

Lower Level Advocacy Consultation



What is Advocacy?

Advocacy is about helping people to speak up and get the support they need

It helps people to understand information,

Have their voice heard

Get the support they need

Have their rights protected



Who is an advocate?

Advocate is the person that can

- Help to find the information they need
- Help them understand the information they need,
- Attend meetings with them in a helpful role

Advocate speaks up for people who feel they cannot speak up for themselves.
People did not understand





Independent



Free



Confidential



N-Compass
North W



Advocates are independent. They do not work for social services, the NHS, or other health care providers.

- Their support is free of charge.
- You can meet with them in private, your discussion is confidential.
- Advocacy services in Lancashire are available through the Lancashire Advocacy Hub
- . They have one phone number to contact them.
- The Hub assesses the person's needs, if any, for advocacy
- This service is provided by N-compass Northwest

If a person is suitable for Statutory advocacy

What is Statutory Advocacy?

The law says that people with learning disability and people with a mental illness have a right to Independent advocacy.



The county council must provide the service under the Care Act ,
Mental Capacity Act,
Mental Health Act



The Lancashire Advocacy Hub (LAH) will refer the person
to the statutory section of the service



This part of the service is provided by Advocacy Focus.

This part of the service is protected and Not affected by
these proposals



If the person is not suitable and cannot get statutory
advocacy,



N-compass northwest can offer a 'lower-level'
advocacy service

N-Compass
North West

What is lower level of service



Lower-level advocacy is available to adults, who
are:



- Aged 18 years or over



- Receiving social or health care services



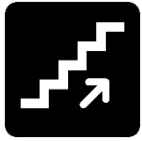
- One or more sessions can be provided in one of these
ways :



- Online,
- Over the phone or



- Face-to-face



4 Levels of Advocacy Support



Level 1

Provides support to people who are able to self-advocate

Who is a self -advocate?

Self -advocate is someone, who can speak up and knows their rights.



Some time they need help to access and understand the information before feeling confident to move forward freely



Level 2

Provides 1 session face-to-face support with an expert and skilled advocate



Level 3

Provides a maximum 6, face-to-face sessions for those customers feeling multi issues with public services, eg patients who need support to understand and advocate for their rights



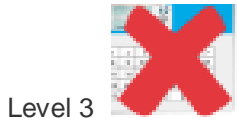
Level 4

Referral to statutory advocacy

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Budget



Level 3



Level 2



Due to budget constraints the county council proposes

To lower the provision of advocacy that is not required to be provided by law.

The county council proposes to reduce the budget for lower-level advocacy services by 50% for the remainder of the contract, which ends 1 May 2019.

The county council will make a final decision on the proposals after

- 8 week public consultation
- Making of a final Cabinet report.

All ideas to the consultation will be carefully considered.

If accepted, the proposals will mean

Level 3 Support would be stopped

Level 2

- Face-to-face support would be stopped
- 1 session of one-to-one contact, provided via

Telephone

email (or other digital channels) only.



Level 1 and level 4 will not change and are safe

Level1



The single point of contact – Stays ,

Level 4

The statutory element of the advocacy service will not change



Present contracts between the county council and advocacy providers will finish in May 2019.

A full assessment of advocacy services will be done in 2018



A decision will be made for a new advocacy service contract to deliver

Our new advocacy service from the beginning of May 2019

Thinking about Lancashire's advocacy services, which of the following best describes you?



Please select one option only



A service user



A carer



Other (please write in below)

Have you (or the person you care for) used advocacy services provided by Lancashire County Council since May 2016?

Please select as many as apply



Yes, level 1 (help accessing or understand information before moving forward freely)



Yes, level 2 (1 session of face-to-face support)



Yes, level 3 (more than one face-to-face session)



Yes, level 4 (statutory advocacy)



Yes, but unsure which level



No

If yes, how happy were you with the advocacy services you received?

Please select one option only

Very happy

Fairly happy

Neither happy nor unhappy

Fairly unhappy

Very unhappy



Level 3



Level 2



- The idea is that level 3 services will not be provided
- People who are taking level 3 support, would in future be supported at level 2
- They will receive 1-to-1 support provided via:
Telephone or
Email (or other digital channels) only

Do you agree or disagree with the proposal to the cut of level 3 service?

Please select one option only

Strongly agree

Neither agree nor disagree

Strongly disagree

Don't know

Level 2



Do you agree or disagree with the proposal for level 2 support?

1-to-1 support was provided via:

Telephone

Email or other digital channels

Please select one option only

Strongly agree

Neither agree nor disagree

Strongly disagree

Don't know

How will these proposals affect you?

Is there anything you can tell us how we provide Advocacy service?



About you

This last section is about you.

It's a little more information about you.
By answering these questions you will help us
We will understand the views of the variety of our
service users

If there are any questions that you would not like to
answer,

Please tick 'Prefer not like to say'

Skip to the next question.



Please select as many as apply

Are you a citizen of Lancashire?

Are you working for Lancashire county council?

Are you an elected member of Lancashire county council?

Are you an elected member of a Lancashire district council?

Are you an elected member of a parish or town council in
Lancashire?

Are you a local business owner?

Are you a member of a voluntary or community organisation?



What was your age on your last birthday?

Please select one option only

Under 16

16-19

20-34

34-64

64-75

75+



Do you have a disability?

Equality act says a disabled person as someone, who has physical, mental or sensory impairment such as deafness or blindness.

These have long term effect on their normal day to day activities like moving, walking or communicating etc.

Yes

No

Are you?

Male

Female

Prefer not to say



Have you ever been identified as transgender?

Yes

No

Prefer not to say



How would you describe your sexual orientation?

Straight

Gay

Lesbian

Bisexual

Prefer not to say





Are there any children under 20 in your household?

Yes

No



Are there any disabled young people aged 20-25 in your household?

Please select one option only

Yes

No

Prefer not to say



Which best describes your ethnic background?

Please select one option only

White

Asian or Asian British

Black or Black British

Mixed

Other

Prefer not to say





What is your religion?
Please select one option only

No religion
Christian (including CofE, Catholic, Protestant and all other denominations)

Buddhist

Hindu

Jewish

Muslim

Sikh

Any other religion

Prefer not to say