



DEVELOPING ADVOCACY SERVICES

A POLICY GUIDE FOR COMMISSIONERS

Action Plan 2012/2013

Commissioning of Advocacy Services

ACTION	LEAD RESPONSIBILITY	TARGET DATE
1. Identify LCG and Trust commissioning Leads for Advocacy Services and establish an Advocacy Commissioning Group to be chaired by a senior named person from the HSCB/PHA.	HSCB	June 2012
2. Develop terms of reference for the Advocacy Commissioning Group.	HSCB	July 2012
3. Endorse and implement principles for commissioning of advocacy services, adapted as required for specific groups.	HSCB/Advocacy Commissioning Group	April 2013
4. Agree and put in place appropriate mechanisms to monitor adherence to principles for commissioning of advocacy services.	RQIA	April 2013
5. Review existing processes, structures, networks, fora and databases established to facilitate stakeholder involvement in the commissioning process to ensure adequate and appropriate representation from individuals and organisations with an interest in advocacy.	HSCB/Advocacy Commissioning Group	April 2013

6. Informed by the outcomes of the 2010 scoping study, scope existing advocacy provision in line with the models described in the policy guide; identify any gaps, oversupply and strategic priorities; and estimate costs associated with addressing any priority unmet need.	HSCB/Advocacy Commissioning Group	April 2013
7. Develop further guidance on commissioning of advocacy services for the proposed Mental Capacity (Health, Welfare and Finance) Bill and associated costs.	DHSSPS	December 2013

Supporting Advocacy Services

ACTION	LEAD RESPONSIBILITY	TARGET DATE
8. Develop and implement a model contractual agreement between HSC organisations and advocacy providers for the provision of advocacy services.	HSCB/Advocacy Commissioning Group	April 2013
9. Identify existing advocacy networks/fora for sharing of best practice and consider how they can be supported and facilitated.	HSCB	October 2012
10. Develop and implement a training/awareness raising plan for all relevant health and social care staff, practitioners and commissioners on the role and benefits of advocacy.	HSCB	October 2012

11. Develop and implement as resources allow a plan for raising awareness of advocacy services among service users, carers and referrers.	HSCB	April 2013
12. Undertake a mapping exercise of current advocacy training to identify gaps and inform decisions on training needs for advocates, including those to be appointed under the proposed Mental Capacity (Health, Welfare and Finance) Bill.	HSCB with service provider and user/carer input	August 2012
13. Facilitate the development of a core induction pack for advocates.	HSCB with service provider and user/carer input	April 2013
14. Facilitate the development of a Code of Practice for advocates.	HSCB with service provider and user/carer input	April 2013
15. Facilitate the identification of appropriate accredited basic training for advocates.	HSCB with service provider and user/carer input	August 2013

Monitoring and Evaluation Advocacy Services

ACTION	LEAD RESPONSIBILITY	TARGET DATE
16. Endorse principles and standards for the delivery of advocacy services, adapted as required for specific groups.	HSCB/ Advocacy Commissioning Group	April 2013
17. Develop key performance indicators to illustrate how adherence to the principles and standards for the delivery of advocacy services can be demonstrated by advocacy providers for each of the different models of advocacy described in section 5 of Developing Advocacy Services: A Policy Guide for Commissioners, April 2012.	HSCB with service provider and user/carer input	October 2012
18. Develop an evaluation framework for advocacy services to include processes and tools for gathering and analysing information on outcomes, measuring their work against the principles and standards and facilitating an external evaluation if appropriate.	HSCB with service provider and user/carer input	April 2013