

## Pilot Scheme Progress Report

### Independent Professional Advocacy in Bridgend

- **BCBC scoping of advocacy services**

In line with the Social Services and Wellbeing Act 2014, BCBC staff began scoping what current provision of advocacy services existed in Bridgend prior to April 2016. It was identified that while some Independent Professional Advocacy services were in place for some client groups (e.g. learning disabilities), services may not be readily accessible for all eligible service users. A budget pressures request was made which received Cabinet approval in order to respond to the new statutory duties.

- **Golden Thread Advocacy Programme – BCBC involvement and use of their support/guidance.**

Age Cymru have been funded by Welsh Government to deliver the Golden Thread Advocacy Programme (GTAP).

In recognition of the need to address new duties under the Social Services and Wellbeing Act 2014, senior officers in BCBC identified the opportunity to engage with GTAP to support the commissioning of services in line with Part 10 of the Act.

BCBC commissioning staff engaged with the GTAP Regional Development Officer to identify support and guidance and work in partnership to develop a viable service for Bridgend.

- **BCBC gap analysis/service matrix**

In April 2016, in responding to the legislative duties of the Act, BCBC social services staff ring-fenced a provisional budget approved by Cabinet for delivering advocacy and undertook a detailed review of independent services in Bridgend that featured an element of advocacy provision.

BCBC commissioning staff undertook an in-house assessment of both contractual arrangements with local providers and wider regional and national provision of services that benefitted Bridgend for the purpose of mapping current service provision and identifying service gaps.

A Range & Level approach was undertaken to understand the range of client groups that were supported (including older people, people with dementia and 'location' such as day services and care homes) and the level of support being provided (in recognition of the levels of advocacy as defined in the Act). The aim was to ensure access to service provision for Independent Professional Advocacy for all client groups, and, where gaps may exist, to commission services to fill those gaps.

Range of clients														Level of Service				
Service Provider	Career	LD	MH	PD	SI	OP	OPMH	CYP	Ethnic	LGBT+	Day Service	Care Homes	Info / Advice	General support	Collective Issues	Peer	IPA	
AoH					x								x	x	x			
ACM						x	x				x	x		x			x	
AS	x						x					x	x	x		x	x	
B/CV	x	x	x	x	x	x		x		x			x	x	x			
BCF	x	x											x	x				
BDA					x													
BCC	x												x	x	x			
EES		x											x	x	x			
H	x		x									x		x				
MHM		x	x	x	x	x	x										x	
PFB		x											x	x	x	x	x	
P2P	x	x											x	x			x	
RC						x							x	x				
S					x									x				
SHT						x							x		x			
SA				x														
TGP								x					x	x			x	
YVA		x		x													x	
WcfB					x								x	x	x			

- **Stakeholder engagement – groups attending workshop/independent GTAP report**

From the in-house mapping exercise a list of stakeholders was drawn up, including service providers and other groups or agencies that provided support and representation to target client groups in Bridgend. GTAP were able to support the development of this stakeholder list so that, as far as possible, no key stakeholders were missed.

Some 1:1 stakeholder consultation was undertaken to begin gathering primary feedback in terms of what kind of advocacy services were in operation and what the opportunities and constraints facing them might be.

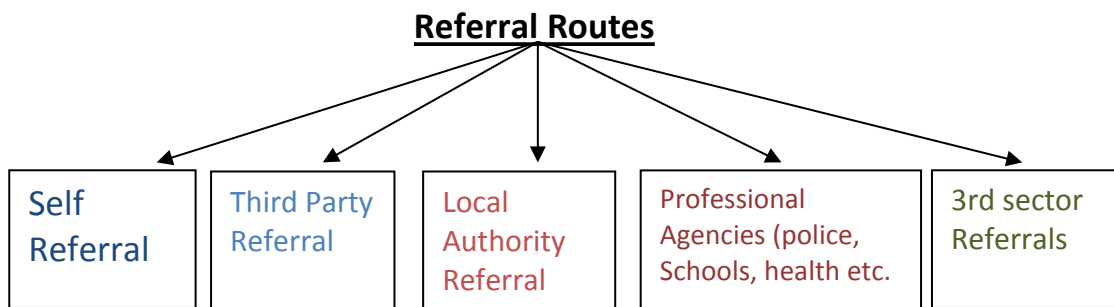
In the spirit of co-production it was agreed to run an engagement workshop with stakeholders to be facilitated by GTAP. This was run in October 2016, with a view to informing the service model and approach to procurement. 20 organisations were represented and these were:

<b>Organisation</b>
People First Bridgend (Learning Disabilities)
Your Voice Advocacy
Stroke Association
British Red Cross
Dewis Centre for Independent Living
Hafal (Mental Health)
BAVO (Bridgend Association of Voluntary Organisations)
British Deaf Association
Mental Health Matters Wales/IMCA
Person to Person Citizen Advocacy
Alzheimer's Society
ABMU Community Health Council
Tros Gynnal Plant (Children's Advocacy)
Citizens Advice Bureau (Bridgend)
Age Cymru / GTAP
Promo Cymru/MEIC
Young Carers / Action for Children
Bridgend Carers Centre
Advocacy Support Cymru
Bridgend County Borough Council

Expressions of interest were invited from stakeholders in order to prepare a list of organisations wishing to be invited to tender for future service delivery.

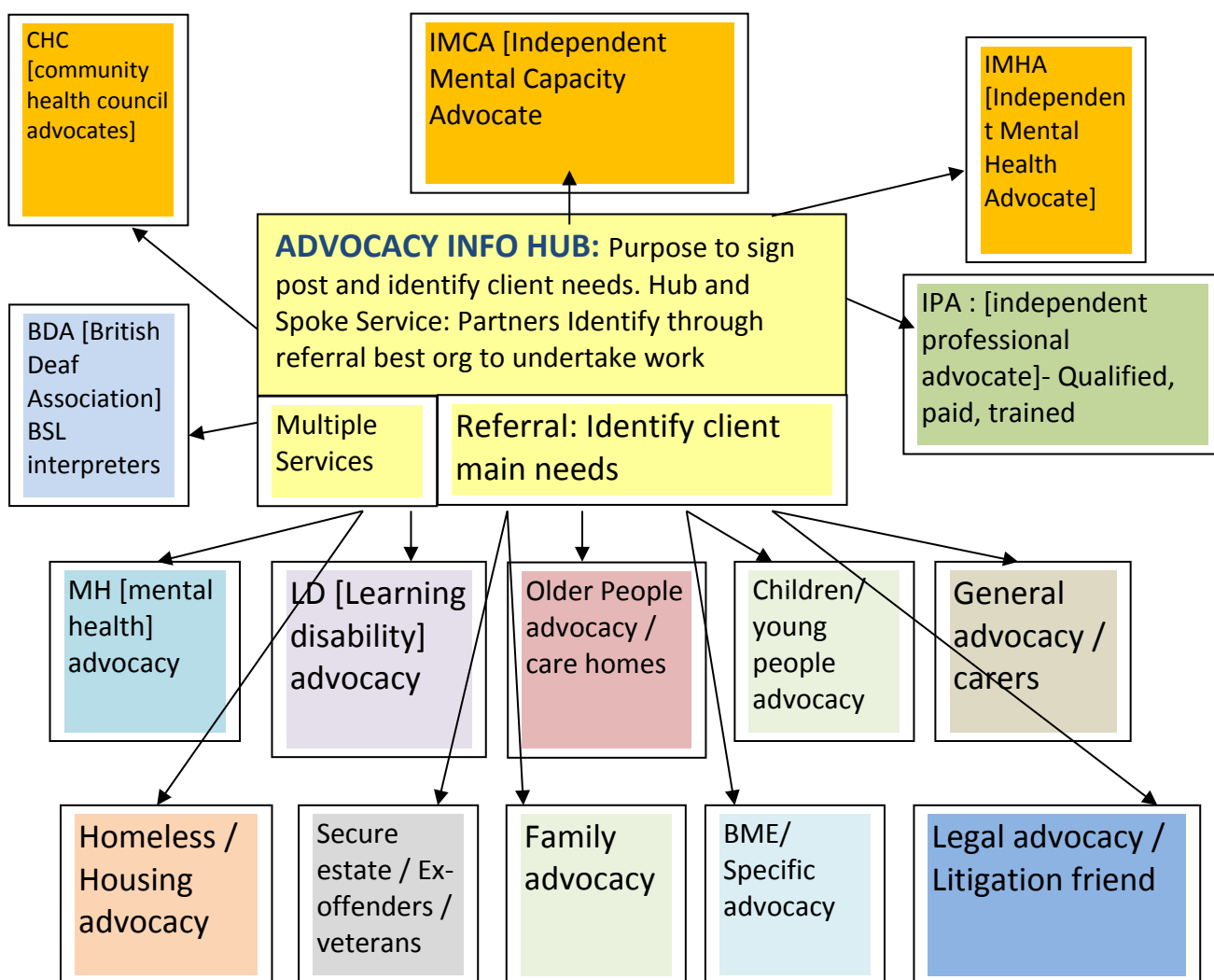
GTAP produced an independent report of the stakeholder engagement and outlined the preferred service model as determined by the stakeholders themselves.

- Hub & Spoke service model (co-production)



**Informal, Community and Commissioned Advocacy Providers**

All organisations work together - all aware of what each other do.  
Range & Level of advocacy services to include informal, peer, formal and IPA.



- **Summary of Service Specifications & procurement approach:**

Following the Hub & Spoke model agreed by stakeholders, BCBC optimised the budget available to target a 12-month pilot service that would complement existing professional advocacy provision for learning disabilities, for IMCA/IMHA referrals and for statutory children’s advocacy. In order to encourage collaboration and flexibility amongst service providers 3 separate service elements were tendered as follows:

**Pilot Service 1: Advocacy Information Hub** including referral and sign-posting, awareness-raising materials and a Data Collection & Monitoring System.

**Pilot Service 2: IPA for Adults with Specialist Support or Communication needs:**

- Physical Disabilities (PD)
- Sensory Impairment (SI)
- Mental Health (MH)
- People with dementia

**Pilot Service 3: Access-all IPA** for all other eligible adults entering or receiving Social Services including (but not limited to):

- Older People (including Care Home residents)
- Carers
- Other eligible service users in the community (ensuring Protected Characteristics are supported)

The procurement approach, while creating additional work for the BCBC officers in co-ordinating the procurement, allowed flexibility for either a single provider to deliver all three elements or for up to three separate providers to deliver each element which would both test the Hub & Spoke model and help to build capacity amongst providers within the Pilot Scheme.

Invitations to tender were sent to all those stakeholders who had expressed an interest following the engagement workshop.

- **Service providers**

The successful bidders for the service were:

The Hub (**Pilot Service 1**) will be operated by the Cardiff-based service **ProMo-Cymru** who run the Welsh Government funded national advocacy helpline for children and young people – [MEIC](#). They offered a highly cost-effective and innovative solution which allows the Bridgend service to utilise a helpline infrastructure enabling 16 hours/day access to a bilingual helpline where signposting and referrals can be accessed.

**Pilot Services 2 and 3** were secured by **Mental Health Matters Wales** (<http://www.mhmbcb.com/>) who already deliver a range of community and professional advocacy services in Bridgend and who will now provide the face-to-face Independent Professional Advocates (IPAs) for this scheme. They have a good working relationship with social work teams and other 3rd sector services in Bridgend.

- **Promotion of the service**

**Posters, leaflets, bilingual website and telephone and text helplines** have been set up by the Advocacy Information Hub. The hub will signpost to the range of services available in Bridgend and where appropriate will make a referral in to the new IPA service.



(<http://bridgendvoiceandchoice.cymru/> bilingual web page, **Helpline Tel: 0808 801 0330**).

Posters and leaflets are being circulated through social work teams and, via the MHM contractor, directly to care homes, community venues and other outlets. A communications plan is being developed to ensure wide awareness of the service and easy access to the Hub for making contact.

In order to clarify the function of the service, as well as to raise awareness with the key staff who may make a referral for independent advocacy, a **Care Managers 'guide to the service'** has been produced to provide in-house guidance to BCBC staff.

- **Pilot scheme monitoring & evaluation**

A **Steering Group** was identified prior to the start of service that, along with BCBC and the service providers, included the GTAP Development Officer as well as the Welsh Institute of Health and Social Care (WIHSC) in order to provide independence, objectivity and academic analysis of the project.

WIHSC have a role to conduct an evaluation appraisal of the GTAP service across Wales, and will include evaluation of the pilot scheme in Bridgend in that process. An **evaluation sub-group** was agreed with GTAP and WIHSC in order to inform BCBC of how well the service model is operating, and to help refine the pilot for longer-term service commissioning. The evaluation group aims to draft a progress report at the 6-month and 12-month stages.

A **Monthly Report template** has been created by BCBC for the service providers to report regular progress and to build up data as the service becomes operational.

During the initial start-up phase (April/May) where promotional materials, web content and referral documentation were developed and distributed, IPA staff have been recruited and while undergoing induction training are also engaged in a phase of introductory visits to care homes and other community locations in order to reach people who may benefit from advocacy and to raise awareness of the service.

**Early referrals are now being received and supported by an active IPA service.**

Some early stakeholder feedback (from a local advocacy provider who contributed to the co-production engagement process) is that stakeholders have frequently contributed to consultations but rarely had direct feedback on how their input has helped to shape a service model. They were pleased that BCBC has taken this co-production approach and that we are feeding back to them to let them know how things are developing.

This approach will be ongoing to refine and improve services as part of the learning from the pilot scheme for 2017/18.