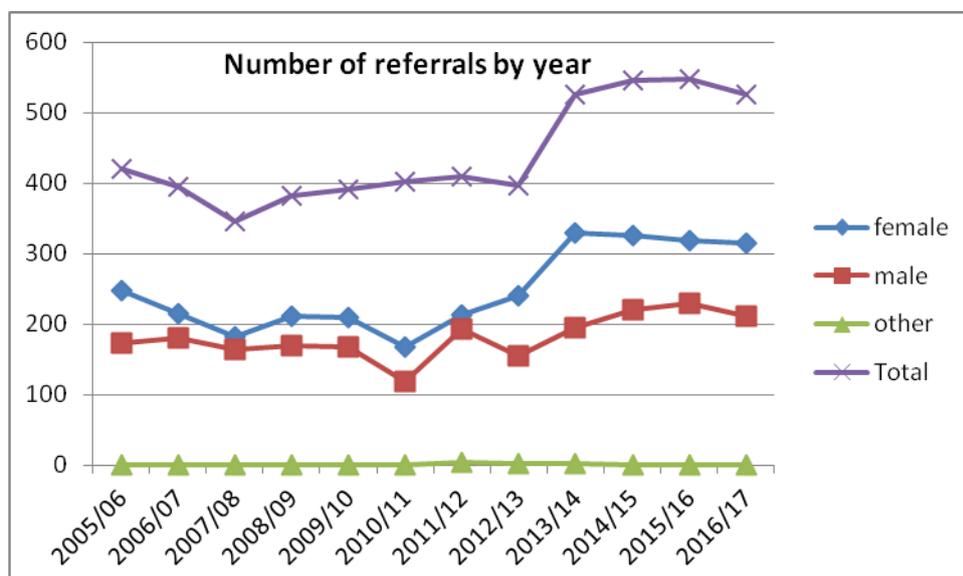


Source: NRS 2014-based population projections and EurCoDe prevalence estimates

2.2. Future Need for Adults

Over the past ten years there has been an increase in demand for independent advocacy services. The number of referrals to the Dumfries and Galloway Advocacy Service is shown in the graph below (figure 4).

Figure 4 – Number of referrals to Dumfries and Galloway Advocacy Service



As the Dumfries and Galloway Advocacy Service is available to all adults who wish to have an independent advocate, there is not any care group who are restricted in their use of the service. The service is not available for people with employment, legal and benefits issues, for these issues people are signposted to other services that are available.

Dumfries and Galloway Advocacy Service have so far managed the demand for the service through the effective use of their resources to ensure that no one is waiting to access the service. More information on the services provided by Dumfries and Galloway Advocacy Service can be found in Appendix 1.

3. What have people told us?

People who currently use and who may use Independent Advocacy Services were invited to give their views on Independent Advocacy Services, their future needs and the priorities they thought were important. These views were gathered through focus groups, drop in sessions and an online questionnaire. (The questions were developed in partnership with stakeholders).

From the engagement there were positive comments about the current service available such as:

We value the [independent advocacy] service

My experiences have been very positive

Your workers are fabulous. They listen to you and have a calming effect in stressful situations.

From the drop in sessions, people were not always clear what independent advocacy actually was. Some people believed that Independent Advocacy was

Advice to keep me in check

To save legal fees

There were also comments such as

Staff don't know what Advocacy Services do

I don't think enough people know about it. I think workers in Health and Social Care should be promoting it far more than they are.

When asked about priorities for the future of independent advocacy there were a range of answers including

To be in accessible areas across the region

Being available to all – not just those who are able to contact themselves

That there is someone to help/speak for you when you can't.

When combining the data with the feedback from people, three priority areas emerged

- Promotion of Independent Advocacy
- Accessibility of Independent Advocacy
- Maintaining a quality service that meets people's outcomes

4. Action plan/ commitments/ how progress will be measured

Priority Area	Action	Responsible Person/Team	Timescales	Measures	Resources
Promotion of Independent Advocacy	Communications Plan to raise awareness of independent advocacy for the public	Dumfries and Galloway Advocacy Services		Increase in the number of people using advocacy services	Communications and Engagement Manager Dumfries and Galloway Advocacy Service
	Staff Awareness Raising Sessions for teams across the Health and Social Care Partnership	Patient Feedback Team		Increase in the number of referrals from areas where staff awareness has occurred	Dumfries and Galloway Advocacy Service
Accessibility of Independent Advocacy	Advocacy through a video call is made an option for people	Dumfries and Galloway Advocacy Service		% of people accessing services via video call	NHS Attend Anywhere software Dumfries and Galloway Advocacy Service
	Opening of Stranraer Office of the Advocacy Service	Dumfries and Galloway Advocacy Service		Increased numbers of referrals from Wigtownshire	Dumfries and Galloway Advocacy Service
	Flexible service delivery methods including phone, email, video call or face to face advocacy	Dumfries and Galloway Advocacy Service		Increased number of people accessing the service	Dumfries and Galloway Advocacy Service

Maintaining a quality service that meets people's outcomes	Recruitment of volunteers to continue to meet the needs of the service	Dumfries and Galloway Advocacy Service		% of people achieve the outcomes identified in section 1.4 of the plan	Dumfries and Galloway Advocacy Service
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5. Monitoring

This plan will be reviewed annually and progress against the measures will be monitored. This will be reported to the relevant Integration Joint Board Committee.

Data will be collected from Dumfries and Galloway Advocacy Services as part of contract monitoring in line with the Dumfries and Galloway Contract Monitoring Framework.

Appendix 1 Services currently available

Independent Advocacy in this region is provided for adults by the 'Dumfries and Galloway Advocacy Service' and by 'Barnardo's' for children and young people

Dumfries and Galloway Council and NHS Dumfries and Galloway jointly commission on behalf of the Dumfries and Galloway Integration Joint Board the following Individual and Collective Independent Advocacy Services for Adults:

- adult (generic) advocacy;
- adult advocacy in terms of the Mental Health Act;

The Mental Health (Care and Treatment) (Scotland) Act 2003 (Mental Health Act) includes a statutory duty on NHS Boards and Councils to 'secure the availability, to persons in its area who have a mental disorder, of independent advocacy services and to take appropriate steps to ensure that those persons have the opportunity of making use of those services'.

Councils have a statutory duty in relation to 'looked after and accommodated children', who have the right to independent advocacy at any stage of the process.

The Adult Support and Protection (Scotland) Act 2007 (ASP Act) includes a 'duty' on Councils to consider the importance of provision of independent advocacy.

The Adults with Incapacity (Scotland) Act 2000 also requires adults to be offered advocacy.

This service is supported by funding from the Health and Social Care Partnership of £158,000 per annum. Prioritisation is in place for when demand exceeds capacity and prioritisation is for people who have needs under the Mental Health (Care and Treatment) (Scotland) Act 2003.

Services are available to all residents in Dumfries and Galloway. Informal reciprocal arrangements in place with other areas in Scotland.

Appendix Two

Glossary

Individual Advocacy - This includes professional or issue based advocacy. It can be provided by both paid and unpaid advocates. An advocate supports an individual to represent their own interests or represents the views of an individual if the person is unable to do this themselves. They provide support on specific issues and provide information but not advice. This support can be short or long term.

Collective Advocacy enables a peer group of people, as well as a wider community with shared interests, to represent their views, preferences and experiences. Being part of a collective advocacy group can help to reduce an individual's sense of isolation when raising a difficult issue. Groups can benefit from the support of resources and skilled help from an advocacy organisation.

Non-instructed advocacy is taking affirmative action with or on behalf of a person who is unable to give a clear indication of their views or wishes in a specific situation. The non-instructed advocate seeks to uphold the person's rights; ensure fair and equal treatment and access to services; and make certain that decisions are taken with due consideration for their unique preferences and perspectives.

Mental Welfare Commission protects and promotes the human rights of people with mental illness, learning disabilities, dementia and related conditions

ⁱ <https://www.gov.scot/Publications/2013/12/7000>