

# Connected Voice

Connecting People  
Supporting Action

**Mapping of advocacy services  
across the North East and  
Cumbria**

# Introduction

- **Aim** of report: to create a better understanding of advocacy provision across the region
- **Area** covered:
  - County Durham (Durham, Darlington)
  - North Cumbria
  - Northumberland
  - Teesside (Hartlepool, Middlesbrough, Redcar and Cleveland, Stockton)
  - Tyneside (Gateshead, Newcastle, North Tyneside, South Tyneside)
  - Wearside (Sunderland)
- **Organisations** delivering advocacy across the region: 17

# The process

- Commissioning
- Data collection (survey, research)
- Analysis
- Mapping Template
- Mapping Report
- Dissemination

# Analysis and findings

# 1. Organisations and hubs

## Organisations:

- Adapt North East
- Advent Advocacy
- Carers Federation
- Connected Voice Advocacy (part of Connected Voice)
- Darlington Association on Disability (DAD)
- Hartlepool Citizens Advice
- Independent Advocacy North East (IANE)
- Mental Health Matters
- Middlesbrough Citizens Advice (Tees Advocacy Service)
- Middlesbrough & Stockton MIND
- N-compass
- National Youth Advocacy Service (NYAS)
- People First
- Rethink
- Skills for People
- Voiceability
- Your Voice Counts

# 1. Organisations and hubs

## Hubs

- **Hartlepool Hub: administered by Incontrol-able:**
  - Advent Advocacy
  - Darlington Association on Disability
  - Hartlepool Citizens Advice
  - Middlesbrough & Stockton MIND
  - Skills for People
- **Tees Hub: led by People First:**
  - Darlington Association on Disability
  - Middlesbrough & Stockton MIND
  - People First
  - Skills for People
  - Middlesbrough Citizens Advice (Tees Advocacy Service)

# Summary of findings

	Local Authority area in which services are delivered												
	County Durham	Cumbria	Darlington	Gateshead	Hartlepool	Middlesbrough	Newcastle	North Tyneside	Northumberland	Redcar & Cleveland	South Tyneside	Stockton	Sunderland
Adapt North East									Stat & Non-Stat & NHS				
Advent Advocacy					Stat & Non-Stat & NHS								
Carers Federation	NHS		NHS	NHS	NHS	NHS	NHS	NHS		NHS	NHS		NHS
Connected Voice Advocacy				Stat & Non-Stat			Non-Stat	Non-Stat	Stat & Non-Stat		Non-Stat		Non-Stat
Darlington Association on Disability	Stat		Stat		Stat	Stat				Stat		Stat	
Hartlepool Citizens Advice					Stat & Non-Stat								
Independent Advocacy North East								Stat & Non-Stat					
Mental Health Matters											Stat & Non-Stat		
Middlesbrough Citizens Advice						Stat & NHS				Stat & NHS		Stat & NHS	
Middlesbrough & Stockton Mind					Stat [IMHA]	Stat & Non-Stat				Stat & Non-Stat		Stat & Non-Stat	
N-compass		Stat & NHS											
National Youth Advocacy Service	Stat & Non-Stat	Stat & Non-Stat	Stat & Non-Stat		Stat & Non-Stat	Stat & Non-Stat				Stat & Non-Stat		Stat & Non-Stat	
People First		Stat & Non-Stat & NHS				Stat & Non-Stat				Stat & Non-Stat		Stat & Non-Stat	
Rethink	Stat & Non-Stat & NHS												
Skills for People					Stat & Non-Stat	Stat & Non-Stat				Stat & Non-Stat		Stat & Non-Stat	
Voiceability													Stat
Your Voice Counts							Stat				Stat & Non-Stat		



# 3. Organisational information

## Regional or national

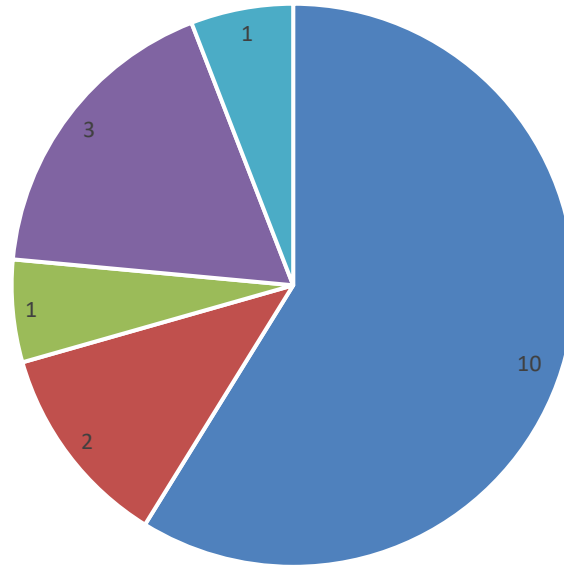
Regional
Adapt North East
Connected Voice Advocacy (part of Connected Voice)
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Hartlepool Citizens Advice
Independent Advocacy North East (IANE)
Mental Health Matters
Middlesbrough Citizens Advice (Tees Advocacy Service)
Middlesbrough & Stockton Mind
N-compass
People First
Skills for People
Your Voice Counts

National
Advent Advocacy
Carers Federation
National Youth Advocacy Service (NYAS)
Rethink
Voiceability

# 3. Organisational information

[of 17]

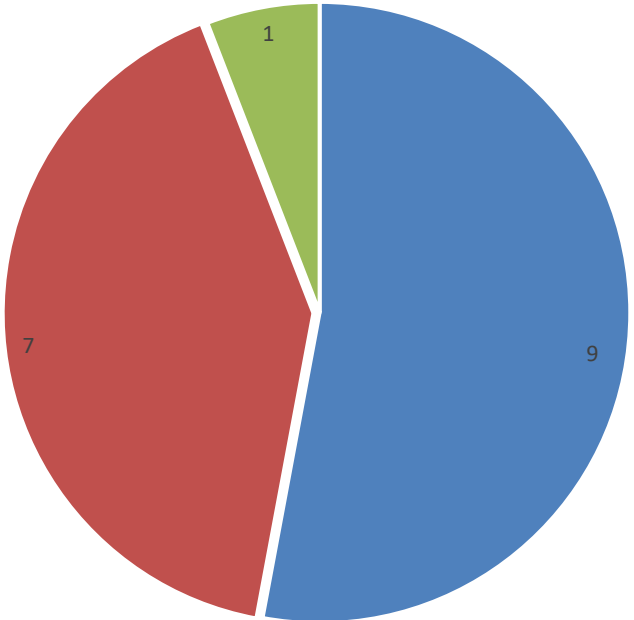
## Base



- Based and operate solely in region
- Based in region but also deliver outside region
- Regional organisation based outside region
- National organisation with head office outside region but with base/s in region
- National organisation with head office outside region and no base in region

# 3. Organisational information

## Legal status

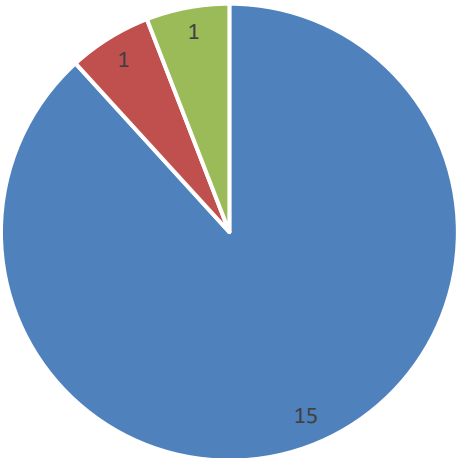


- Registered Charity
- Registered Charity and Company limited by Guarantee (CLG)
- Company limited by Shares (CLS)

# 3. Organisational information

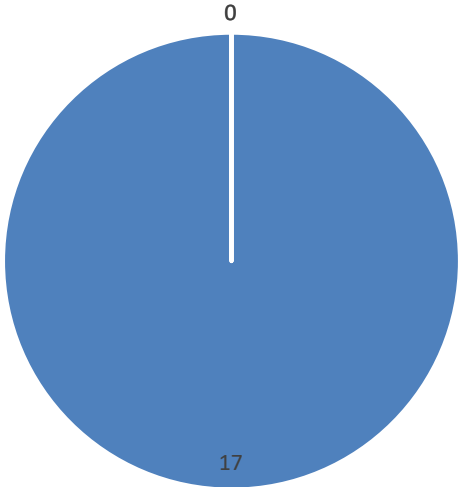
## Social media

Twitter



■ Yes ■ No ■ Inactive

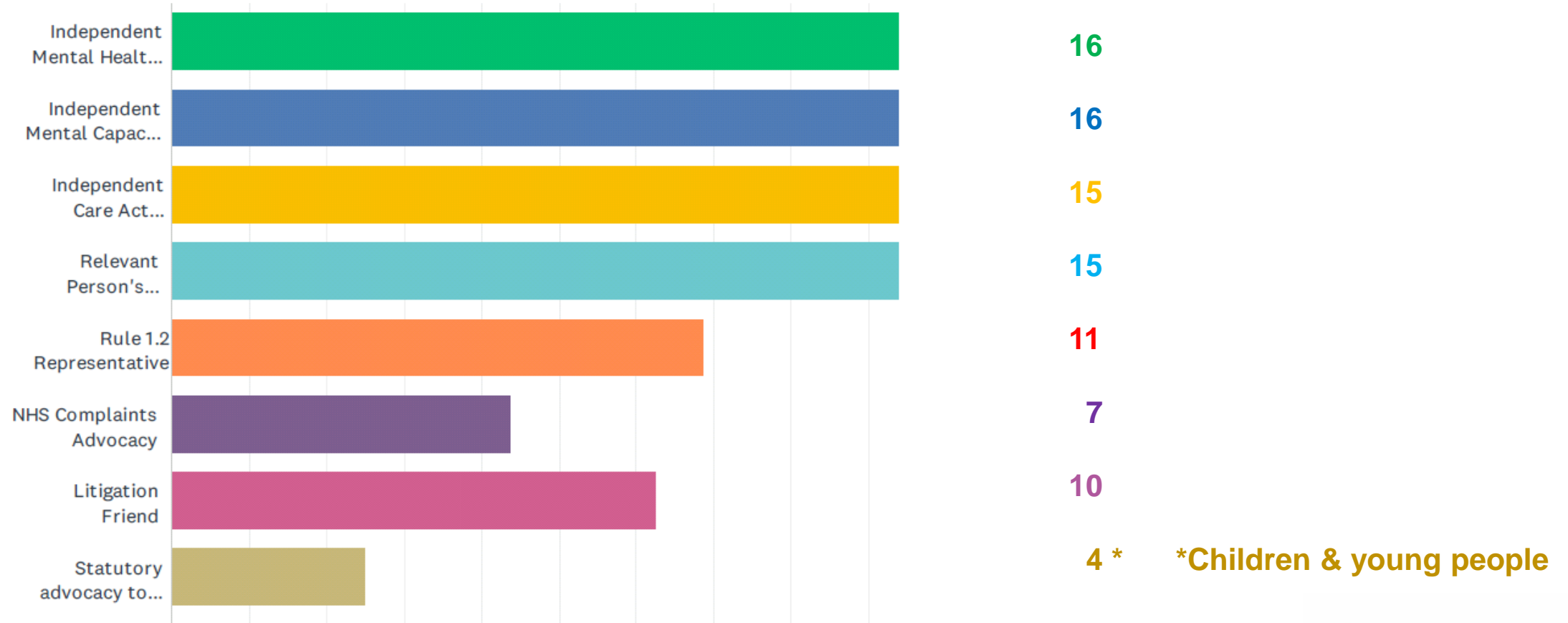
Facebook



■ Yes ■ No ■ Inactive

# 4. Statutory advocacy services

[of 17]

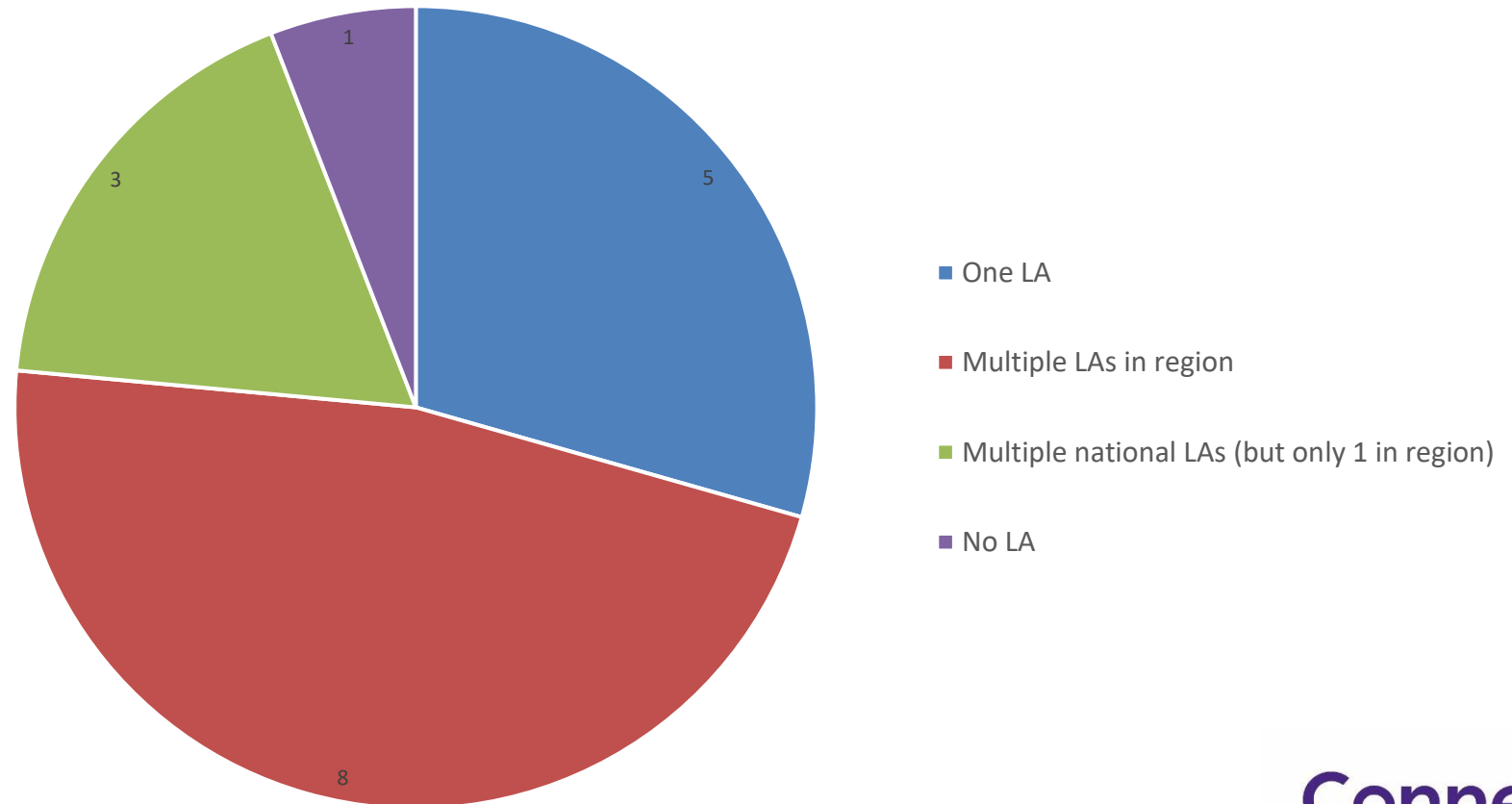


\*Children & young people

# 4. Statutory advocacy services

[of 17]

## Commissioning local authorities



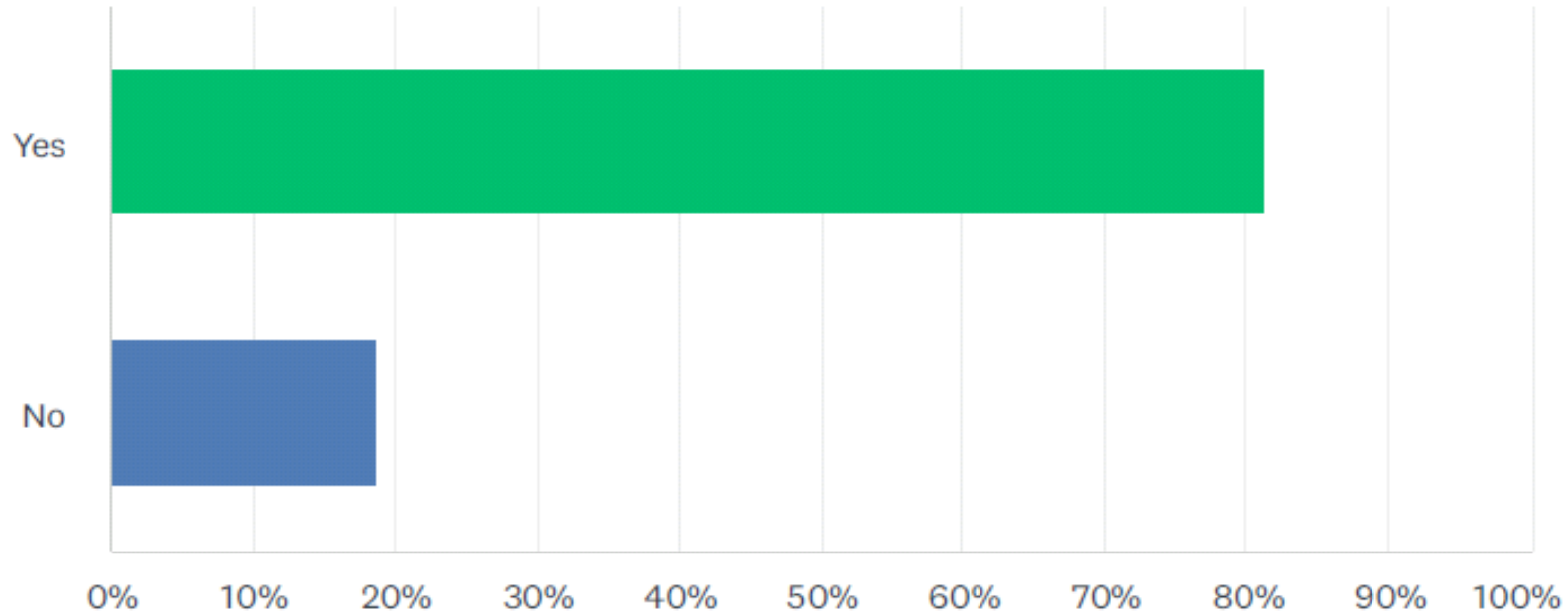
## 4. Statutory advocacy services

### Hospital and in-patient settings:

- Organisations primarily work into hospital and in-patient settings relevant to and located within the commissioning Local Authority area.
- Some organisations provide advocacy out of area. Several organisations work into specialist units
- The location of hospital and in-patient settings in relation to statutory advocacy contracts and the varying and changing interpretation of legislation has created a considerable degree of inconsistency in advocacy provision.

# 5. Out of area protocols

[of 17]



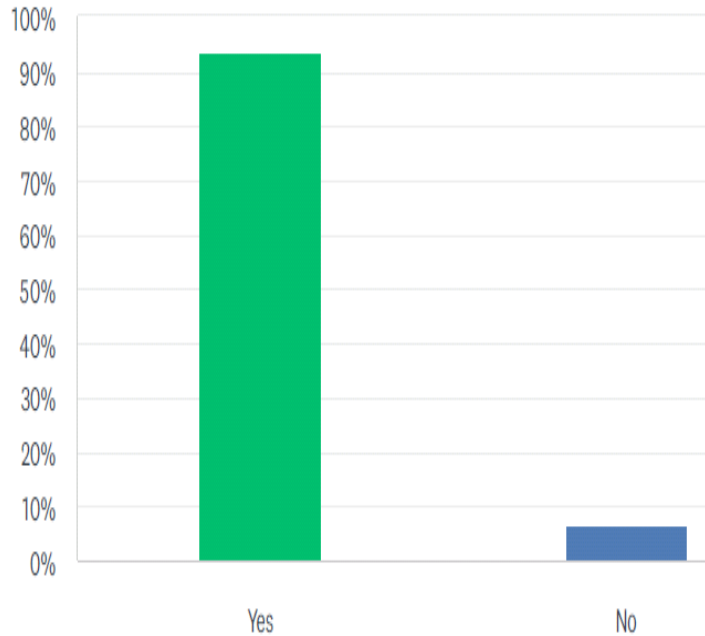
**Yes: 13; No: 4; Skipped: 0**



# 6. Other contracted advocacy delivery

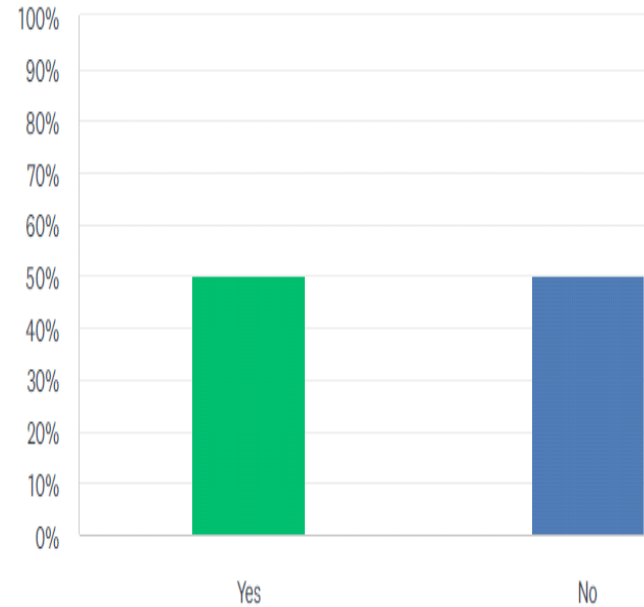
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## Local authority



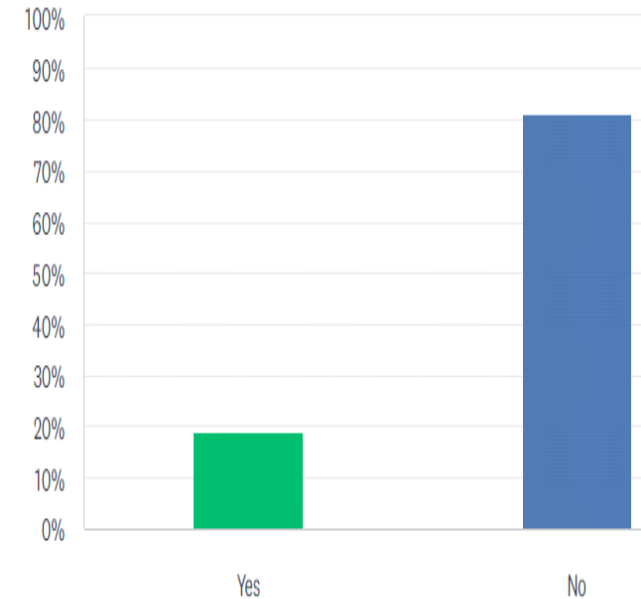
Yes: 16; No: 1; Skipped: 0

## Health trust



Yes: 7; No: 8; Skipped: 2

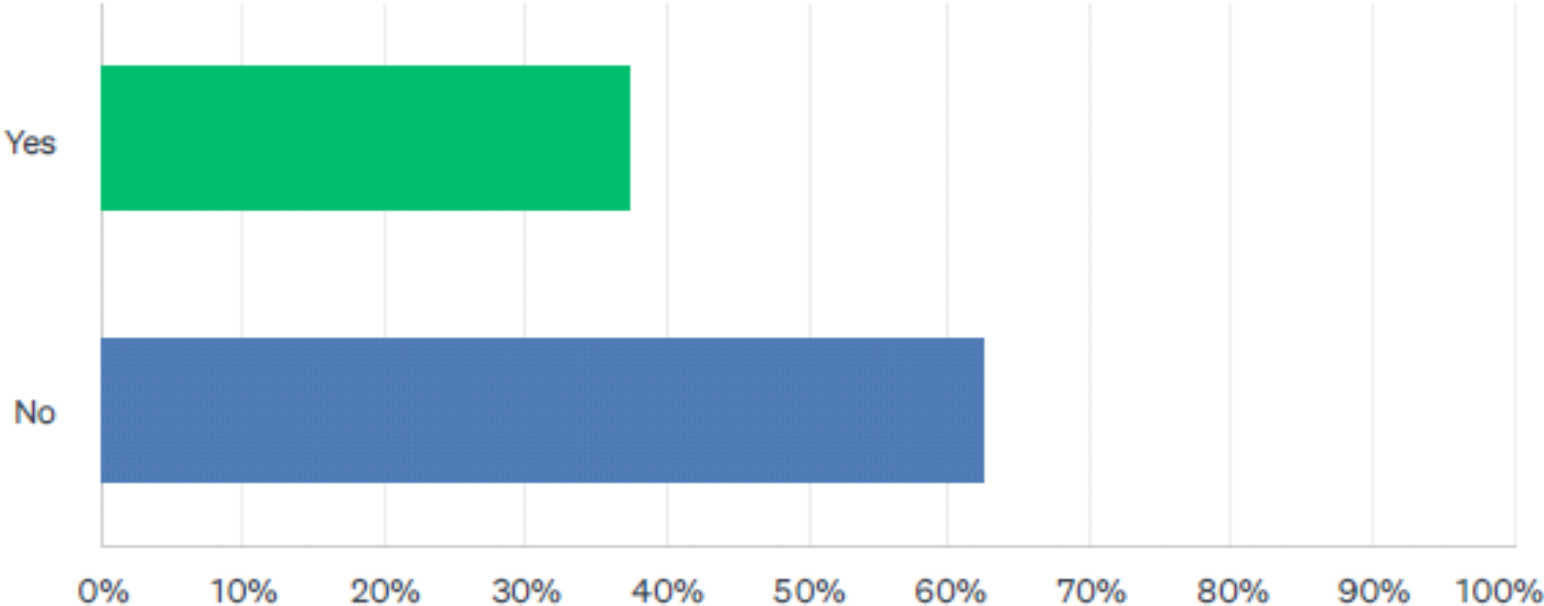
## Criminal Justice/PCC



Yes: 3; No: 14; Skipped: 0

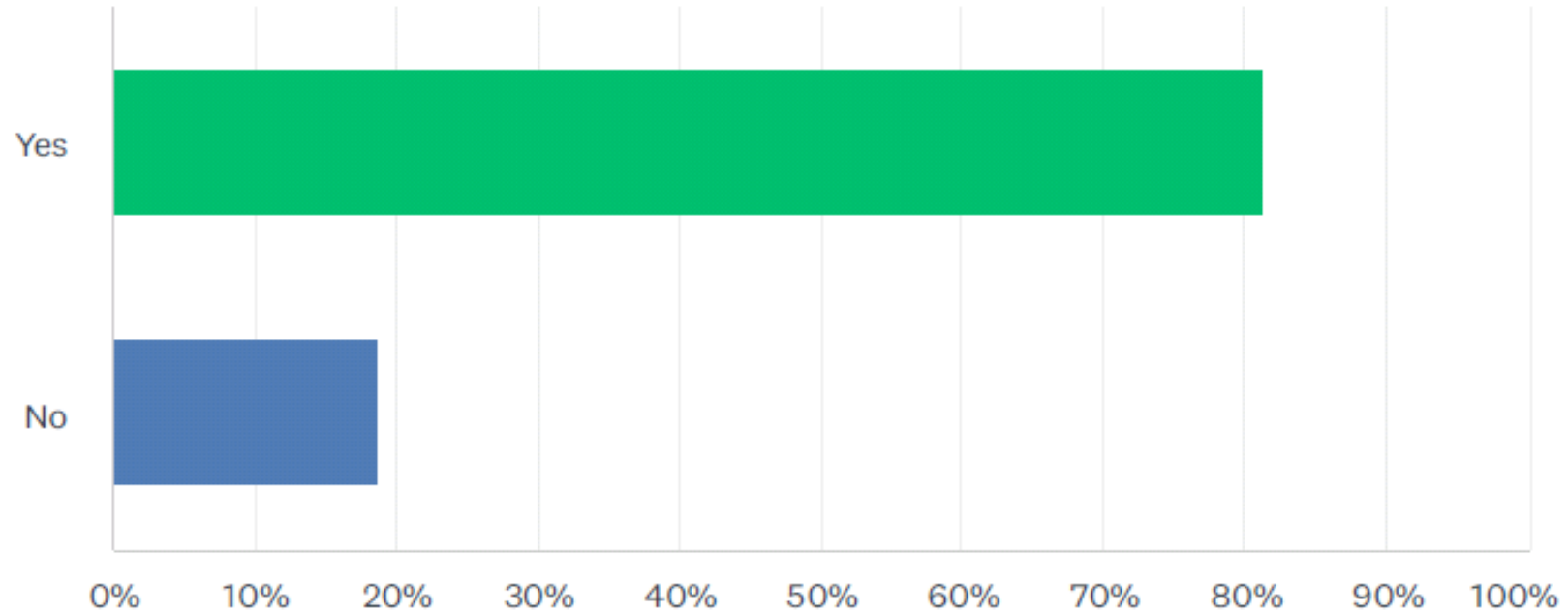
# 7. Charitable funding

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**Yes: 6; No: 11; Skipped: 0**

## 8. Non-statutory/community advocacy delivery [of 17]



**Yes: 14; No: 3; Skipped: 0**

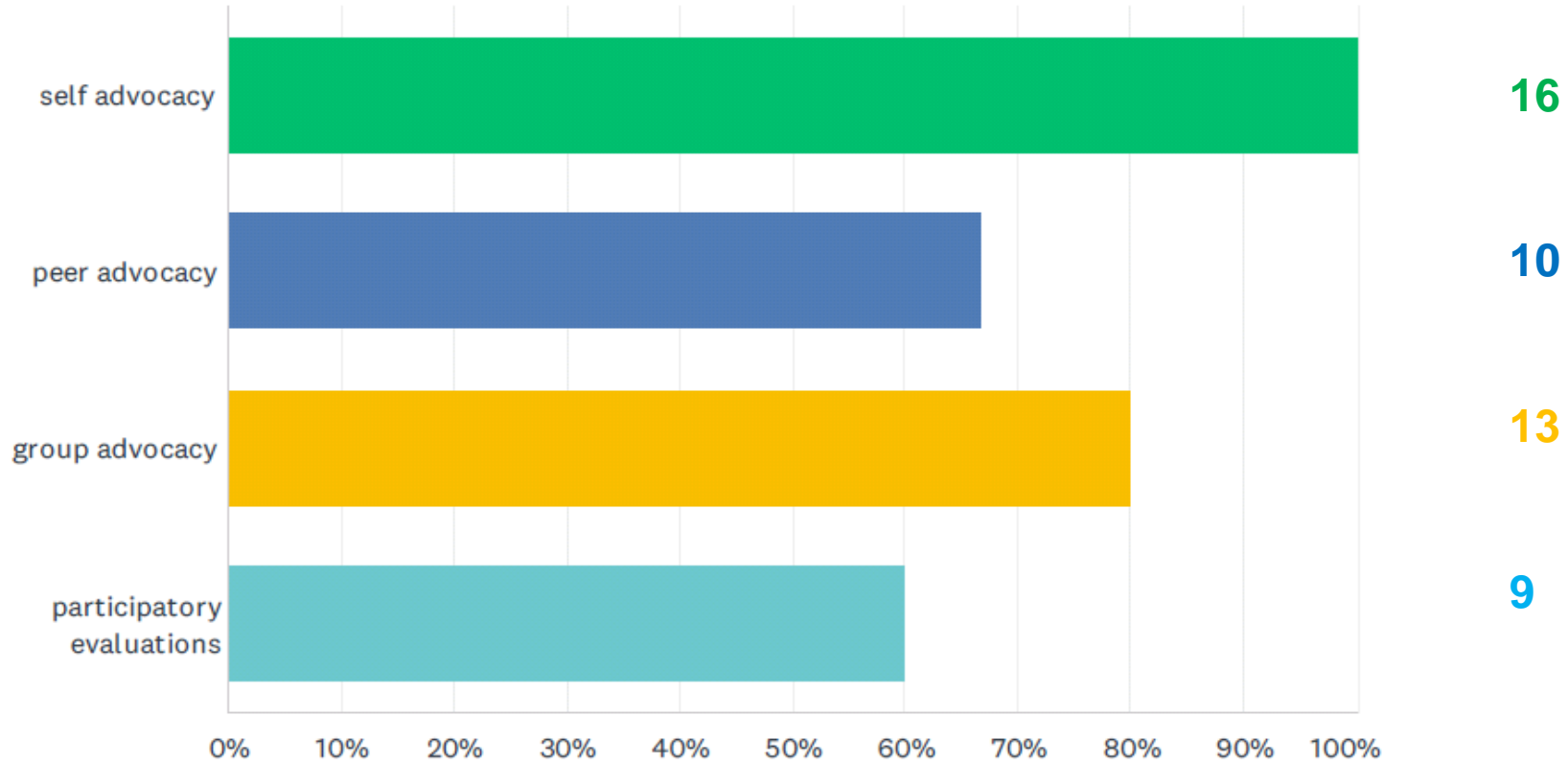
## 8. Non-statutory/community advocacy delivery

### Examples:

- General case/issue-based advocacy
- Telephone advocacy
- Spot contracts with Children's services
- Health & Social Care Advocacy (including people with mental health need; learning or physical disabilities; ethnically minoritised; refugees and asylum Seekers; older people; LGBTQ+)
- Hate Crime Advocacy
- Families through Crisis
- Mental Health Advocacy
- Victims of Crime who have a mental health need
- Group and peer advocacy
- Learning Disability
- Physical Disability
- Autism

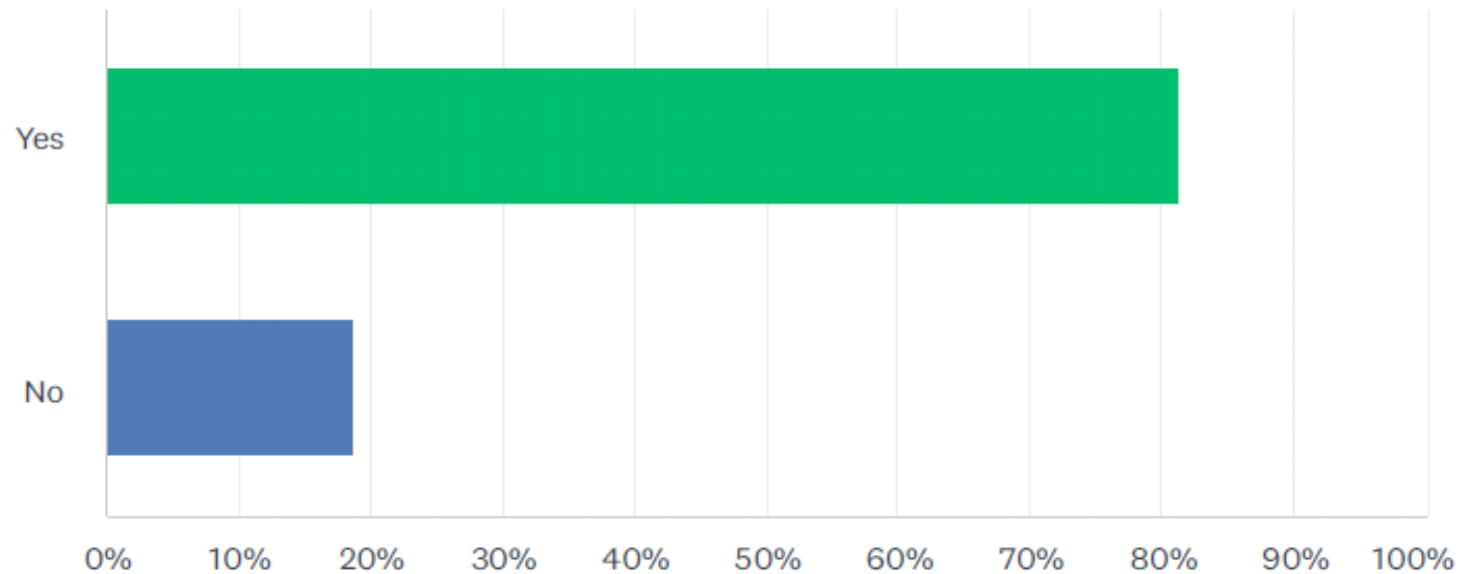
# 4. Advocacy models supported

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# 10. Non-advocacy services

[of 17]



**Yes: 14; No: 3; Skipped: 0**

# 10. Non-advocacy services

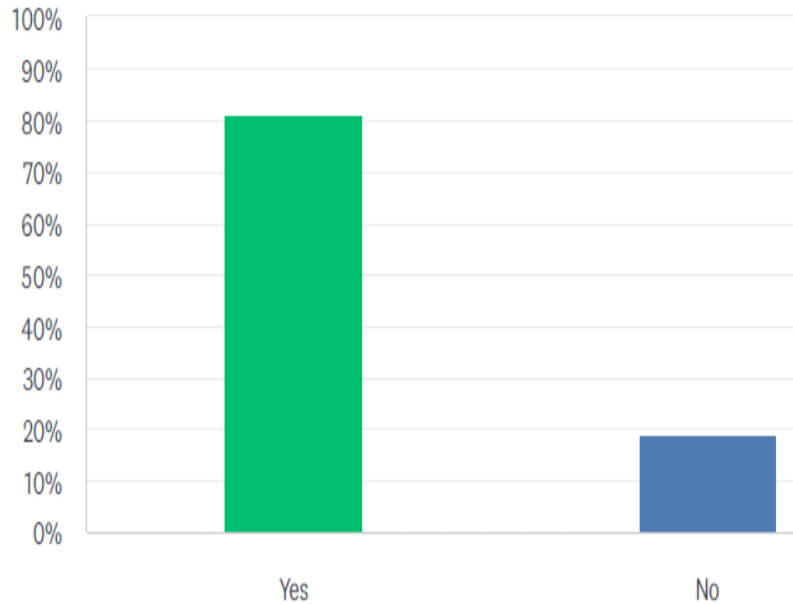
## Includes:

- Carers
- VCSE Infrastructure Support
- Support for people to use self-directed support
- Independent Living Hub
- Counselling, IAPT Helpline
- Volunteering Services
- Housing, Crisis Accommodation
- Employment, job coaching
- Criminal Justice System: Court, Prison services
- Support for people with learning disabilities
- Children and young people
- Support for care leavers
- Family support; Contact centres
- Older people
- Health
- Education, training, training research
- Welfare Benefits & Advice services
- Service user support

# 11. Service user involvement

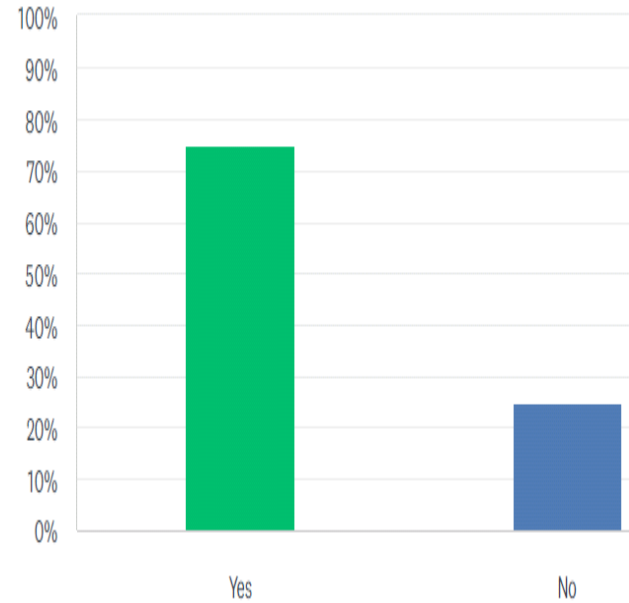
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## Strategy



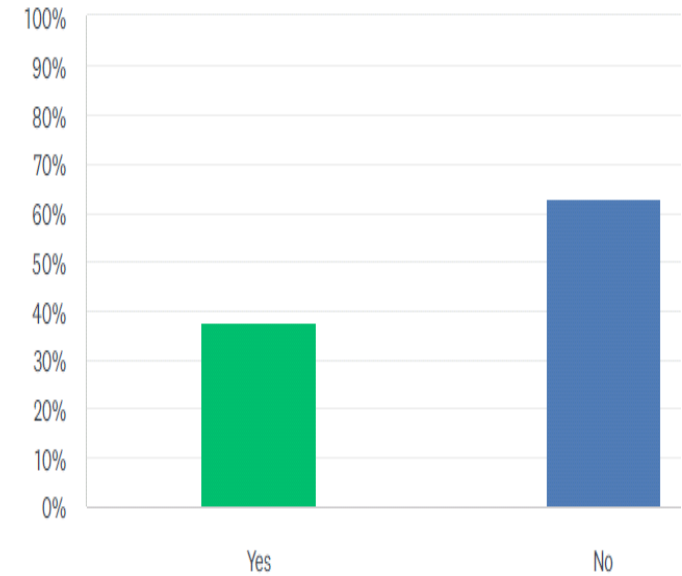
Yes: 13; No: 4; Skipped: 0

## Planning/delivery



Yes: 12; No: 5; Skipped: 0

## Governance



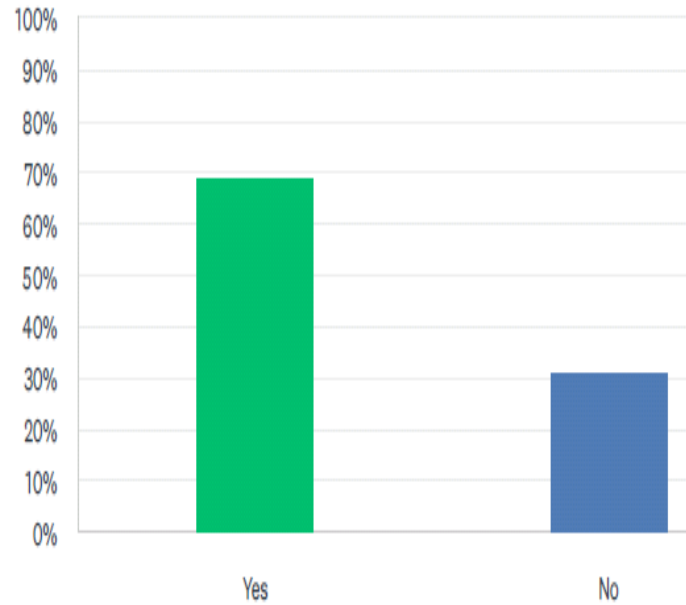
Yes: 6; No: 11; Skipped: 0



# 12. Quality

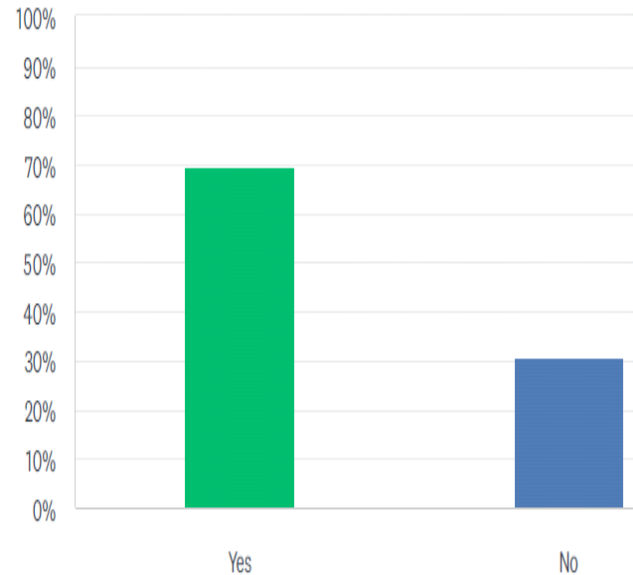
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## Advocacy QPM



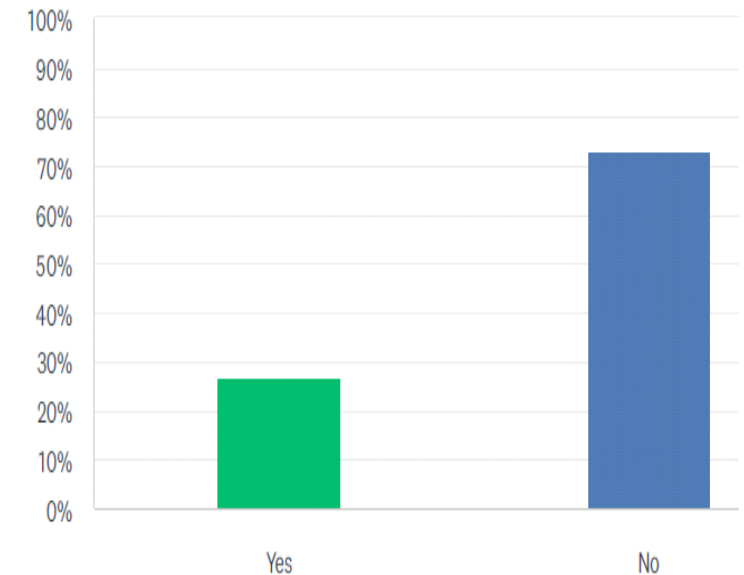
Yes: 12; No: 5; Skipped: 0

## Other quality standards



Yes: 10; No: 4; Skipped: 3

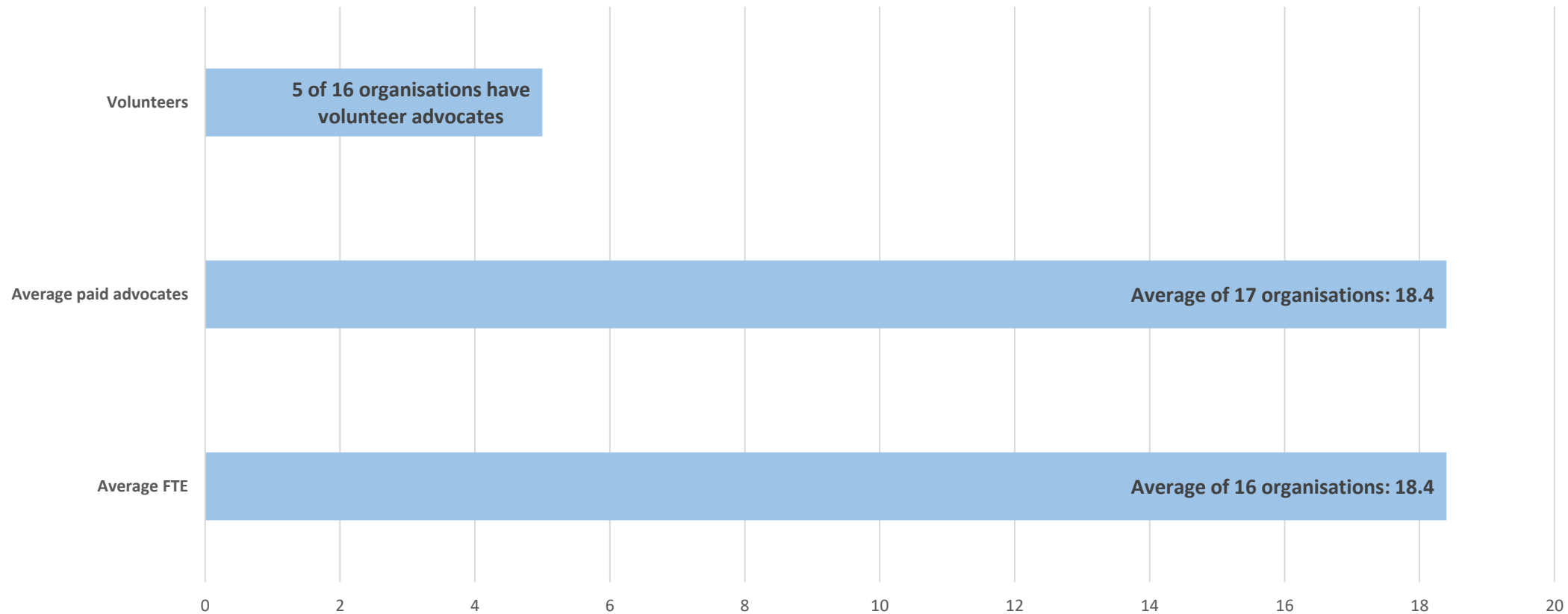
## Awards



Yes: 4; No: 12; Skipped: 1

# 13. Staffing and volunteers

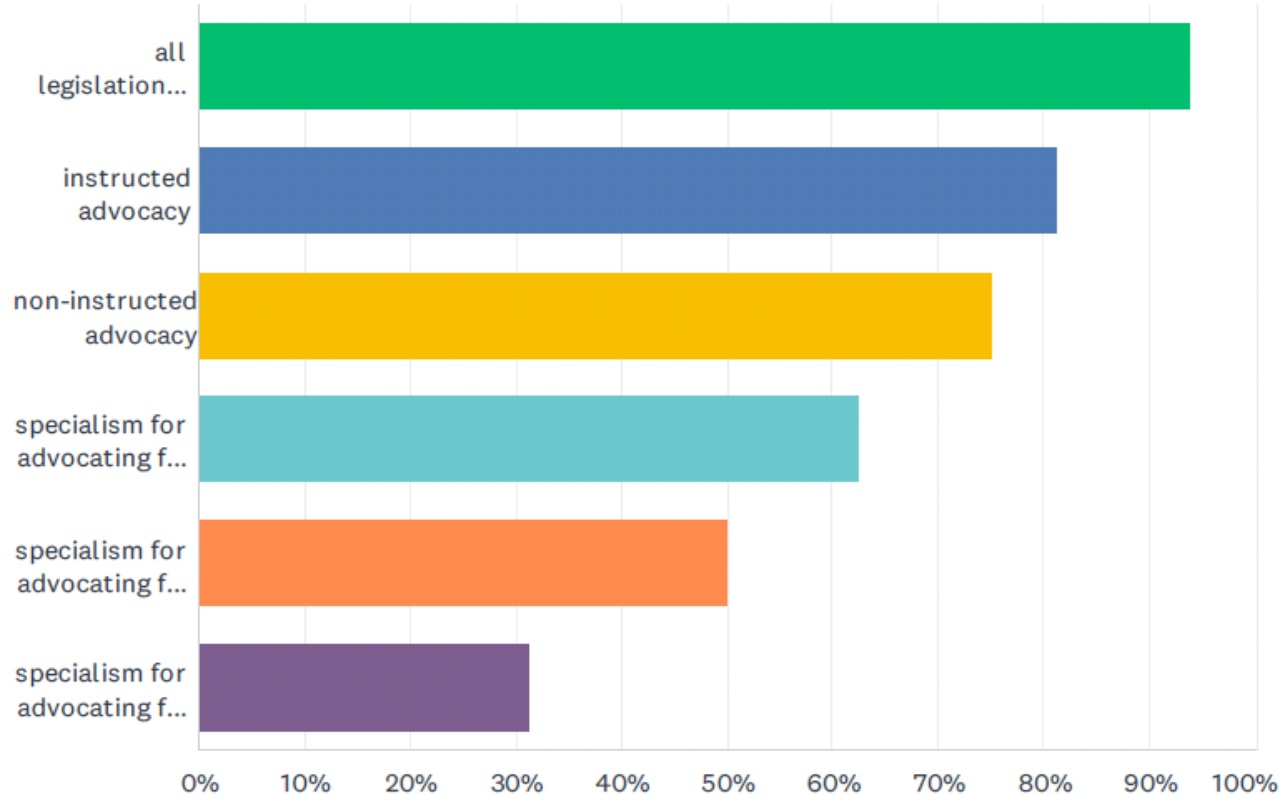
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# 14. Training

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## Advocates trained in:



16 [IMHA, IMCA, ICAA]

13 [instructed]

12 [non-instructed]

10 [learning disability]

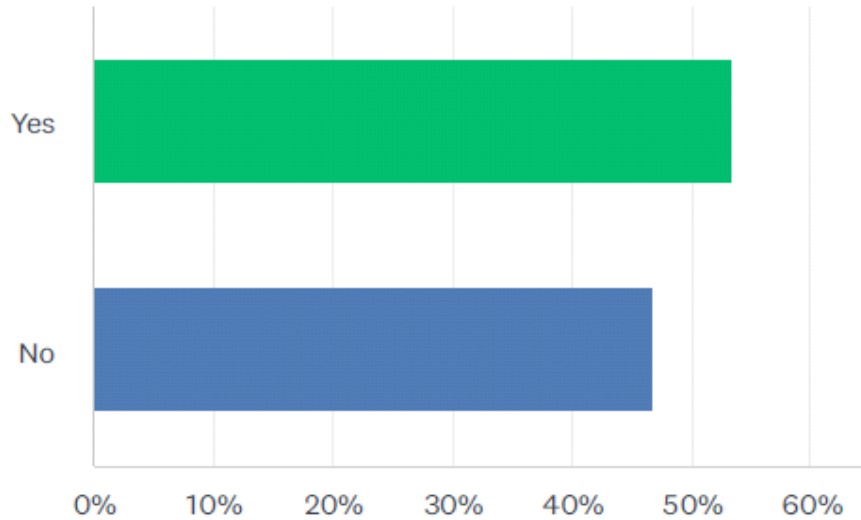
8 [autism]

5 [children & young people]

# 15. Language and interpreting

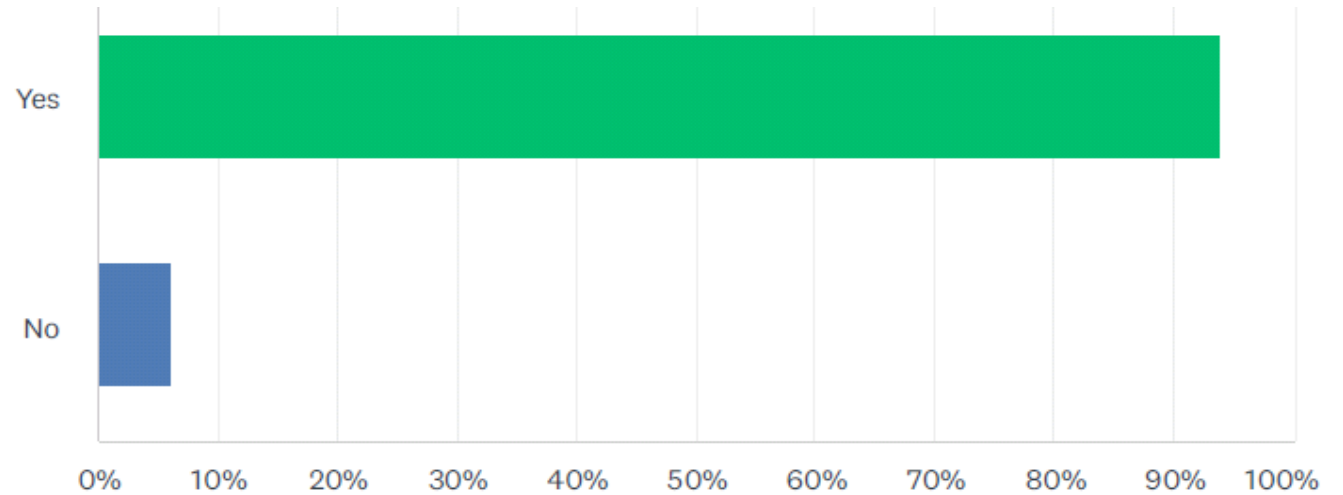
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## Multi-lingual advocates



Yes: 8; No: 8; Skipped: 1

## Interpreting services



Yes: 16; No: 1; Skipped: 0

# 16. Innovation and digital technology

**Innovation** [Yes: 9; No: 4; Skipped: 4]

- *DIY Advocate self-advocacy app; self-advocacy workbook Connected Voice Advocacy*
- *Range of peer advocacy opportunities. The first of which was our stronger voices project in 2015. Darlington Association in Disability*
- *MSA model; Advocacy App N-Compass*

# 16. Innovation and digital technology

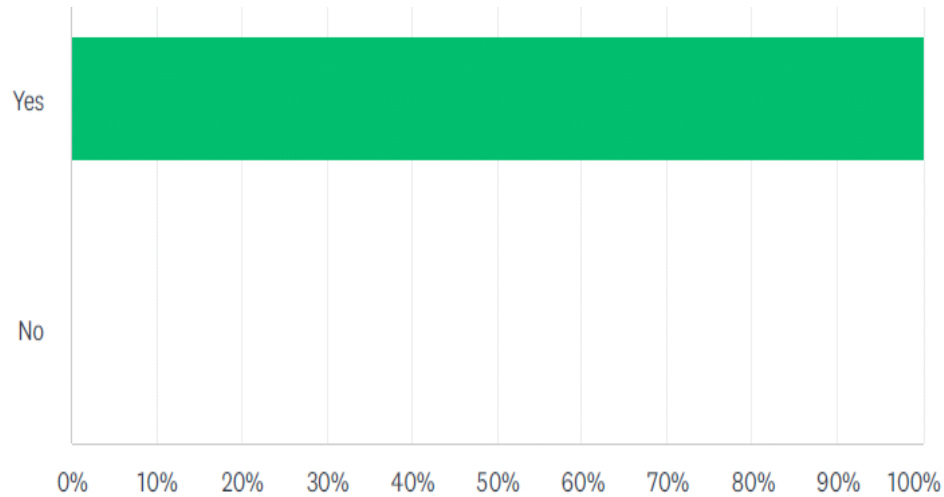
**Technology** [Yes: 16; No: 0; Skipped: 1]

- Meetings conducted using variety of platforms based on the person's preference including Zoom, Teams, Whats App.
- Apps (Advocacy apps and communication tools)
- Tablets, Talking Mats, Say and Speak
- One Consultation (remote face to face communication)
- Casenotes (secure digital recording and storing)
- Mobile phone

# 17. Networking and partnerships

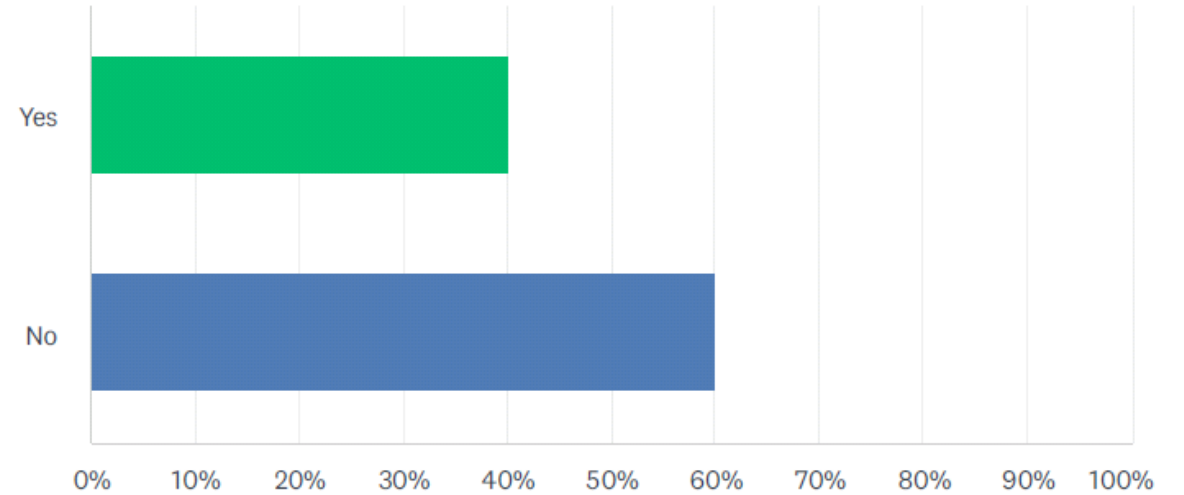
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## Networks



Yes: 17; No: 0; Skipped: 0

## Partnerships/consortia



Yes: 6; No: 10; Skipped: 1

# 17. Networking and partnerships

## Networks - barriers

- Capacity and resources
  - “capacity prevents being part of national networks”
- Complications due to competitive tendering and concerns about revealing commercially sensitive information to potential competitors.
- The demise of networking and a supportive environment across the sector can only be detrimental to the people we work with.



# 17. Networking and partnerships

## Networks - expectations

- *“Shared experience and learning, more seamless service delivery across the region, better experience for service users.”* Adapt North East
- *“Partnership working and also sharing benefits of service and ensuring service users outcomes are not compromised by not having the correct support. Learning from each other.”* Carers Federation
- *“Sharing good practice, collaboration on projects, campaigns, joint consultation responses, peer support, shared resources.”* Connected Voice Advocacy
- *“National developments, including good practice, emerging guidance.”* Darlington Association on Disability
- *“Influence of local interpretation of key legislation/guidance. Opportunity to ensure advocacy is considered within local procedures. Raise awareness of the value and impact of advocacy - increase understanding of the duty to refer/eligibility.”* Your Voice Counts
- *“Build knowledge. Share experience. Build relationships. Drive improvements. Influence policy.”* People First
- *“Enhancing the advocacy provision and co-productive working”* Advent Advocacy
- *“Improved knowledge, awareness of best practice, training, improved service delivery”* Middlesbrough & Stockton Mind
- *“Further training and support”* Hartlepool Citizens Advice

# 17. Networking and partnerships

## Partnerships:

- Partnerships were generally considered positively.
- Partnership working can be complex in the competitive tendering climate
- Potential for partnerships failing.
- Contracts often require a lead partner which can create inequities in the partnership.
- Sub-contracting arrangements can also bring difficulties to the relationship between the parties.
- Clear and detailed Service Level Agreements are essential so all parties are clear about their role and responsibilities.
- Additional time and resources are needed for a partnership approach.
- Some issues were aired around data protection, data sharing, consolidation of information systems and staffing.

# Trends and issues

# Other trends and issues

Respondents raised issues including:

- Providers benefit from selling **bespoke contracts** to meet gaps beyond statutory provision
- Many providers are now using an **integrated advocacy model**
- **Variance in referral forms**
- Providers want to **avoid re-inventing wheels**
- Benefits of **reducing competition, improving commissioning processes** and nurturing and encouraging **collaboration**
- **Inequality of IMHA provision**
- **Inconsistency around criteria**

# Conclusions

- **Comprehensive mix** of statutory, non-statutory/community and NHS Complaints advocacy
- Providers **range from smaller local organisations to larger national organisations**
- Two areas operating **Advocacy Hubs**
- **Mixed economy of** funding through commissioned statutory services, contracted services and charitably funded non-statutory services
- **Complex matrix** of which providers deliver which advocacy roles in which areas is complex and is subject to change
- There are high levels of **training** throughout the sector
- Local, regional and national **networks**

# Connected Voice Advocacy

**We amplify voices.**

**We champion equality.**

**We inspire change.**

**We support action.**

**We connect people.**

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