

Useful Telephone Numbers and Addresses

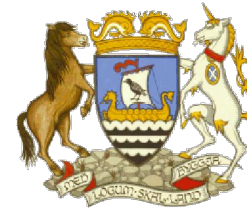
Duty Social Worker
Education and Social Care Department
Shetland Islands Council
92 St Olaf Street
Lerwick
Shetland
ZE1 0ES Tel: 01595 744400

Head of Community Care
Education and Social Care Department
Shetland Islands Council
Kantersted Office
Seafield Road
Lerwick
Shetland
ZE1 0WZ Tel: 01595 743819

Out of Hours Emergency
Tel: 01595 695611

Advocacy Shetland
Market House
14 Market Street
Lerwick
Shetland Tel: 01595 743929/743940

Care Commission
Rooms 205 & 222
Charlotte House
Commercial Road
Lerwick
Shetland Tel: 01595 696661



Advocacy

Advocacy

Advocacy is about helping people to have a stronger voice and more control over their lives. It can be a group of people with a common cause getting together to have a stronger voice. It can be about one person needing the support of another person to have their voice heard.

Advocacy has two main themes:

- safeguarding individuals who are in a situation where they are vulnerable;
- speaking up for and with people who are not being heard, helping them to express their own views and make their own decisions.¹

Aims

- To ensure any person in Shetland with care needs is aware of the role of independent advocacy and has access to independent advocacy services.
- To develop a range of high quality independent advocacy services in Shetland, which are sustainable in the long term.

Needs and Needs Assessment

A comprehensive needs assessment was carried out jointly by NHS Shetland and the Council in 2001. Following a period of consultation, the following service needs were identified:

- generic advocacy for health and care service users;
- generic advocacy for (unpaid) carers;
- self-advocacy for people with learning disabilities;
- specialist advocacy for people with mental health problems;
- specialist advocacy for children and young people.

Advocacy Development Plan 2008-2011 - Updated April 2009

Action	Lead Responsibility	Implementation Timetable	Funding £'000s	Comments
To review provision of advocacy services for children and young people and develop new/expanded services to cover any gaps identified	Head of Children's Services	December 2009	WER	A Young Carers' Strategy has been developed and approved by the Council and Shetland NHS Board. This will contribute to the development of independent advocacy services for children and young people.
To raise awareness of independent advocacy services locally in terms of what independent advocacy has to offer and services currently available	Head of Community Care	On-going	WER	Advocacy Shetland continue to advertise services and have taken part in workshops looking at health and care services and in other events e.g. in Carers' Week.
To establish an Advocacy Steering Group locally linked to the CHCP	Head of Community Care	June 2008	WER	Currently staff from the Council and NHS Shetland work with the Board of Advocacy Shetland to fulfil some of the functions of a steering group. Further work is needed in this area.

Advocacy Development Plan 2008-2011 - Updated April 2009

Action	Lead Responsibility	Implementation Timetable	Funding £'000s	Comments
To build on the planning and commissioning arrangements currently in place and develop a robust procedure for future years	Head of Community Care	March 2009	WER	A Commissioning Strategy has been developed for the CHP and the contract with Advocacy Shetland has been renegotiated and agreed for April 2009 to March 2013.
To monitor independent advocacy service provision	CHCP Management Team	On-going	WER	Information is presented six monthly to the Council and NHS Shetland. Both agencies will contribute to QIS and SHC evaluation and monitoring processes for these services.
To establish self-advocacy for adults with learning disabilities	SM Adult Services	December 2009	WER	Work with People First has started.

WER: Within Existing Resources
TBA: To be advised

CHCP: Community Health & Care Partnership
QIS: Quality Improvement Scotland
SHC: Scottish Health Council

During 2006/07, the need for independent advocacy for a small number of people with hearing impairment was identified.

The Mental Health (Care & Treatment) (Scotland) Act 2003 sets out specific requirements for the provision of independent advocacy for people with mental health problems who are subject to the provisions of the Act.

The Act states that, "Where a person has incapacity or communication difficulties, an independent advocate can still support them. The role of an advocate in such circumstances is to safeguard the basic human rights of the person for whom they advocate and ensure that their treatment meets the agreed standards of good practice".

The numbers of people who have accessed independent advocacy services during the last 12 months continue to increase. Advocacy Shetland provided a service for 78 new clients between 1 April 2007 and 31 March 2008 and for 65 new clients between 1 April and 31 December 2008.

Services Available

Advocacy Shetland

- Generic independent advocacy service for health and community care service users.
- Generic independent advocacy services for unpaid / family carers.
- Specialist advocacy for people with mental health problems.
- Advocacy for people who are homeless and regarding general housing needs.

¹ Independent Advocacy "A Guide for Commissioners" Scottish Executive, January 2001

Services Available (cont.)

Services are commissioned from Advocacy Shetland under the terms of a Service Level Agreement (SLA) which covers independent professional advocacy; collective advocacy and citizen advocacy; promotion of independent advocacy and training.

Advocacy Shetland is exploring options for providing further specialist strands, including independent advocacy using BSL for people with hearing impairment and uninstructed advocacy.

Children's Rights Service linked to Shetland Youth Information Services (SYIS) provides some advocacy services for children and young people.

The Special Needs Action Group (SNAG) provides collective advocacy for families of children and young people with learning disabilities.

Self-advocacy for children and young people is supported at the Anderson High School in Lerwick.

Funding

Funding for 2009/10 is shown below and comprises £50,462 from the Council, and £18,040 from NHS Shetland.

These funding streams are expected to continue at the same level in future years.

Funding (cont.)

Client Group

◆ Health and community care service users	£20,000
◆ Carers	£14,000
◆ People with Mental Health problems	£22,000
◆ Housing and Homelessness	£12,000

Total **£68,000**

Unmet Needs / Issues Identified

Advocacy Shetland conducted a survey of people who have used independent advocacy services and a wide range of stakeholder groups in 2007. Further information is included in the Advocacy Development Plan.² Responses indicate that there is a lack of understanding and awareness of what independent advocacy is and of the services available.

Further work is needed to re-establish training and activities to promote independent advocacy across Shetland. Work to establish self-advocacy with learning disabilities is included in Shetland's Advocacy Development Plan 2008-2011. The detailed action plan has been updated to show progress up to 31 March 2009 and is included below.

Further Reading

- ◇ "Independent Advocacy – A Guide for Commissioners" Scottish Executive, Jan 2001
- ◇ Shetland's Joint Future Advocacy Development Plan 2008 – 2011.

² Shetland's Advocacy Development Plan 2008-2011