

VISIT AND MONITORING REPORT

APPENDIX The Right to Advocacy

Appendix 2: Responses to Mental Health
(Scotland) Act 2015 Advocacy Duty, children and
young people

March 2018

Contents

Aberdeen City Health and Social Care Partnership	
Survey Response	2
Q3 Uploaded Document	6
Aberdeenshire Council	
Survey Response	9
Q3 Uploaded Document	13
Angus Council	
Survey Response	16
Q3 Uploaded Document	20
Argyll & Bute Health and Social Care Partnership	
Survey Response	23
Q3 Uploaded Document	26
City of Edinburgh – Edinburgh Council	
Survey Response	29
Q3 Uploaded Document	32
Clackmannanshire Council	
Survey Response	35
Q3 Uploaded Document	38
Dundee City Council	
Survey Response	41
East Ayrshire Health and Social Care Partnership	
Survey Response	44
Q3 Uploaded Document	48
Liaison Report	51
East Dunbartonshire	
Survey Response	65
East Renfrewshire Health and Social Care Partnership	
Survey Response	68

Q3 Uploaded Document	72
Falkirk Council	
Survey Response	75
Q3 Uploaded Document	78
Fife Council	
Survey Response	81
Q3 Uploaded Document	86
Glasgow City Health and Social Care Partnership	
Survey Response	90
Q3 Uploaded Document	93
Highland Council	
Survey Response	96
Q3 Uploaded Document	99
Inverclyde Health and Social Care Partnership	
Survey Response	101
Midlothian Council	
Survey Response	104
Moray Council	
Survey Response	108
Q3 Uploaded Document	111
North Ayrshire Health and Social Care Partnership	
Survey Response	113
North Lanarkshire Health and Social Care Partnership	
Survey Response	116
Q3 Uploaded Document	120
Orkney Health and Care	
Survey Response	123
Q3 Uploaded Document	127
Renfrewshire Council	
Survey Response	130

Q3 Uploaded Document	133
Scottish Borders Council	
Survey Response	136
Q3 Uploaded Document	139
Shetland	
Survey Response	142
Q3 Uploaded Document	145
South Lanarkshire Health and Care Partnership	
Survey Response	148
Q3 Uploaded Document	152
Stirling Council	
Survey Response	155
Q3 Uploaded Document	159
West Dunbartonshire Health and Social Care Partnership	
Survey Response	162
West Lothian Council	
Survey Response	165
Q3 Uploaded Document	168

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 13, 2017 4:33:12 PM
Last Modified: Thursday, January 18, 2018 3:47:28 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Service Manager Mental Health and Substance Misuse
Organisation	Aberdeen city health and social care partnership
Local authority area	Aberdeen City Council

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?	Yes, including advocacy for children and young people with mental illness or learning disability and related conditions
---	--

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net	Respondent skipped this question
---	---

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?	No
--	-----------

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.	Respondent skipped this question
--	---

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support	From their home local authority area , Any further details: We would also access local support if more accessible/responsive to the needs of the yp
--	--

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these? **Respondent skipped this question**

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Our current service specification is not specific to children it encompasses both adult and children Activity level are monitored quarterly by client group.
The Service Provider should aim to:

- Support and enable Service Users and, where appropriate, some carers to express their own needs and make their own informed decisions.
 - Support people to gain access to information and explore and understand their options.
 - Speak on behalf of people who are unable to speak for themselves.
 - Safeguard people who are vulnerable or discriminated against or whom services find difficult to support.
 - Ensure that the Service User's present and/or past wishes are taken into account.
 - Take into account the wishes and views of those people involved with the Service Users, where this is appropriate.
 - Ensure that the decisions taken on behalf of the Service User by the multi-disciplinary teams are in their best interests and that the least restrictive interventions are taken in order to safeguard the Service User.
 - Endeavour to find a satisfactory outcome to problems for both Service User and carer/representative, where possible.
 - Promote inclusion, to enable people to become active members of society and promote recovery focused practice whilst taking into account Service Users' personal, social, cultural and religious circumstances.
 - Should adhere to the Principles and Standards as laid out in the Scottish Independent Alliance's Principles and Standards for Independent Advocacy.
 - Where necessary, provide representation for Service Users and carers of their views, within the care setting, amongst the multi-disciplinary teams and with other agencies. The Service Provider will endeavour to find a satisfactory outcome to problems for both Service User and carer/representative, where possible.
-

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes,

If yes please give the most up-to-date information provided by each organisation:
ASA - Children & Young People 25
2(WAITING)

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,
If yes, please give the most up-to-date information:
SEE
ABOVE

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Customer surveys and exit questionnaires

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

No monitoring

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Leaflet and website for ASA

children's Rights Officers & Who Cares? Scotland - make direct contact with all children aged 8+ who are looked after to make them aware of their service

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,
Further info:
All staff are fully aware of their responsibility to ensure Children are afforded their rights and have access to advocacy services

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

Yes

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

No

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

NO

Independent Advocacy Services For Children and Young People Questionnaire – Aberdeen City Council

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	ASA Aberdeen Business Centre Willowbank House Willowbank Road Aberdeen AB11 6YG	ACC Children's Right's Officer Marischal College Broad Street Aberdeen AB10 1BY	Who Cares? Scotland 5 Oswald Street Glasgow G1 LQR		
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	No	No	No		
Children & young people with a mental health problem	✓	No	No		

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability	✓	No	No		
Children & young people with ASD or ADHD		No	No		
Looked-after children & young people including those who have mental illness, learning disability or related conditions	✓	Yes	Yes		
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions		Yes	Yes		
Young asylum seekers with mental illness/ld/dementia	✓	Yes – if Looked After	Yes – if Looked After		

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual	✓	✓	✓		
Collective		✓	✓		

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 22, 2017 10:02:40 AM
Last Modified: Thursday, January 18, 2018 3:25:31 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Service Transformation Manager
Organisation	Aberdeenshire Council - Education and Children's Services
Local authority area	Aberdeenshrie Council

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? **No**

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Child Advocacy Return Q3 Aberdeenshire Children and Young People.docx(40.9KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **Not applicable**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details. **Respondent skipped this question**

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From their home local authority area ,

Any further details:

All young people who are looked after and accommodated by Aberdeenshire Council, irrespective of placement location, would be entitled to, and advised of their entitlement to advocacy support (provided via Who Cares?) They would also be advised of their entitlement to support from Aberdeenshire Council's Children's Rights Service.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Respondent skipped this question

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Respondent skipped this question

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Respondent skipped this question

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Respondent skipped this question

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Respondent skipped this question

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Respondent skipped this question

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

- Signposting to Enquire Information is part of Guidance ASN, Disability, EAL and Assessing Support Level Guidance Manual
- Individual advocacy needs would be considered as part of looking at support needs for individual children and young people as part of the Child's Plan and Review process
- The Additional Support Needs Team would provide advice to all schools on advocacy services locally and nationally (see below):

Education Rights Service Scotland

Telephone: 0808 800 4102 (open 10.00am-4.00pm, Monday-Friday)

Text: 07903 200 200 (to request information packs only)

Minicom service: 0845 070 4003

Email enquiry service:

visit www.autism.org.uk/enquiry and complete the online form <http://www.autism.org.uk/advocacy>

Advocacy Service Aberdeen

Address: Advocacy Service, Aberdeen Business Centre, Willowbank House

Willowbank Road, Aberdeen AB11 6YG

Telephone: 01224 332 314

<http://www.advocacy.org.uk>

Aberdeenshire Representation and Advocacy Service (Aberdeenshire South)

Contact

Voluntary Action Resource Centre, Silverbank, North Deeside Road,

Banchory, Kincardineshire, AB31 5YR

Telephone: 01330 823778 Fax: 01330 825529

Scottish Independent Advocacy Advice (all Scotland)

SIAA is an umbrella organisation of advocacy groups. They should be able to put you in contact with an advocacy group in your area. They are generally not legally qualified but may be able to help and support you in resolving minor issues.

Contact

The Scottish Independent Advocacy Alliance

London House, 20-22 East London Street, Edinburgh, EH7 4BQ

Tel: 0131 556 6443

Fax 0131 550 9819

Email: enquiry@siaa.org.uk

<http://www.siaa.org.uk>

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

It is an embedded part of local authority practice and operational processes for Looked After children and young people, to advise them of their right to advocacy Information on Aberdeenshire Council's Children's Rights Service and advocacy links, are in the Corporate Parenting Section of Aberdeenshire's GIRFEC Website The updated Aberdeenshire multi-agency GIRFEC guidance refers to supporting children, young people and families, including external avenues of advice or advocacy

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

No,

If yes, please describe:

Aberdeenshire's Children's Services Plan 2017-2020, identified Children with a Disability and Children and Young People's Mental Health as two of our strategic priorities. Multi-Agency thematic subgroups lead on partnership development work on these priorities, and would identify any need for independent advocacy support in future. The multi-agency action plans for these groups explicitly considers how to promote and support children and young people's voices being heard and influencing service development.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Where Children's Hearing Proceedings are underway, Social Workers would ensure independent legal advice is accessed and consideration of appointment of a Safeguarder would be part of every Hearing proceeding.

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Who Cares Scotland? 5 Oswald Street, Glasgow, G1 4QR				
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	No				
Children & young people with a mental health problem					

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability					
Children & young people with ASD or ADHD					
Looked-after children & young people including those who have mental illness, learning disability or related conditions	Yes				
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
Young asylum seekers with mental illness/Id/dementia					

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual	Yes				
Collective					

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Friday, August 25, 2017 1:06:16 PM
Last Modified: Thursday, January 18, 2018 3:30:42 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Head of Service - Children & Young People
Organisation	Angus Council - Children and Family and Criminal Justice Services
Local authority area	Angus Council

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,

If other, please outline below:

Other The Tayside Plan for Children, Young People and Families, 2017-2020, has been prepared by the Community Planning Partnerships of Angus, Dundee and Perth & Kinross. This is the first joint plan to be produced by the three Community Planning areas of Angus, Dundee and Perth and Kinross. It reflects shared leadership towards multi-agency cross-border collaboration in the planning, management, commissioning, delivery, evaluation and improvement of services to children, young people and families. It also reflects a shared and longstanding commitment to implementing Getting It Right for Every Child. A priority within the plan is to ensure our children and young people who experience particular inequalities and disadvantage will achieve health, wellbeing and educational outcomes comparable to all other children and young people. A specific target within the plan is to Increase the % of plans for children with complex and enduring needs which demonstrate that their views and the views of their parents/carers have been heard. Details of how this will be evaluated are currently being agreed.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email your response to michaelbanks@nhs.net

Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

Not applicable

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

I can confirm that there has been no reduction in the funding to the Who Cares? Scotland Service for the provision of the advocacy service.

Common Ground Mediation is a newly established service and there has been no reduction in the funding.

Funding for Parent to Parent is for a range of services. Overall there has been a reduction of £1700 to the service, representing a 4% reduction. The service has addressed the short fall through funding applications to charities.

Overall funding to Angus Independent Advocacy has increased by 0.5% in 2016/17 to meet an increase in demand for the service.

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From a local service ,

Any further details:

From a local service - via Who Cares? Scotland.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

As outlined within the Integrated Children's Service Plan as detailed above.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Each commissioned service has a Service Level Agreement within which outcomes are specified. These are monitored via Angus Council Contract's service. The frequency of these meetings is determined by a risk assessment undertaken with the service.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes,

If yes please give the most up-to-date information provided by each organisation:
es Angus Independent Advocacy Service received 6 referrals in 15/16 and 7 referrals in 16/17 for children in the 0-18 age group. Who Cares? received 21 new referrals in 2015/16 and 32 new referrals in 16/17. Outcome information is specific to the young people supported. Parent to Parent young person advocacy service received 55 referrals for young person advocacy in 15/16 and 40 in 16/17.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,

If yes, please give the most up-to-date information:
Yes The P:P service monitors unmet need overall by numbers of referrals, which is not specific to the young person's advocacy service. There is ongoing discussion between the service and Angus Council as to how the service develops to meet unmet need - e.g., providing support to parents in groups rather than on a 1:1 basis. Who Cares? and Angus Independent Advocacy service also monitor unmet need.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

This is monitored via the service and reported in the contract monitoring meetings.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):
Annual monitoring data from providers.

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

AIA service provides information leaflets and a website which are used to promote tier service.

All Looked After Children are routinely sent information about the Who Cares? Service with their invite to reviews. The Who Cares? worker routinely visits our residential care services and children placed in residential units out with Angus where children with mental illness, learning disability and related conditions are cared for on a full time basis or receive respite care. The services are also promoted to our foster carers.

Parent to Parent has a website and Facebook page, information leaflets which are circulated to relevant organisations promoting the service. Services for young people are also highlighted to parents who are referred to the service. Any individual or organisation can refer to P:P.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

Yes, we have arranged routine visits as described above to our residential services, external and foster carers are provided with written information about the service.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

Other (please describe):

other We are in the process of reviewing our planning structures in line with the development of the Tayside Integrated Children's Services Plan.

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

No,

If yes, please describe:

No

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

We have a number of Service Level Agreements with commissioned services. e.g., Barnardo's, Homestart and Angus Independent Advocacy Service (adult advocacy service) who will support and advocate for children and their families.

Independent Advocacy Services For Children and Young People

Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Parent to Parent Ardler Clinic, Turnberry Avenue, Dundee, DD2 3TP	Who Cares? Scotland Service Advocacy and Engagement 5 Oswald Street Glasgow G1 4QR	Common Ground Mediation PO Box 28094 Edinburgh EH16 6WH	Angus Independaet Advocacy Serivce High Street Arbroath	
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	No	No	No	No	
Children & young people with a mental health problem	Yes	Yes	Yes	Yes	

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability	Yes	Not specifically but possibly if a child is Looked After and Accommodated	Yes	Yes	
Children & young people with ASD or ADHD	Yes	Not specifically but possibly if a child is Looked After and Accommodated	Yes	Yes	
Looked-after children & young people including those who have mental illness, learning disability or related conditions	Yes	Yes		Not precluded from this service	
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions	No	No		No	
Young asylum seekers with	Yes	Not specifically but possibly if a child is		Yes	

mental illness/Ld/dementia		Looked After and Accommodated These Young People would be referred to the National Guardianship Service			
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual					
Collective					

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 30, 2017 3:41:28 PM
Last Modified: Thursday, January 18, 2018 3:31:48 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Locality Manager
Organisation	Argyll and Bute HSCP
Local authority area	Argyll and Bute

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,
If other, please outline below:
Advocacy services are commissioned from Children 1st for children and young people whose names are on the Child Protection Register. Who Cares provide advocacy for children and young people who are looked after and accommodated, including those in foster care. A new pilot project is underway - In Tandem - which is a mentoring service for children and young people looked after at home - also commissioned from Children 1st. We have no advocacy provision for children and young people with disability or mental health concerns who fall outwith child protection or statutory measures.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

No

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

Respondent skipped this question

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From their home local authority area ,

Any further details:

This service would be provided by Argyll and Bute HSCP through Who Cares.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Respondent skipped this question

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Respondent skipped this question

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Respondent skipped this question

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Respondent skipped this question

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Respondent skipped this question

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Respondent skipped this question

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Not applicable

Q14 Have there been any specific actions to promote the use of advocacy among staff? **Respondent skipped this question**

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

Yes,
Other (please describe):
Corporate Parenting Board considers planning for advocacy

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,
If yes, please describe:
Services for children and young people with disability and mental health difficulties are both currently subject to review with access to advocacy included within the agenda of the reviews.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Children 1 st Advocacy Service Children 1st Unit 8000 Academy Park Gower St Glasgow G51 1PR 01414191150	Children 1 st In Tandem Children 1st Unit 8000 Academy Park Gower St Glasgow G51 1PR 01414191150	Who Cares? Scotland 5 Oswald Street Glasgow G1 4QR		
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	Yes – however only covers Children and Young People’s names who are on the Child Protection Register	No	No		
Children & young people with a mental health problem					

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability					
Children & young people with ASD or ADHD					
Looked-after children & young people including those who have mental illness, learning disability or related conditions		Yes – Looked After at home	Yes - Looked After and Accommodated (away from home)		
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
Young asylum seekers with					

mental illness/dementia					
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual	Yes	Yes	Yes		
Collective					

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Friday, August 11, 2017 10:53:56 AM
Last Modified: Thursday, January 18, 2018 3:28:11 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Senior Manager Disability (Children and Families)
Organisation	Edinburgh Council
Local authority area	City of Edinburgh

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? **Yes, including advocacy for children and young people with mental illness or learning disability and related conditions**

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Child Advocacy Return Q3.docx (41.1KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **Yes**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

The only specific service we commission is that of Who Cares Scotland providing services to Care Experienced Children and Young People and those involved in Child Protection Processes. The contract is from 1st April 2016 to 31st March 2019 with a possible 2-year extension with an annual value of £115,000.

1. CYP are better informed about their rights.
2. CYP who are vulnerable, discriminated against or who find it difficult to access services will have their rights to services protected.
3. CYP will gain access to information and as a result have a better understanding of options and services.
4. CYP will feel more confident and enabled to express their own needs.
5. CYP are encouraged and empowered to act on their own behalf.
6. CYP benefit from having an advocate speaking on their behalf.
7. CYP will have their issues resolved to the extent that is reasonably possible.
8. CYP and the wider community will be better informed about the benefits on independent advocacy.

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From their home local authority area

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Support to families who have children with any of the above conditions. We commission work and ask for reports and meetings to evaluate their work and inform further funding.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Monitoring arrangements consists of quarterly reports which ask for numbers of referrals, reasons for referral activity levels, outcomes achieved, barriers, case studies or quotes from service users and learning for the future.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

No

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,

If yes, please give the most up-to-date information:

Indirectly, we plan to meet quarterly with our third sector providers in disability. We will discuss areas of unmet need in Edinburgh and work together to think of ways to better meet unmet needs.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

This information would be held by independent advocacy services. We would expect to see service user feedback if we had asked them to work on our behalf.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):
This would not be our role unless it impacted on the contract or service level agreement we might have in place.

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

We work closely with partner agencies and raise awareness in families via social work and education roles with individual cases.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

No,
Further info:
Staff are aware of local agencies such as Vocal, Kindred and Who Cares.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

No,
If yes, please describe:
Edinburgh Council will continue to work with local advocacy agencies. Need will be monitored via the Children Integrated Service Plan.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

No

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Kindred 7 Rutland Court Lane, Edinburgh, EH3 8ES	Vocal 8-13 Johnstone Terrace Edinburgh EH1 2PW	Who Cares? 5 Oswald Street Glasgow G1 4QR		
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	Yes	Yes	No		
Children & young people with a mental health problem	Yes	Yes	No		
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5

Children & young people with a learning disability	Yes	Yes	No		
Children & young people with ASD or ADHD	Yes	Yes	No		
Looked-after children & young people including those who have mental illness, learning disability or related conditions	Yes	Yes	Yes		
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions	No	No	No		
Young asylum seekers with mental illness/dementia	Unknown	Unknown	Yes		

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)	Children & young people with a physical disability	Children & young people with a physical disability	Children & young people with a physical disability		
Individual					
Collective					

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 05, 2017 1:21:34 PM
Last Modified: Thursday, January 18, 2018 3:45:52 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Service Manager
Organisation	Clackmannanshire Council
Local authority area	Clackmannanshire

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,
If other, please outline below:
Yes, but not including advocacy for children and young with mental illness or learning disability - the provision of services for advocacy under the Mental Health (Scotland) Act are commissioned as part of separate arrangements (including for adults with mental disorder)

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

No

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

Respondent skipped this question

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

Any further details:

May be some variation but generally from local service if required

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Commissioned as part of wider independent advocacy provision

There is prioritisation of individuals subject to the statutory measures under the Mental Health Care and Treatment Act to ensure that individuals rights are safeguarded and that the principles of the legislation are promoted, maximising the involvement of children and young people in decision making and ensuring that their voice is heard

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Management group in place to oversee service delivery. Service is commissioned and is subject to tendering process.

Service has its own monitoring arrangements to evaluate outcomes.

No formal independent evaluation.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

No,

If yes, please give the most up-to-date information:

The Service reports on waiting times.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Individual reviews and feedback arrangements

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

Monitoring data from providers through quarterly meetings

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Leaflets about service
Website

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

Recognition that this could be more actively promoted - service likely to be seen as adult focused as this is the primary client group

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

No,

If yes, please describe:

This will be looked at through Children's Services Planning and review of Advocacy Plans

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address					
Is it a generic service (ie, it covers all the categories below)? (Yes/No)					
Children & young people with a mental health problem					
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5

Children & young people with a learning disability					
Children & young people with ASD or ADHD					
Looked-after children & young people including those who have mental illness, learning disability or related conditions		Who Cares Scotland?			
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
Young asylum seekers with mental illness/dementia					

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)	<p>Forth Valley Advocacy Service</p> <p>Covers all adult services and children who are subject to intervention under the MH Care and Treatment legislation</p>				
Individual					
Collective					

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Thursday, August 31, 2017 12:26:36 PM
Last Modified: Friday, January 19, 2018 11:09:06 AM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Senior Manager
Organisation	Dundee City Council
Local authority area	Dundee City

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,
If other, please outline below:
The word 'advocacy' is not used in the Tayside Plan for Children, Young People and Families 2017-2020. However this higher level plan uses such phrases as 'giving children a voice in matters that affect them' and 'supported self-management'. In the main the plan does not cover the provision of specified services.
http://www.pkc.gov.uk/media/39443/Tayside-Plan-for-Children-Young-People-and-Families-2017-2020/pdf/Tayside_Plan_for_Children__Young_People_and_Families_2017_-_2020

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

Respondent skipped this question

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

Respondent skipped this question

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From their home local authority area ,

Any further details:

At times, there has been arrangements with colleagues in other local authority areas re provision of local support

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Respondent skipped this question

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Respondent skipped this question

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Respondent skipped this question

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Respondent skipped this question

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Respondent skipped this question

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Respondent skipped this question

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Respondent skipped this question

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Respondent skipped this question

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

Respondent skipped this question

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Respondent skipped this question

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Friday, September 01, 2017 9:45:38 AM
Last Modified: Thursday, January 18, 2018 3:36:17 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Senior Manager, Authority Wide Services
Organisation	East Ayrshire HSCP
Local authority area	East Ayrshire

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,
If other, please outline below:
Advocacy for children's services is covered in our Corporate Parenting Action Plan 2016/18 in relation to Looked After children and young people where we have identified a need to represent the views of very young children subject of the Permanency Planning process. This includes children who have learning disabilities identified from birth or thereafter - it is inclusive.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

No

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

External providers could provide children's advocacy through, for example, having a Children's Rights worker attached to the service. East Ayrshire Council would provide advocacy from the Who Cares? Scotland worker allocated to work with our young people.

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From a local service ,

Any further details:

External providers could provide children's advocacy through, for example, having a Children's Rights worker attached to the service. East Ayrshire Council would provide advocacy from the Who Cares? Scotland worker allocated to work with our young people.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Advocacy is not specific to children and young people with mental illness, learning disability or related conditions, but is part of a wider advocacy service.

We aim to ensure that children and young people's views are heard, and that their rights are upheld.

Outcomes are monitored through formal quarterly monitoring meetings with the agency.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

There are 6-weekly meetings held between the Social Worker, Service Manager and Who Cares? Scotland worker.

Formal reporting and monitoring is carried out on a quarterly basis.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes,

If yes please give the most up-to-date information provided by each organisation:

Please see the Who Cares? Scotland attachment.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,

If yes, please give the most up-to-date information:

Again, see the Who Cares? Scotland attachment. Although not specific to children with mental illness, learning disability or related conditions, there is a general breakdown on referrals received, and services provided.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Who Cares? Scotland are responsible for monitoring this, although young people's opinions are sought and recorded at reviews, throughout their care plans, and in feedback forms they provide for us.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):
Any complaints are sent to East Ayrshire Council's Contract Administrator, who will investigate and proceed as necessary.

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

We have Who Cares? Scotland leaflets widely available, and also promote this service amongst our children and young people. The service is well promoted at young people's reviews, and the Who Cares? Scotland worker promotes her advocacy service through meeting with children and young people. Who Cares? Scotland has a full member on East Ayrshire Council's Corporate Parenting Group which is a formally constituted Council group with cross-party Elected Members.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,
Further info:
Who Cares? Scotland are invited along to strategic events, team meetings, the Corporate Parenting Action Plan events and Quarterly Meetings, etc. Partner agencies are aware of the advocacy role through promotional activities and by also attending some of these events.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,

If yes, please

describe:

Twice per year, there is a pan-Ayrshire meeting with the provider where the service provision is reviewed, and future needs and priorities are identified. This is a generic provision which is not specific to children and young people with mental illness, learning disability or related conditions, but which could include young people from these groups. The Who Cares? Scotland service is currently working with 4 young people who are receiving advocacy in relation their mental illness or learning disability. It has not been concluded, at this particular juncture, that there is a need for a specific service to address the particular needs of children and young people with mental illness or learning disabilities.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Yes East Ayrshire Advocacy Service supports individuals aged 16-65 which is partly funded by East Ayrshire Council.

We also have Child Protection Advocacy which, while aimed at supporting parents to understand the process, ensuring they know the various stages from Core Group to Case Conference, this includes parents with learning disabilities and mental health problems. Often mothers but not exclusively, this service is funded through East Ayrshire Children and Families budget and recognises the importance of support for families (in this instance parents caring for children and young people) who have learning disabilities and mental health problems. Advocacy support staff meet with parents beforehand to ensure, for example, the parents understand the paperwork, minutes of previous meetings and the child's care plan and so forth.

They also seek to ensure the views of the parents are heard, and in some cases, to express these views on behalf of parents who feel unable to do so.

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Who Cares? Scotland				
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	It is a generic service offered to all of our children and young people who are Looked After, or Looked After and Accommodated. The young people will be supported on any issue they raise and for which advocacy is required.				

Children & young people with a mental health problem	Yes				
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability	Yes				
Children & young people with ASD or ADHD	Yes				
Looked-after children & young people including those who have mental illness, learning disability or related conditions	Yes				
Looked-after children & young people but not including those who have mental illness, learning	N/A				

disability or related conditions					
Young asylum seekers with mental illness/ld/dementia	Potentially				
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual	Yes				
Collective	Yes				



Who Cares? Scotland

East Ayrshire Liaison Report

Period: April - June 2017 (Q1)

Contents

<u>Section</u>	<u>Pages</u>
1. Who Cares? Scotland – An Introduction	3
2. National and Organisational Standards	4
3. East Ayrshire Service Overview	6
- Care Status	7
- Meetings and Processes	7
- Case Study: Individual Advocacy	8
- Advocacy Themes	10
- Referral Information	11
- Participation and Engagement	12
4. Appendix One	13

Who Cares? Scotland – an introduction

Who Cares? Scotland has a vision of a Scotland where all children and young people with experience of care are understood, believed in and given every opportunity to thrive. We will work across Scotland with children and young people with experience of care, to help them speak out, secure their rights and ensure their qualities and successes are recognised across society. We will do this by influencing the people, cultures and systems that will positively affect their quality of life.

Who Cares? Scotland - Our Values

Young-people: We will ensure young people can participate in our activities – and that their views and experiences shape our practice.

Strength: We will use our commitment, motivation and determination to improve policies and practice internally and externally, collectively and individually.

Responsibility: We will be clear about our objectives and be transparent in how we work, to ensure accountability.

Continuous development: We will become a creative, learning organisation.

Trust: We will act with integrity and consistency to ensure our approaches are reliable, and honest.

People-focused: We will value partnership working and build on relationships by demonstrating empathy and understanding; we will ensure that communication is clear and focused, and that all of our approaches are participatory.

Fairness: We will embrace and promote equality, inclusion and accessibility to ensure fairness is central to all of our work.

Who Cares? Scotland Strategic Objectives are embedded in all the work we do and are focused on four objectives;

Individual rights - We will uphold the individual rights of children and young people with experience of care, by delivering quality advocacy services.

Collective rights – We will uphold the collective rights of children and young people with experience of care, by enabling their shared voice to be heard to effect change for themselves and future generations.

Influencing – We will lead in the development of progressive attitudes, policies and practices of decision-makers and the public, to improve the life-chances of children and young people with experience of care.

Organisational development – Our objectives will be achieved by a dynamic organisation that is quality assured, has sustainable resources and embraces opportunities.

Who Cares? Scotland is the nationally recognised advocacy organisation for Care Experienced children and young people in Scotland. We are a membership organisation with care experienced people involved in our Board governance and directly employed in key operational and management roles. We have 118 members of staff in a wide variety of roles, and we deliver advocacy and participation services in 30 of the 32 local authorities in Scotland as well as nine independent agencies. We adopt a collaborative approach to service delivery, acknowledging that each Local Authority best understands its geography, demography and culture.

National and Organisational Standards

The **Advocacy and Participation Worker (APW)** is part of Who Cares? Scotland's South West regional team which also includes workers delivering to six other local authorities. This team is led by Craig McCreadie, the **Advocacy and Participation Manager (APM)** who provides management and leadership to the team, individual supervision to each worker and is the operational, contractual and strategic link for each Local Authority.

All Advocacy and Participation workers within Who Cares? Scotland are expected to operate within the **Scottish Independent Advocacy Alliance (SIAA)** Standards and Principles.

The four principles of Independent Advocacy are:

Independent Advocacy puts the people who use it first and;

- is directed by the needs, interests, views and wishes of the people who use it
- helps people to have control over their lives and to be fully involved in decisions which affect them
- tries to make sure that people's rights are protected
- values the people who use it and always treats people with dignity and respect

Independent Advocacy is accountable –

- to the people who use it
- under the law
- and is effectively managed

Independent Advocacy is as free as it can be from conflicts of interest –

- it cannot be controlled by a service provider
- Independent advocacy and promoting independent advocacy are the only things that independent advocacy organisations do

- It looks out for and minimises conflicts of interest

Independent Advocacy is accessible

- Independent advocacy reaches out to the widest possible range of people, regardless of ability or life circumstances

Direct line management, professional supervisions and workforce development are the three main activities used to ensure that APW's are compliant with both National and organisational standards in respect of their direct work.

Additionally, the APW also meets with their wider regional colleagues for regular team meetings and development days each year. An example of our activity of these days has been a focus on developing staff's understanding of permanence and adoption, and improving the worker's knowledge of and ability to communicate key elements of the Children and Young People's Act 2014.

Who Cares? Scotland also provide wider development opportunities for staff to consider, reflect on and develop their advocacy and participation practice and knowledge base. We hold an internal Annual Advocacy Conference every March in Glasgow which creates time and space for APW's from across Scotland to meet to share practice experiences and benefit from a far wider network of learning opportunities. We also deliver a national staff conference each year in November which is for all members of the Who Cares? Scotland organisation to ensure our work is widely connected and set within a contemporary understanding of Social Care in Scotland, and particularly the issues, policy and legislation which are relevant to care experienced young people.

East Ayrshire Activity – Service Overview

Who Cares? Scotland provides a 35 hours per week advocacy and participation service for East Ayrshire. This report summarises the work undertaken within East Ayrshire during the period from April to June 2017.

During this reporting period **21** young people accessed the organisation, with all **21** receiving advocacy support. The **21** young people who received advocacy support presented from a range of age groups, placement settings and with a variety of issues and concerns which they wanted the advocacy service to help them understand and resolve.

There was a total of **89** advocacy tasks undertaken for **21** young people, all of which were new. Of these 89 new advocacy asks **29** are complete and **60** of these asks remain on going and will be carried forward to the next reporting period. Of the **29** asks complete **24** concluded with the young person considering they had achieved their desired outcome. **5** of these asks concluded with the young person of the view that they did not achieve their desired outcome but they understood the reasoning.

It continues to be the case that Who Cares? Scotland engages with a wide age range in East Ayrshire with young people accessing the advocacy service between the ages of **4-22** years. **7** of the **24** young people who engaged with the advocacy service also engaged with, one or more, participation opportunities. This is part of a trend where young people who have received individual support often then want the opportunity to be part of a wider activity alongside other care experienced young people, and Who Cares? Scotland is in a unique position to be able to offer young people the opportunity to be part of national work.

The top advocacy themes in East Ayrshire this quarter were:

- Contact with siblings.
- Education and Training
- Remain in Current Placement
- Permanency

Table One: Care Status of young people receiving advocacy support

The vast majority of young people accessing advocacy support for the quarter are currently Looked After and Accommodated, with only a small number having moved on from Care. A further breakdown of the care settings is provided later in the report.

Area of work	Group Breakdown	Q1	Q2	Q3	Q4	Total
No. of LAAC / Care leavers using advocacy service	LAAC Children and young people	19				19
	Care leavers	2				2
Annual Total						21

Table Two: Meetings and Processes

The table below provides information about the formal processes the APW has supported young people to engage with. These figures represent the number of young people, not necessarily the number of meetings. For example the APW could attend one hearing to represent a sibling group of three, with each sibling utilising the advocacy support separately. Where this is the case this would be presented as three engagements, not one.

The various meetings covered under 'Other' include: Professionals Meetings, Child Protection Core Groups/De-registration Core Groups, Permanency Planning Meetings, Placement Review Meetings and Placement Admission Meetings.

Area of work	Breakdown	Q1	Q2	Q3	Q4	Total
No. of representations at formal meetings	LAAC Review	8				8
	Children's Hearings	3				3
	CARM	2				2
	Vulnerable adult	-				-
	Other	4				4
Annual Total						17

Case Study - Individual Advocacy

Below is a case study from the quarter which illustrate the issues the APW has been supporting young people with and the approach which has been taken.

During this reporting period the issue of consent was highlighted several times, especially for one young person in particular.

The young person participates in several activities throughout the year with Who Cares? Scotland and there is an issue with consent each time they ask to attend an event. This in turn leads to a delay in a confirmation of their attendance. It can also prove very difficult for the carer too, with trying to arrange transport etc. or generally having to be on the receiving end of the young person's frustrations.

Over and above the activities the young person participates in with WC?S, they had requested to attend work experience at a local school and had asked their carer to sign off their consent. The carer contacted the young person's social worker to ask if they, the carer, were able to give consent for the activity or if it would have to be signed off by the social work department. The social worker said they would look into this and get back to the carer before the end of the week. The carer did not hear back from the social worker and passed their disappointment to their own manager to seek advice, it was agreed that the carer would pursue the issue with the social worker and also contact the guidance teacher at school to explain the situation and request that an alternative solution be devised in case consent was not granted.

The young person raised their concerns with their WC?S advocate, stating they were "disappointed" as they felt different to other young people and "what was the point in wanting to live a normal life if they were always waiting till the last minute to find out if they could go places". The APW asked the young person if they would like to pursue an ask for consent, at which point the young person said "what's the point, if they won't do it for my carer".

Unfortunately, the young person missed out on their work experience, something they viewed as "an important part of education and life in general". They missed out due to the social worker not updating the carer that they could sign the consent off themselves until after the work experience had taken place.

Fortunately, the school and the carer had planned an alternative, where the young person would help within the drama department with younger students within the school, however this was not the young persons preferred area of work.

On this occasion this young person felt let down by their corporate parent due to consent and in this case the underlying message from the young person was “what’s the point trying”.

Table Three: Advocacy Themes

These figures represent the number of 'asks' or issues, not individuals.

Advocacy themes	Placement Move Request	5				5
	Care Planning	3				3
	Contact with Siblings	16				16
	Education & Training	10				10
	Contact with Parents	9				9
	Contact with Extended Family/Friends etc	6				6
	Relationship with Social Worker	1				1
	Leaving Care	-				-
	Physical/Mental Health	1				1
	Living Environment	1				1
	Permanency	10				10
	Historical Abuse	-				-
	Return Home	-				-
	Remain In Placement	10				10
	Housing	1				1
	Employment	2				2
	Access to Records	-				-
	Written Representation at Meetings	4				4
	Other (Various)	10				10
Totals	89				89/86	

Table Four: Referral Information

This table shows the point of origin for referrals. The 20 self-referrals are young people who had engaged with the service during the previous year and pro-actively opted to continue to engage within this quarter.

Referral Source	Social Worker	-				-
	Education Worker	-				-
	Residential Worker	1				1
	Formal processes	-				-
	Self	20				20
	Carer	-				-
	Parent	-				-
	Other	-				-
Annual Total						21

Table Five: Referral Response Times

These figures represent the time which passes before responding to the initial contact from a referrer.

Referral response times	2 days or less	21				21
	3 to 5 days	-				
	Over 5 days	-				

Table Six: Unmet need

These figures represent the number of individuals who's referrals we have not been able to action.

Advocacy unmet need (referrals not actioned)		2				2
--	--	---	--	--	--	---

Participation & Engagement Activity

In this reporting period, Who Cares? Scotland has enabled the following participation services for children and young people from across

Area	Details	Number	Age (range)
Involvement and participation work	WC?S National Care Council:	1 Placed within EA children's house.	14
	Care 2 Create Ayrshire:	2 2 placed within EA foster placements.	9-10

Priority activity areas for the coming 3 months

From the work undertaken in this reporting period, Who Cares? Scotland would recommend that the following areas are given priority status in the next quarter.

- To develop more of a focus on support young children who are being considered for permanence to ensure their rights are being respected within these decision making processes.
- To continue to play a role in facilitating the Pan Ayrshire Care 2 Create group.
- To continue to promote and facilitate opportunities for young people to engage with local and national participation opportunities.
- To create a safe space within East Ayrshire's Children's Homes to allow young people to discuss their views regarding the houses.
- To continue to be informed when new young people move into the residential houses so they can be provided with the opportunity to consider advocacy support.

Appendix One

Below is a further breakdown of the demography of the young people who have accessed the advocacy service:

Age Groups

Area of work	Breakdown	Q1	Q2	Q3	Q4	Total
Age Groups	5 and under	2				
	6-10	6				
	11-15	10				
	16+	3				

Placement Type - these figures represent the number of *individuals* in each type of placement

Area of work	Breakdown	Q1	Q2	Q3	Q4	Total
Care Setting	Foster Care – Local Authority	8				8
	Foster Care - External	1				1
	Children’s House - LA	5				5
	Children’s House - External	5				5
	Residential School	-				-
	Own Tenancy	2				2
	Secure Unit	-				-
	Other	-				-
Annual Total						

Gender

Area of work	Breakdown	Q1	Q2	Q3	Q4	Total
Gender	Male	13				13
	Female	8				8
Annual Total						21

Ethnicity

Ethnic origin	White	Q1	Q2	Q3	Q4	Total
	White	21				21
	Mixed Race	-				-
Annual Total						21

Disability

Disability	Yes	Q1	Q2	Q3	Q4	Total
	Yes	3				3
	No	18				18
Annual Total						21

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 12, 2017 9:38:16 AM
Last Modified: Thursday, January 18, 2018 3:53:15 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Resources Manager
Organisation	HSCP
Local authority area	East Dunbartonshire Council

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?	Yes, but not including advocacy for children and young people with mental illness or learning disability and related conditions, who are covered by strategic advocacy plan
---	--

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net	Respondent skipped this question
---	---

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?	No
--	-----------

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.	Respondent skipped this question
--	---

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support	From a local service
--	-----------------------------

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these? **Respondent skipped this question**

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation. **Respondent skipped this question**

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation? **Respondent skipped this question**

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support? **Respondent skipped this question**

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services? **Respondent skipped this question**

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission? **Respondent skipped this question**

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Who Cares Scotland are a commissioned service by EDC who provide advocacy support to all Looked After Children regardless of their diagnosis.

Ceartas advocacy service provide support to young aged 16 and over. EDC disability team utilise this service.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

Yes we have regular meetings with Who Cares? Scotland which involve Children & Young People from our residential service and Foster Placements. Who Cares are regular participants at Looked After and Accommodated Reviews and Children's Hearings.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

No

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Friday, August 25, 2017 9:49:36 AM
Last Modified: Thursday, January 18, 2018 3:22:59 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Planning Manager
Organisation	East Renfrewshire Health and Care Partnership
Local authority area	East Renfrewshire

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? **Yes, but not including advocacy for children and young people with mental illness or learning disability and related conditions, who are covered by strategic advocacy plan**

,
If other, please outline below:

Content in most recent Children's Plan is in relation to broader Children's Rights and Part 1 Duties.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Child Advocacy Return Q3.docx (43.5KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **No**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details. **Respondent skipped this question**

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From a local service ,

Any further details:

In relation to mental health it is a combination of the locally commissioned service and the resident service in the hospital setting. It is the same provider - Partners in Advocacy. With looked after children placed outwith area it is the locally commissioned Who Cares Service who work with child.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

With all of our services commissioned for children and young people the outcomes we set are the SHANARRI Wellbeing Indicators. Quarterly and annual monitoring report arrangements are in place with providers and our Commissioning and Contract Monitoring Team lead on this along with operational Children and Families Managers.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

This would take place through quarterly and annual monitoring meetings however we believe that quality, overall impact and feedback from children should be strengthened and we intend to review in light of this.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes,

If yes please give the most up-to-date information provided by each organisation:

Yes however it is not robust enough. Returns are not specific enough as include data in relation to all issues the services are working on with children/young people. This currently means we do not capture the range of mental health related advocacy work that is being delivered. We intend to reinforce this with the advocacy providers and structure our monitoring framework accordingly.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,

If yes, please give the most up-to-date information:

There is no waiting list. However we believe this is possibly due to not enough referrals and we need to work harder at promoting advocacy and actively encouraging uptake.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

This should be incorporated in to the child's assessment/ wellbeing indicators plan but from audit of case records this is not universally evident so we require to develop this further through Girfec training. However feedback from operational managers through the monitoring meetings is useful and is used to feedback to providers.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

Complaints whether from children, staff, or families will be investigated in line with Council/NHS. procedures as soon as they are received. These are communicated between Commissioning and Contract Monitoring Team and Children and Families Teams. In order to identify if there are patterns or ongoing issues with provider.

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

A range of approaches is used. Both providers promote their services by attending service and team meetings/events within HSCP, Council, NHS, third sector organisations. in addition the providers attend/participate in the integrated children's services planning groups and use these meetings to promote among a wide range of partner agencies. This is to promote service with those working with children and families.

Promotional materials are used such as leaflets, posters, website etc.

We are aware that much more needs to be done to encourage take up and this is also a training and development issue with our staff and the providers in relation to children's rights etc. More creative approaches must be adopted too.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

This took place several years ago but in line with our new children's plan and the legal duty to publish a Children's Rights report we will be revisiting this.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No,

Other (please describe):

We have 4 children's multi agency planning groups based on theme and age. Advocacy is included in the Additional Support Needs and Corporate Parenting workstreams as crucial for advocacy to be readily available for vulnerable children and those with a range of additional needs including mental health and emotional wellbeing concerns.

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,

If yes, please describe:

Yes very much in line with planning work to assess current and future levels of problematic mental health concerns within the children/young people's population. This will include ASD/Aspergers diagnosis increases and increases in care leavers.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

No.

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Partners in Advocacy 151 Broad St, Glasgow G40 2QR	Who Cares Scotland 5 Oswald Street, Glasgow, G1 4QR			
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	Commissioned for children/young people with additional support needs or subject to child protection investigation	Commissioned for looked after children and young people and care leavers			

Children & young people with a mental health problem	Yes	Yes if looked after or care leaver			
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability	Yes	Yes if looked after or care leaver			
Children & young people with ASD or ADHD	Yes	Yes if looked after or care leaver			
Looked-after children & young people including those who have mental illness, learning disability or related conditions	No	Yes if looked after or care leaver			
Looked-after children & young people but not including those who have mental	No	Yes if looked after or care leaver			

illness, learning disability or related conditions					
Young asylum seekers with mental illness/ld/dementia	Yes	No			
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)	Child Protection	No			
Individual	Yes	Yes			
Collective	No	Yes			

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 06, 2017 8:37:01 AM
Last Modified: Thursday, January 18, 2018 3:38:50 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Service Manager, Children's Services
Organisation	Falkirk Council
Local authority area	Falkirk

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? If other, please outline below:
Yes, including advocacy for those with mental illness/learning disability.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net **Respondent skipped this question**

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **Respondent skipped this question**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

Yes, minimally. Increased amount to spend on direct advocacy from August 2017, as council premises now being utilised for the service, by co-locating the service with the Champions Board.

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

Any further details:

Children's Rights service covers those in the area and those out with where their ordinary residence is Falkirk Council. If they require a mental health service our CAMHS will not provide this to those living out with the area, and they are referred to the local health services.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

We want an independent advocacy service for vulnerable groups, to improve their life chances and ability and improve outcomes. Detailed outcomes are in our contract. Our commissioned advocacy services for children cover children with mental health or disability issues, care experienced children, those subject to child protection processes and those in the youth justice system.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Quarterly monitoring meetings with the agencies involved - Who Cares and Quarriers, which also includes partner agencies, such as health, education and the voluntary sector.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

If yes please give the most up-to-date information provided by each organisation:

This is provided at each monitoring meeting

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

If yes, please give the most up-to-date information:

Themes and gaps have been gathered over the past year. Gaps are primarily in relation to CAMHS services, and services for children with additional support needs particularly in schools and for those on the autistic spectrum.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Feedback from young people receiving a service is gathered as standard but we do not distinguish in this the reason for contact with the advocacy service. Feedback is predominantly positive about help received, and the difference having someone independent to talk to makes.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

The commissioned service has a complaints process and the monitoring system includes any such issues

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

The service is subject to an annual report to Members as part of the following the public pound process. Papers are therefore publicly available .

The service is promoted in care setting, offices and on the council and partner websites.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Further info:

The Children's Rights Service role is specifically advocacy and there is an expectation that council staff use the service to ensure that young people's voice is heard and issues raised. Monitoring process includes source of referral.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

Other (please describe):

Our planning structure for children's services is our Children's Commission. This includes a Young People's Participation Group made up of representatives of the range of rights and advocacy groups for young people, including our Children's Rights and Champions Board staff

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

If yes, please describe:

Not specifically for this group, but yes, in the more general terms of advocacy for all children.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

The Council employ a clinical psychologist for looked after children, who often undertakes an advocacy role. Additionally, some of the adult advocacy services for those with disabilities/mental health issues will take referrals for older young people, and there is a strong Falkirk and District Association of Mental Health who have short term funding for teenagers.

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Who Cares? Scotland 5 Oswald Street Glasgow G1 4QR	Quarriers Scotland Quarriers Village Bridge of Weir Scotland PA11 3SX			
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	No	Yes. Quarriers Children's Rights Service will over all vulnerable groups			
Children & young people with a mental health problem	Only if looked after or formerly looked after				

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability	As above – if care experienced				
Children & young people with ASD or ADHD	As above – only if care experienced				
Looked-after children & young people including those who have mental illness, learning disability or related conditions	This is the primary focus of Who Cares Advocacy Service.				
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					

Young asylum seekers with mental illness/dementia	Yes – they are considered to be looked after.				
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual	Yes	Yes			
Collective	Yes	Yes			

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Friday, August 04, 2017 3:12:50 PM
Last Modified: Thursday, January 18, 2018 3:13:18 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Independent Chair Permanence and Fostering Panel
Organisation	Fife Council, Educational and Children Services, Children and Families
Local authority area	Fife

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,

If other, please outline

below:

Fife Children Service Plan 2017 -2020 does not specifically focus on advocacy services. for children and young people affected by mental illness and disability. It builds on the achievements and outcomes of Fife Children Services Plan 2014 -2017. The plan is structured around the central principles that services are build around children , young people , families and their local communities. There is an emphasis on the effectiveness of partnership working to achieve outcomes , there is a shift towards prevention to reduce inequality and promote equality . There is commitment to improvement of the performance and value of services across Fife. The plan is embedded in Girfec principles and builds the priorities in all areas from universal through additional to intensive. The model of practice has four interlinked components : family nurture approach - working together to give each child the best start in life ,the child well-being pathway - the co-ordinated to the assessment and planning, the children and young people 's improvement collaborative- a common basis for improvement for all ages, consultation and participation - ensuring that services meet the needs and expectations of children and young people. The focus is on positive outcomes , in relation to the emotional wellbeing and mental health the focus is on promoting good mental health and ensuring that intensive CAMH services are offered to those children with significant mental health issues . There is an emphasis on improved outcomes for the looked after children and vulnerable children and young people. such as focusing on positive destinations and and focused and timely permanence planning, promoting children's rights and participation in decision making. These include the provision of children rights services to the children and young people through children's rights services including Barnardo's a number of initiatives such as Children's Parliament , To Be Heard and Seen groups operating under the corporate parenting plan to fully include Looked After and care experienced young people. The specific independent advocacy services for children and young people detained , supported or treated under the statutory provisions of mental health or adults with incapacity legislation is provided by Circles Network Advocacy commissioned by Adult and MHO services in Fife. There is close participation of both services including health and educational services in providing ongoing support to the children and young people affected by mental health and disability.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email your response to michaelbanks@nhs.net

Child Advocacy Return Q3 (1).docx (45.7KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **No**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details. **Respondent skipped this question**

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support **From a local service**

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

In relation to advocacy services for children and young people under 16 detained or treated under the mental health legislation Adult Social Work Service commissions advocacy services from Circles Network alongside services for adults affected by mental illness and disability. The main outcomes are to ensure that statutory duties are maintained under the Mental Health Act and the children and young people have access to independent advocacy and their welfare needs are met .On an individual level this is monitored through the individual treatment plans ,close collaboration with a child, their family and all services involved. In terms of planning and monitoring this is being done through regular consultation with Circles Network as well as through the Joint Strategic Advocacy Planning Group. In relation to the advocacy services provided to children under Children Services such as Barnardo's and Who Carers the outcomes are measured again through individual Child's Plans as well as more strategically through the Service's Plans and also the Joint Strategic Advocacy Planning Group.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

In relation to the provision of services for children and young people with mental health and learning disability this is monitored through CAMH services.. In relation to monitoring services for the children and young people with disability this is monitored through Fife Children with Disability Service in consultation with Health and Education and a voluntary sector. There is an also additional support panel which monitors and evaluates services in relation to individual children

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes,

If yes please give the most up-to-date information provided by each organisation:

Not on a regular basis , however Circles Network and Barnardo's provide some information when requested. For example ,Circles Network has provided advocacy services to one young person under 16 detained under Mental Health Legislation within the last 2 years. This was only in relation to a young person detained in Fife. When children and young people are placed in hospitals elsewhere in the country advocacy services are provided locally. There is however a more significant number of young people over 16 receiving advocacy services when supported under Adults with Incapacity legislation.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

No

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Circles Network seeks evaluation through professional/external evaluation forms on an annual basis, in terms of individuals who receive advocacy. It provides feedback forms for those who are willing to provide feedback, we also receive feedback through any other avenues such as e-mail, verbal feedback, letters.

The strategic overview of advocacy services is on the agenda of the Joint Strategic Advocacy Planning Group.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

This is done internally by Circles Network, they have a complaints policy which they explain to children and young people they work with. They provide the complaints leaflet/information so individuals are aware how the process will be followed/timescales etc. if they are unhappy with the service.

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

In terms of the overall preventative strategy as envisaged in Fife Children's Services plan a number of initiatives are promoted to increase the support and participation of vulnerable children and young people in Fife such as To Be Seen and To Be Heard Groups , Children's Parliament , Corporate parenting - information is available through Fife Direct website, press and media.. Information is also provided through Fife Advocacy Service and individual advocacy services through their own websites. Provision and promotion of advocacy services is co-ordinated by a Joint Strategy Advocacy Planning Group with representatives from Health , Social Work , Advocacy Services and other Partners.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

Awareness of advocacy services is promoted through training events and advocacy forum events as well as through the actions agreed by Joint Strategy Advocacy Planning Group

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

Yes,

Other (please describe):

As stated earlier the Joint Strategy Advocacy Planning Group has a representative from Children Services and there is / will be contribution to Fife Children's Services Plan from this group

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

No

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

There are clear priorities in Fife Children's Services plan on promotion of positive outcomes for children and young people in Fife, focusing on emotional wellbeing and mental health. In relation to children and young people affected by mental health and disability the focus is on getting right services through CAMHS. Through the Joint Strategy Advocacy Planning Group there will be an ongoing discussion and planning around advocacy services for children and young people affected by mental illness and disability.

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Barnardo's Child and Family Support Service (Fife) Merchant Place Mitchelston Industrial Estate Kirkcaldy Fife KY1 3NJ Tel: 01592 651482 fifeservices@barnardos.org.uk	Who Carers ? Scotland Main Office <ul style="list-style-type: none"> • 0141 226 4441 • 5 Oswald Street, Glasgow, G1 4QR Phone: 07712 872096 Email: rdearden@whocaresscotland.org	Kindred (Fife) Evans Business Centre 15 Pitreavie Court Dunfermline KY11 2YB 01383 745651 Fifeenquiries@kindred-scotland.org	Circles Network New Volunteer House 16 East Fergus Place Kirkcaldy KY1 1XT 5 High Street Dunfermline KY12 7DL Telephone: 01592 645360 (Kirkcaldy) 01383 732822 (Dunfermline) Email: info.fife@circlesnetwork.org.uk	Equal Voice PO 26867 Kirkcaldy KY2 9BZ TEL 01592 653754

Is it a generic service (ie, it covers all the categories below)? (Yes/No)	No	No	No	No	No
Children & young people with a mental health problem	<p>Only if meeting other conditions such as :</p> <p>Children and young people aged 0-18 years who are Looked After by Fife Council either at home, with Foster Carers, in Residential placement etc.</p> <p>Children and young people who have a disability</p> <p>Children and young people who have a planned Child</p>	Only if meeting the criteria of being , or have been, resident in Fife's residential homes.	.No	<p>Children under 16 years who are subject to compulsory measures under the Mental Health (Care & Treatment) (Scotland) Act 2003</p> <p>Young People over 16 with Mental health issues</p> <ul style="list-style-type: none"> • Learning disability 	16 years old and over

	Protection Case Conference - either Initial or Review			<ul style="list-style-type: none"> • Personality disorder • Physical impairment • Acquired brain injury • Dementia • Autism • Chronic illness. 	
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability	Yes	Only if meeting the criteria of being , or have been, resident in Fife's residential homes.	Yes	Only over 16 years old	16 and over
Children & young people with ASD or ADHD	Yes	As above	No	Only over 16 years old	16 and over
Looked-after children & young people including those who have mental illness, learning disability or	Yes	As above		Only if meeting the criteria under Mental Health (Care & Treatment) (Scotland) Act 2003	16 and over

related conditions					
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions	Yes	As Above	No	No	No
Young asylum seekers with mental illness/ld/dementia	No specific arrangements but may be accessed if required	As above	If meeting the criteria	Only if meeting the criteria under Mental Health (Care & Treatment) (Scotland) Act 2003 and Adults with Incapacity Legislation	16 and over
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)	No	As above		No	No
Individual	Yes	Yes	yes	Yes	yes
Collective	No	No	Yes	Yes	no

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Friday, September 01, 2017 11:47:40 AM
Last Modified: Thursday, January 18, 2018 3:35:13 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Head of Strategy and Planning
Organisation	Glasgow City Health and Social Care Partnership
Local authority area	Glasgow City

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? **No,**
If other, please outline below:
Our Plan does not explicitly mention advocacy as it is a high level strategic document.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Child Advocacy Return Q3.docx (43.5KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **No**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details. **Respondent skipped this question**

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support **From their home local authority area**

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Advocacy helps children have a say to services about what is happening to them and helps young people feel respected, included, listened to and understood. See below for monitoring process.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

In terms of monitoring by the HSCP both our Commissioning team and Children's Rights Service meet with Who Cares? Scotland on a regular basis to monitor provision, uptake, unmet need and outcomes for young people. In addition the Commissioning Team carries out twice yearly grant monitoring exercises with the organisation.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes,

If yes please give the most up-to-date information provided by each organisation:

For Partners in Advocacy 77 young people were supported in 2016/17. The HSCP does not request details from Who Cares? Scotland on the number of young people with mental illness or learning disability but this can be added in to future monitoring reports.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

No

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

For the NHSGG&C - Following on from their annual conference the SIAA set up two working groups; Measuring the Impact of Independent Advocacy and Children & Young People's Advocacy. These groups hope to develop evaluation tools to better capture the impact of independent advocacy intervention, and widen access to reach more children and young people respectively. Partners in Advocacy has representation on each working group. Evaluation forms are also given to all cases and we receive the feedback from them

This question is not applicable to Who Cares? Scotland commissioned by the HSCP as it does not provide services specifically for children with mental illness or learning disability.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):
See previous comments

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

NHSGG&C - Service users are informed from clinicians and signposted. Clinicians are aware of the services provided through internal communication being cascaded through teams, advocacy workers visiting and presenting service and leaflets/cards being available.

HSCP - children and young people are advised of advocacy services in a number of ways:

Via direct contact with the Children's Rights Service and Who Cares? Scotland who would also advise Children and young people about their own service and other available services

Via Information in welcome packs which looked after children receive when they come into care

Via Information from social workers/carers and other professionals

Q14 Have there been any specific actions to promote the use of advocacy among staff? **Yes,**

Further info:
See above

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,

If yes, please describe:

NHSGG&C - Through assessment of need across

NHSGG&C HSCP - advocacy not provided specifically for children with mental illness or learning disability.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	<p>Commissioned by NHSGG&C to provide services for children living in all 6 local authority areas:</p> <p>Partners in Advocacy Suite 2/3 The Galleries 151 Broad Street GLASGOW G40 2QR 0141 847 0660 registered charity No. SC027857</p>	<p>Commissioned by Glasgow City Council for children looked after by the Council:</p> <p>Who Cares? Scotland</p>			
Is it a generic service (ie, it covers all the	Yes	No			

categories below)? (Yes/No)					
Children & young people with a mental health problem					
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability					
Children & young people with ASD or ADHD					
Looked-after children & young people including those who have mental illness, learning disability or related conditions		Yes			
Looked-after children & young people but not					

including those who have mental illness, learning disability or related conditions					
Young asylum seekers with mental illness/ld/dementia					
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual					
Collective					

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 23, 2017 1:04:14 PM
Last Modified: Thursday, January 18, 2018 3:20:47 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Head of Additional Support Services
Organisation	Highland Council
Local authority area	Highland

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,
If other, please outline below:
The plan covers advocacy for LAC, regardless of the additional issues they may have. It also supports other organisations which advocate on behalf of individuals and groups as part of their support to them, but this advocacy is not the main reason they are commissioned and therefore is not completely independent. It is much more a facilitation and mediation function that they fulfill as advocacy is not part of their SLA.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email your response to michaelbanks@nhs.net

Child Advocacy Return Q3.docx (43.7KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

No

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

n/a

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From their home local authority ,
area

Any further details:

If they are Looked After away from home, Who Cares? Scotland would provide this support through the commissioning process we have with them. We do not commission a service for children in a Tier 4 Psychiatric bed or a residential school for children with additional support needs if they are not LAC.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

n/a

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

n/a

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

If yes please give the most up-to-date information provided by each organisation:

n/a

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

If yes, please give the most up-to-date information:

n/a

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

n/a

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

n/a

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

For LAC, information is provided by Who Cares? Scotland. The workers are also engaged with staff in residential units and are known to practitioners and support staff, so they can be introduced to the young people easily.

Q14 Have there been any specific actions to promote the use of advocacy among staff? **No**

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group? **No**

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,

If yes, please describe:

We have had very early discussions with NHS Higjland, who are the lead in providing advocacy services for adults and already have links with some adult advocacy groups, when they are supoporting parents of children with additional needs and at the point of transition for some young people. To reiterate though, these discussions are very early.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

We work with and commission a variety of support services for children and young people who provide an advocacy function as a result of the support they provide. However, they are NOT commissioned specifically to provide advcacy on behalf of children and young people. We have had some early discussions about whether they would be able to take on a more specific role in this respect, but would find it difficult to find additional budget to support this.

Q3 Uploaded Document

Independent Advocacy Services For Children and Young People

Questionnaire



Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4
Organisation name and address	Who Cares? Scotland	Highland Children's Forum listen to children's views but are NOT commissioned to provide advocacy	Connecting Young Carers Sutherland YC Group Skye and Lochalsh YC Group Support Young Carers but are NOT commissioned to provide advocacy	Children in the Highlands Information Point (CHIP+) Support families and young people, but are NOT commissioned to provide advocacy
Is it a generic service (ie, it covers all the categories below)? (Yes/No)				X
Children & young people with a mental health problem		X		
	Organisation 1	Organisation 2	Organisation 3	Organisation 4
Children & young people with a learning disability		X		

Children & young people with ASD or ADHD		X		
Looked-after children & young people including those who have mental illness, learning disability or related conditions	X			
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions	X			
Young asylum seekers with mental illness/ld/dementia				
	Organisation 1	Organisation 2	Organisation 3	Organisation 4
Children/young people with any other condition (specify)			Young Carers	
Individual	X	X	X	X
Collective	X	X	X	X

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Friday, July 21, 2017 9:53:43 AM
Last Modified: Thursday, January 18, 2018 3:08:30 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Service Manager
Organisation	Inverclyde HSCP
Local authority area	Inverclyde

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? **Respondent skipped this question**

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net **Respondent skipped this question**

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **Respondent skipped this question**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details. **Respondent skipped this question**

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support **Respondent skipped this question**

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these? Respondent skipped this question

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation. Respondent skipped this question

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation? Respondent skipped this question

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support? Respondent skipped this question

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services? Respondent skipped this question

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission? Respondent skipped this question

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area? Respondent skipped this question

Q14 Have there been any specific actions to promote the use of advocacy among staff? Respondent skipped this question

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group? Respondent skipped this question

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Respondent skipped this question

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 30, 2017 1:36:35 PM
Last Modified: Thursday, January 18, 2018 3:29:32 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Service Manager
Organisation	Midlothian Council
Local authority area	Midlothian

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Yes, but not including advocacy for children and young people with mental illness or learning disability and related conditions, who are covered by strategic advocacy plan

,
If other, please outline below:

Our independent advocacy services will touch on poor mental wellbeing as part of their involvement

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

No

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

As part of our champions board for CEYP we have received additional funding from LCT to employ more Who Cares? Scotland to do development work with our services as part of local approach in relation to CEYP

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From their home local authority ,
area

Any further details:

In addition to employing Who Cares? Scotland to address CEYP; poor mental health is a key factor for this vulnerable group, we also request that they maximise their use of advocacy workers in other settings. We do employ a specific advocacy service for learning disabilities although we have used vocal to support parents.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

That the experiences of young people using services inform and influence service design. this is set out in our strategic children services planning

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

although we have a number of operational groups that offer support and guidance which can be direct services for young people and sometimes as consultancy for other services i.e. MYPAS; CAMHS, the GIRFEC Board recently agreed the need to for a stand alone mental health group. the purpose is to introduce a range of lower levels pathways than can be easily accessed by young people. In partnership with young people we are keen to explore the use of more creative ways in which we can provide services.

We commission a number of services for children with a learning disability and these are monitored as part of contract management.

We have reviewed the use of local CAMHS services which is why the leadership agreed the stand along mental health group. Children who require additional support or who are looked after are reviewed as per the planning process and for LAC/CEYP the cases are quality assured by a Reviewing Officer. We have a range of services that include wellbeing meeting; CAMHS consultancy, Community Health.

We have regular meeting with our Who Cares? Scotland advocacy services which will include a report prepared by them in relation to trends and patterns

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation? **No**

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

No,

If yes, please give the most up-to-date information:

This is a difficult question because we are a small local authority and tend to have a lot of information from our partners. A good example of this is the recent exercise carried out by NHS in relation to CAMHS who were able to provide a break down of statistics; such as waiting lists to the Board. waiting lists.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

In children service we meet regularly with Who Cares? Scotland to discuss these issues.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

We are provided with quarterly data in relation to Who Cares? Scotland and address any concerns or issues in these meetings

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

All young people that are accommodated in Midlothian Council are made aware of Who cares? Scotland. Again as stated earlier while the may work with a young person with a LD they tend to be an organisation associated with LAC.

education do use mediation services and those working with children with complex needs will refer families to Vocal. These services are made available in meetings and on the local webpages

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

Who Cares? Scotland is certainly promoted amongst staff working with LAC. We are looking at the Year of the Young Person and we should visit how we promote advocacy within the local groups such as the Midlothian Youth Platform and Mental Health GIRFEC subgroup

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No,
Other (please describe):
no, this was tried previously but was seen as tokenistic. however we are advised by the young champions and the Midlothian Youth Platform. This will be taken forward as part of our YOYP 2018

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,
If yes, please describe:
Yes, we do try to predict future need using the information from operational services, educations, health,

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

None that I am aware of.

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 19, 2017 9:10:19 AM
Last Modified: Thursday, January 18, 2018 3:50:42 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Head of integrated children's services
Organisation	Moray Council
Local authority area	Moray

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,
If other, please outline below:
our CSP doesn't make mention of direct advocacy services, however we provide advocacy through Children First and Who Care? Scotland

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email your response to michaelbanks@nhs.net

Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

Respondent skipped this question

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

No change

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

Any further details:

If out of area (LAAC) they would receive a service through WhoCares?Scotland. If the placement was an educational placement and the issue related to it then we have a ...

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Respondent skipped this question

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Respondent skipped this question

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Respondent skipped this question

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Respondent skipped this question

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Respondent skipped this question

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Respondent skipped this question

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

They are informed by their social worker and through the reviewing process.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Further info:

All staff are reminded on a regular basis of advocacy services available.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

Other (please describe):
Not included.

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

If yes, please describe:
Not at present

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

Independent Advocacy Services For Children and Young People

Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2
Organisation name and address	Children 1 st Highfield House Annexe Northfield Terrace ELGIN IV30 1NE	WhoCares?Scotland Elgin Sports and Community Centre Trinity Road ELGIN IV30 1UE
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	Specific contract to support the advocacy and rights needs of children in Child Protection processes and children in need, in addition to support for issues within education.	Specific contract for advocacy for LAAC and care leavers
Children & young people with a mental health problem	Children 1 st have the contract to offer support and counselling to children and families who have experienced trauma: this is less concerned with advocacy and more support and intervention. If advocacy was an issue that need would be met within the service.	
Children & young people with a learning disability	Children 1 st would respond to this need, based on children in need.	
Children & young people with ASD or ADHD	Children 1 st would respond to this need, based on children in need.	

Looked-after children & young people including those who have mental illness, learning disability or related conditions		Yes this would be within the remit of WC?S
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions		Yes this would be within the remit of WC?S
Young asylum seekers with mental illness/ld/dementia	Children 1 st would respond to this need, based on children in need	
Children/young people with any other condition (specify)	Children 1 st would respond to this need, based on children in need	
Individual	More usually support is on a 1:1 basis	WC?S
Collective	There hasn't been group advocacy – but groupwork for common issues/ needs	WC?S – locally and nationally

#26

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Monday, July 03, 2017 2:56:31 PM
Last Modified: Thursday, January 18, 2018 3:52:00 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Senior Manager
Organisation	Health and Social Care Partnership
Local authority area	North Ayrshire

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? Respondent skipped this question

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? Respondent skipped this question

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details. Respondent skipped this question

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support Respondent skipped this question

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these? **Respondent skipped this question**

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation. **Respondent skipped this question**

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation? **Respondent skipped this question**

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support? **Respondent skipped this question**

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services? **Respondent skipped this question**

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission? **Respondent skipped this question**

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area? **Respondent skipped this question**

Q14 Have there been any specific actions to promote the use of advocacy among staff? **Respondent skipped this question**

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group? **Respondent skipped this question**

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Respondent skipped this question

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Monday, September 04, 2017 8:07:30 AM
Last Modified: Thursday, January 18, 2018 3:37:33 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Senior Officer
Organisation	Health and Social Care North Lanarkshire
Local authority area	North Lanarkshire

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?	Yes, including advocacy for children and young people with mental illness or learning disability and related conditions
---	--

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net	Respondent skipped this question
---	---

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?	Yes
--	------------

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

A very slight uplift of 1%.

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From a local service ,

Any further details:

Dependent upon circumstances - if the placement was temporary, the NLC commissioned service would provide support. If longer term, the local advocacy service would provide advocacy support.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

The undernoted have been drawn from the service specification, and are monitored at quarterly meetings and through the provider's annual report.

Children/Young People will feel safer because their rights are being upheld, and that their wishes and preferences are always taken into account

Children/Young People's mental well being will be sustained/improved.

Children/Young People will be supported to make informed choices that help maintain their health as well as their safety

Children/Young People have increased confidence, belief and self-esteem that they can achieve their goals

Children /Young People are given the opportunity to talk to others about their feelings in age-appropriate ways.

Children/Young People have someone they can turn to, trust and rely on to convey their views and wishes

Children/Young People will have their human, legal, social and ethical rights promoted, safeguarded, understood and met

Children/Young People will be consulted about any important decisions which will directly affect their lives, and will be provided with the appropriate information to make an informed judgement about these decisions and to be able to provide informed consent.

Responsible

Children and Young People understand the consequences of, and takes responsibility for their decisions

Children/Young People have active involvement in shaping the development of the service

Included

Children/Young People will have their wishes, views, values and preferences taken into account within any decision making processes

Children/Young People will feel supported to address stigma, to combat discrimination, and feel confident that the service promotes their inclusion through the development of promotional and other strategies.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Monthly monitoring returns from the advocacy provider supplemented with quarterly monitoring meetings.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes,

If yes please give the most up-to-date information provided by each organisation:

We receive data re the number of children/young people with learning disability, mental illness or related conditions accessing advocacy. The most up to date information that we have from 2014-15 and 2015-16 will be sent as an attachment. Data re 2016-17 is, as yet, unavailable. Please note that the column entitled LTC refers to long-term conditions, and this would be children affected by disability, but not learning disability which has a separate column.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,

If yes, please give the most up-to-date information:

The monthly monitoring data includes waiting lists and waiting times.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Exit questionnaires are completed by children and young people when advocacy intervention has been completed, and the results form part of the monitoring returns.

The monitoring returns include detail of any concerns or complaints.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Annual monitoring data from providers

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Promoted on public facing website, distribution of of promotional information to localities, posters in public areas, pan-Lanarkshire advocacy plan on public facing web-site.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

As above, and supplemented by staff briefings when there are any changes. Inform locality teams of the quarterly monitoring meetings, and ask for comments about the service. Advocacy service participates in strategic groups such as Corporate Parenting sub-groups which helps raise both profile and purpose. There has recently been training provided to all children and families staff about new Viewpoint questionnaires to engage with children and young people and to gain their views. Advocacy staff were included in this training. An Engagement and Participation strategy is currently being developed within children and families social work, in partnership with the third sector, and the advocacy service is included in this. The Advocacy Service is involved in supporting the Champions Group.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

Other (please describe):

There is a pan-Lanarkshire advocacy planning group that considers and discusses both current advocacy provision and gaps in services. The advocacy service is represented within the integrated children's service planning structure

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,

If yes, please describe:

Discussed at the Lanarkshire Advocacy Planning Group. A tendering process for children's advocacy has just been completed, and there has been a change of advocacy provider, as of 1st August 2017. The advocacy contract continues to include advocacy for children with mental illness, learning disability and related conditions. Further scoping of need is currently being discussed.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

No other services in the area - at present, HSCP North Lanarkshire appear to be meeting the demand for advocacy from children and young people with learning disabilities and/or mental ill health.

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	From April 2012 and July 201, Your Voice was the provider of advocacy for children and young people. In August 2017, Who Cares Scotland were awarded the contract to provide advocacy for children and young people.				
Is it a generic service (ie, it covers all the	Yes				

categories below)? (Yes/No)					
Children & young people with a mental health problem	Yes				
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability	Yes				
Children & young people with ASD or ADHD	Yes				
Looked-after children & young people including those who have mental illness, learning disability or related conditions	Yes				
Looked-after children & young people but not	Yes				

including those who have mental illness, learning disability or related conditions					
Young asylum seekers with mental illness/ld/dementia					
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)	Children subject to Child Protection procedures.				
Individual	Yes				
Collective	Yes				

#1

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Monday, August 28, 2017 11:05:55 AM
Last Modified: Monday, August 28, 2017 2:07:43 PM
Time Spent: 03:01:48

Page 1

Q1 Who are you?

Organisation **Orkney Health and Care**
Local authority area **Orkney**

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? **Yes, including advocacy for children and young people with mental illness or learning disability and related conditions**

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Child Advocacy Return Q3 - Return JULY 2017.docx (45.2KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **Yes**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

Annual uplifting 1%, service has remained the same.

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support **From their home local authority area**,
Any further details:
Independent advocacy is provided by the local service provider whereas advocacy support is also provided by social workers, education professionals or family members.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Advocacy Orkney will provide individual independent advocacy which promotes the empowerment, protection and representation of adults, and children, and which will have the following objectives:-

To provide a resource of paid and volunteer advocacy workers;

To provide a thorough training and development programme so to ensure that paid and volunteer advocacy workers will be competent to respond to the various issues that arise in people, children and young people's lives;

To provide advocacy services which are accessible and respect and meet the needs of a diverse community;

To provide and maintain appropriate structures within Advocacy Orkney to support the advocacy workers individually and the work of Advocacy Orkney in general;

To develop and maintain effective links with other organisations who take on an advocacy role;

To sign post people as appropriate to other organisations who may take on an advocacy role, where appropriate;

To establish effective ways of making the advocacy service available to looked after children, and children and young people who are eligible for statutory throughcare and aftercare, who might benefit from it, paying particular attention to children who might find it hardest to access the facilities.

To facilitate collective advocacy and citizen advocacy in partnership with NHS Orkney and the Council via Orkney Health and Care.

To review the Advocacy Orkney service to ensure the provision of independent advocacy services including the provision of services for adults with learning disabilities. The review will support the transition of Advocacy Orkney's current service model to one which will meet the commissioning requirements and objectives of the Joint Strategic Independent Advocacy Plan for Orkney 2012-15.

SPECIFIC PRIORITIES

Advocacy Orkney will provide generic advocacy available to all adults in Orkney, as determined by the criteria operated by Advocacy Orkney and agreed with NHS Orkney and the Council, will include those who are threatened with or who are experiencing homelessness and to provide for the provision of advocacy for people with a mental disorder, to meet the requirements of the Mental Health (Care and Treatment) (Scotland) Act 2003, and adults at risk of harm, to meet the requirements of the Adult Support and Protection (Scotland) Act 2007 and the Adults with Incapacity (Scotland) Act 2000.

Advocacy Orkney will provide a means whereby people will have a better chance to make informed decisions, have their views listened to, have their wishes vigorously pursued and gain more control over their own lives.

Advocacy Orkney will provide a means whereby looked after children and young people and care leavers will have a better chance to make informed decisions, have their views listened to, have their wishes vigorously pursued and gain more control over their own lives.

Advocacy Orkney will provide access to an email and text messaging response service, separate telephone with answerphone service and publicise the service to all looked after children and care leavers and to children who are in receipt of mental health services.

Advocacy Orkney will operate adhering to the Council's Looked After Children Procedures and undertake to visit all children and young people who wish this prior to a review or hearing.

Advocacy Orkney will be available to all Looked After Children and young people who are eligible for through care services and aftercare services up to the age of 21 or 25 where entitlement continues.

Advocacy Orkney will be innovative and imaginative in their approach to children and young people who have communication difficulties, and to seek advice from carers, teachers, keyworkers and young people and children, in relation to differing modes of communication.

Advocacy Orkney shall provide services to a professional standard in accordance with the underpinning values detailed in the Principles and Standards for Independent Advocacy and the Code of Practice for Independent Advocacy produced by the Scottish Independent Advocacy Alliance.

Advocacy Orkney will provide for effective means of communicating the function of independent advocacy to service providers.

To provide effective means of making independent advocacy available to those that need it, paying particular attention to people who might find it hardest to access the service.

To provide and maintain satisfactory recording systems.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Independent evaluation Jan 2015 SIAA
Advocacy Plan Survey June-July 2016
Patient Advice & Support Service PASS

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes,

If yes please give the most up-to-date information provided by each organisation:
Monitoring returns.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Feedback provided by AO and other third sector and statutory services June/July 2016. Feedback forms are issued regularly by AO.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

Complaints would be handled as per the organisation's Complaints Policy.

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Leaflets and posters freely available and distributed to support agencies/social work services, c & yp have an email/ facilitation of meetings at children's residential.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

Literature on advocacy services is freely available and the availability of advocacy is part of the core review meetings as per care inspectorate / care standards guidelines.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No,
Other (please describe):
Advocacy planning group in place and chaired by NHS Orkney representatives from OHAC, VAO, PASS, AO, LD & Adult Services, CHH team

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,
If yes, please describe:
As part of the Independent Advocacy Planning/Review of Plan

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Advocacy Orkney is independent advocacy service.

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Advocacy Orkney 46 Victoria Street Kirkwall Orkney KW15 1DN 01856 870111 www.orkneycommuniites.co.uk				
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	Not a generic service as restricted to the categories below only.				
Children & young people with a mental health problem	YES				

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability	YES				
Children & young people with ASD or ADHD	YES				
Looked-after children & young people including those who have mental illness, learning disability or related conditions	YES				
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions	Looked After Children and Young People <i>and</i> including those who have mental illness, learning disability or related conditions (as answered above)				
Young asylum seekers with mental illness/dementia	I am not aware if this has been required.				

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)	<p>Looked after by Orkney Islands Council, including young people who live at home with a supervision order, or</p> <ul style="list-style-type: none"> • Living with foster carers, or other family members • Residing at The Children's Home, or living off-island at residential schools, • Involved in child protection proceedings e.g. a Children's Hearing 				
Individual	YES				
Collective	YES				

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 22, 2017 11:57:08 AM
Last Modified: Thursday, January 18, 2018 3:21:48 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Head of Child Care and Criminal Justice
Organisation	Renfrewshire Council

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Yes, including advocacy for children and young people with mental illness or learning disability and related conditions

,
If other, please outline below:

Our commissioned advocacy services are available to all children and young people who are (or have been) looked after and who are involved in child protection or other statutory services. Many of these children will have learning difficulties and/or mental health conditions. Children's Services social work do not have specific advocacy services for learning disability or mental illness.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

Not applicable

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

Respondent skipped this question

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From a local service

Any further details:

Children and young people receive services in-line with their assessed needs. The provision of the services is agreed between the placing authority and the authority in which the child is placed.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Respondent skipped this question

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Respondent skipped this question

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Respondent skipped this question

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Respondent skipped this question

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Respondent skipped this question

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Respondent skipped this question

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Children's Services do not provide advocacy services specific to mental illness, learning disability or related conditions. We provide advocacy services for all children involved with social work, in respect of any individual need/issue.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

Staff are aware of advocacy services via posters, leaflets and newsletters. Advocacy staff also attend team meetings etc on a regular basis. There is a high uptake of advocacy services.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

No,

If yes, please describe:

We provide advocacy services to all of our service users in relation to whatever needs they might have. Advocacy is offered to all children and young people, however, those with particular vulnerabilities will be encouraged by their social worker to make use of advocacy.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Children's Services predominantly works with children and young people who are subject to statutory measures and child protection procedures. These children and young people have a range of needs, often including learning disabilities, mental ill-health and related conditions. We provide advocacy services for all of our children and young people rather than for children and young people with particular needs. Our service users often have multiple and complex problems so it is more appropriate to offer non-specific advocacy services.

We commission advocacy services from two independent organisations.

Colleagues in NHS may provide their own advocacy services specific to children and young people with mental illness, learning disability or related conditions.

Independent Advocacy Services For Children and Young People

Questionnaire *Renfrewshire Council*

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	<i>Barnardo's Heav 4 U service Lochfield Rd Paisley PA27RG</i>	<i>Who Cares 3 Scotland Oswald St. Glasgow G1 4QR</i>			
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	<i>Yes</i>	<i>NO for LAC</i>			
Children & young people with a mental health problem		<i>Some LAC will have mental health issues</i>			

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability		<i>as above</i>			
Children & young people with ASD or ADHD		<i>as above</i>			
Looked-after children & young people including those who have mental illness, learning disability or related conditions		<i>yes</i>			
Looked-after children & young people but <u>not</u> including those who have mental illness, learning disability or related conditions		<i>no</i>			
Young asylum seekers with mental illness/ld/dementia		<i>yes</i>			

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual	✓				
Collective					

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Monday, July 17, 2017 2:48:30 PM
Last Modified: Thursday, January 18, 2018 3:14:27 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Business Services Manager - Policy, Planning & Performance
Organisation	Scottish Borders Council
Local authority area	Scottish Borders

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? **Yes, including advocacy for children and young people with mental illness or learning disability and related conditions**

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Child Advocacy Return Q3.docx (43.4KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **No**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details. **Respondent skipped this question**

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support **From a local service**,
Any further details:
Looked after children and young people who are in a placement outwith the Scottish Borders are able to access advocacy support from the Who Cares Service

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Through the provision of the Who Cares Service and Domestic Abuse Advocacy Service the aim is to provide specific children and young people with support to ensure their voice is heard particularly in relation to the service that they receive and to enable them to have a say in what is happening and that they are understood. With the Domestic Abuse service, support may be provided for children and young people to input their views into legal proceedings. Outcomes are monitored through service reporting relating to monitoring arrangements for these services.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

There are currently 2 services in place to provide mental health support for young people. These services are monitored through contract monitoring which takes place every 6 months where a range of information related to the services is reported by the service provider and this is reviewed by the Lead Commissioning Officer at a monitoring meeting. Service data and information on outcomes is reported to a Commissioning Group where any issues are considered. Monitoring of the Who Cares contract is carried out on a quarterly basis by the Group Manager for Resources within Children and Families Social Work. To inform the monitoring process, a report is provided to evidence the outcomes delivered for children and young people.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation? **Yes**

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

No,
If yes, please give the most up-to-date information:
Although there is not a specific requirement to report on unmet needs, this is always explored at contract monitoring meeting as described above.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

The Who Cares Service monitor satisfaction through the use of service user questionnaires. Within contract monitoring arrangements, case studies are often included to evidence specific pieces of work with service users and these often include quotes from service users which highlight that service users value the service which has been delivered.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission? **Annual monitoring data from providers**

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Information on service provision is highlighted with appropriate groups of children and young people who can access the service and across staff groups

Q14 Have there been any specific actions to promote the use of advocacy among staff? **No**

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

Other (please describe):

Members of the Strategic Advocacy Group are considering provision of service across both adult and children services and advocacy provision has for children and young people has been recognised locally and solutions are being considered by the Commissioning Group

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,
If yes, please describe:

A new model of service delivery for emotional health and wellbeing support is currently being introduced and it may be possible to consider projected need for advocacy for young people with mental health needs through this new service

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

**~Independent Advocacy Services For Children and Young People
Questionnaire**

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Who Cares Scotland 5 Oswald Street Glasgow G1 4QR	Domestic Abuse Advocacy Support Safer Communities SBC Headquarters Newtown St Boswells TD6 0SA			
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	No	No			
Children & young people with a mental health problem					

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability					
Children & young people with ASD or ADHD					
Looked-after children & young people including those who have mental illness, learning disability or related conditions	yes				
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
Young asylum seekers with mental illness/ld/dementia					

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)		Children and young people affected by domestic abuse			
Individual					
Collective					

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 22, 2017 2:25:26 PM
Last Modified: Thursday, January 18, 2018 3:19:22 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Executive Manager Children & Families
Organisation	Children's Services
Local authority area	Shetland

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,
If other, please outline below:
Our current plan does not cover the provision of independent advocacy services but within the children's social work budget there is a contract in place with Who Cares Scotland for an advocacy and participation worker.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Child Advocacy Return Q3.docx (40.7KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

Not applicable

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

Respondent skipped this question

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From their home local authority area ,

Any further details:

This is very much dependent on the nature of the condition and where the child is placed. We have bought in specific services to support children in placement and also we have been able to access services via the placement at no additional cost.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

Respondent skipped this question

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Respondent skipped this question

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Respondent skipped this question

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Respondent skipped this question

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

Respondent skipped this question

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Respondent skipped this question

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Respondent skipped this question

Q14 Have there been any specific actions to promote the use of advocacy among staff? **Respondent skipped this question**

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group? **No**

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future? **No**

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?) **Respondent skipped this question**

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address					
Is it a generic service (ie, it covers all the categories below)? (Yes/No)					
Children & young people with a mental health problem					

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability					
Children & young people with ASD or ADHD					
Looked-after children & young people including those who have mental illness, learning disability or related conditions	Who Cares Scotland				
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
Young asylum seekers with mental illness/dementia					

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual					
Collective					

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 13, 2017 12:48:23 PM
Last Modified: Thursday, January 18, 2018 3:48:38 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Planning and Performance Manager
Organisation	Health and Care Partnership
Local authority area	South Lanarkshire

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

No,
If other, please outline below:
Meaningful participation and engagement of children, young people and families is one of our six core commitments that underpin our children's service plan and children's services partners are open to a range of approaches that ensure effective participation and engagement, including the use of independent advocacy support if relevant. Our plan makes explicit our approach to the contribution children, young people and parents to how our current priorities were developed, including the role of Who Cares Scotland? in supporting our children who are looked after away from home.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email your response to michaelbanks@nhs.net

Child Advocacy Return Q3 update.docx (40.4KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?

No

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

Not changed in past two years.

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support

From their home local authority ,
area

Any further details:

Our advocacy providers engages with young people in their placement establishments and this may be out of local authority area.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

There are recognised National Outcomes, and these are used to monitor progress. Our service provider reports quarterly to the lead for Corporate Parenting, and is an active partner in our Corporate Parenting Strategy and Action Plan.

1. INCREASED PARTICIPATION IN DECISION MAKING AND PROMOTION OF SELF DIRECTION
2. VIEWS WERE LISTENED TO AND HEARD
3. INCREASED CAPACITY FOR INDEPENDENT LIVING
4. REDUCED HARM AND EXPLOITATION
5. REDUCED STRESS AND ANXIETY
6. SAFEGUARDED, PROMOTED AND UPHELD HUMAN RIGHTS/ OTHER RIGHTS
7. IMPROVED EQUALITY AND AVOIDED DISCRIMINATION
8. IMPROVED SOCIAL INCLUSION AND AVOIDED SEGREGATION
9. EXERCISED CHOICE AND PREFERRED OPTIONS
10. INCREASED CONFIDENCE, PERSONAL CONTROL AND AUTONOMY
11. INCREASED ACCEPTANCE OF PERSONAL RESPONSIBILITY FOR WELL BEING
12. IMPROVED ASPIRATION
13. IMPROVED FINANCES
14. IMPROVED FINANCIAL AUTONOMY
15. UNFAVOURABLE OUTCOME PERCEIVED BY THE PERSON BEING SUPPORTED
16. OTHER OUTCOME

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Many of our independent advocacy providers build in regular evaluation into their service. The funding of independent evaluation is difficult during a time of efficiency and budget constraints.

Children's Services were inspected by the Care Inspectorate and Health Information Scotland during 2014 in this local authority area.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

Yes,

If yes please give the most up-to-date information provided by each organisation:
Monitoring report provided by Who Cares Scotland on Quarterly basis.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,

If yes, please give the most up-to-date information:
Monitoring report provided by Who Cares Scotland on Quarterly basis

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

A participation and engagement sub group of our Corporate Parenting Group has been established. Children and Young people in our services are engaged in regular forums and discussions to find out their views.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

Our Complaints Procedures would pick this up automatically, and providers are requested to advise us directly of any complaints under the terms of Contract we have in place.

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Our public portals host a range of information in relation to advocacy services, we have drafted an advocacy Pathway, we host bi annual advocacy planning events.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

The pathway, and regular updates to Staff re advocacy developments such as the annual reports produced by SIAA.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No,

Other (please describe):

Our plan is structured under three key themes: 1 Prevention and Early Intervention 2 Health and Wellbeing 3 Supporting Vulnerable groups and keeping children safe Advocacy could be recognised within any of these themes.

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,

If yes, please describe:

We are looking at the overall needs of our vulnerable children's population under the themes identified below, Advocacy is not a stand alone theme, but integral to much of the actions we are trying to address as part of our children's service planning. 1 Prevention and Early Intervention 2 Health and Wellbeing 3 Supporting Vulnerable groups and keeping children safe

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

We recently participated in the Realigning Children's Services Programme with Scottish Government. Some of the findings of survey work conducted in schools show concerning issues in children and young peoples mental health particular young girls.

These findings will be built into annual reporting of our Children's Services Plan

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Who Cares? Scotland SLC Base Regent House 9 High Patrick Street, Hamilton ML3 7ES				
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	Children and young People (Looked after and accommodated) SL Partnership only				

Children & young people with a mental health problem	√				
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability					
Children & young people with ASD or ADHD	√				
Looked-after children & young people including those who have mental illness, learning disability or related conditions	√ (All of our looked after children)				
Looked-after children & young people but not including those who have mental	√				

illness, learning disability or related conditions					
Young asylum seekers with mental illness/dementia					
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual	√				
Collective					

#21

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Monday, September 11, 2017 9:46:40 AM
Last Modified: Thursday, January 18, 2018 3:39:56 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Team Leader Children with Disabilities
Organisation	Stirling Council
Local authority area	Stirling

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?

Other,

If other, please outline below:

A new Children's Services Plan (2017 - 2020) for Stirling Council is due to be published in September 2017. This is a high level strategic plan which sets out the Council's commitment to the principles of Getting it Right for Every Child (GIRFEC) in the creation of a nurturing, respectful and ambitious place for all children and young people, their families and communities across Stirling. Following the publication of the Children's Services Plan, a detailed strategic needs assessment will be undertaken to identify how the service can respond to the changing demands of Children and Young People over the next three years. A commissioning strategy will follow which will identify where and how externally commissioned organisations - including independent advocacy services - can sit alongside internal provision to deliver the best outcomes for children and young people across the duration of the plan.

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email your response to michaelbanks@nhs.net

Respondent skipped this question

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **No**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details. **Respondent skipped this question**

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support **From their home local authority area**,
Any further details:
The Children's Rights Officer, employed by the council, would provide or coordinate advocacy support for a child or young person in a placement outwith the local area.

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

All commissioned organisations are monitored for alignment against SHANARRI indicators and relevant components of the Children's Services Plan. This includes the embedding of GIRFEC principles and processes in all partner organisations.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

Stirling Council employs a Children's Rights Officer who works alongside commissioned organisations to ensure the needs of individuals are appropriately met.

Feedback from service users constitutes a core component in the review of commissioned organisations.

The Strategic Needs Assessment is being undertaken in 2017/18 will further investigate service user views on current service provision and assist in identifying any gaps or emerging needs.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation? **Yes,**
If yes please give the most up-to-date information provided by each organisation:
All children and young people are supported in the first instance by universal or targeted services. This includes making children and young people aware of the advocacy services which are available to support them.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,

If yes, please give the most up-to-date information:

Contract monitoring of current providers includes a review of any unmet need. Service review activity in 2017/18 has not identified any unmet need in relation to mental illness, learning disability or related conditions.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

All children and young people are supported in the first instance by universal or targeted services. This includes making children and young people aware of the advocacy services which are available to support them.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

All complains to the council are centrally recorded and actioned by the relevant service. This would include complaints made against commissioned services. In addition, feedback from service users is requested as part of service review activity. This includes suggestions, comments and complaints from service users who have accessed services.

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Information leaflets are available in a range of different places in the council area regarding available advocacy services. Children and young people and their families are also made aware of advocacy services at the meetings which they attend.

The Children's Rights Officer, social workers and mental health workers inform children and families about the role of advocacy and support children and young people in accessing these if required. The children with disability team regularly have information days and as part of this have started a monthly drop-in cafe to inform parents and carers of the different current services available. The fostering and adoption team have information days and regular training fortnightly training for foster carers where information and services are discussed.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

The Children's Rights Officer alongside independent advocacy services provide training for foster carers regarding the role of advocacy. The CRO has met with staff teams to discuss the role of advocacy. A recent review of advocacy services discussed a number of different possibilities for increasing understanding of advocacy and gives suggestions regarding promotion of this. One such action is the development of training regarding Children's Rights, which includes understanding advocacy, to be delivered across multi-disciplinary staff groups. Alongside this is development of web-based information.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No,

Other (please describe):

There is no advocacy planning group as such but advocacy will be addressed by improvement plans for relevant areas including for mental health & emotional well-being.

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,

If yes, please describe:

This will form part of the work of the integrated children's service plan. One of our key themes is mental illness.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	Who Cares? Scotland Oswald Chambers 5 Oswald Street Glasgow G1 4QR	Forth Valley Advocacy 1 The Bungalows Larbert FK5 4SZ			
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	No	No			
Children & young people with a mental health problem	No	0-15 years - only where they are subject to action under the Mental Health (Care and Treatment) (Scotland) Act 2003;			

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
		16-18 years - subject to eligibility criteria.			
Children & young people with a learning disability	No	16-18 years only – subject to eligibility criteria.			
Children & young people with ASD or ADHD	No	16-18 years only – subject to eligibility criteria.			
Looked-after children & young people including those who have mental illness, learning disability or related conditions	Yes	0-15 years - only where they are subject to action under the Mental Health (Care and Treatment) (Scotland) Act 2003; 16-18 years – subject to eligibility criteria.			
Looked-after children & young people but not including those who have mental	No	No			

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
illness, learning disability or related conditions					
Young asylum seekers with mental illness/ld/dementia	No	0-15 years - only where they are subject to action under the Mental Health (Care and Treatment) (Scotland) Act 2003; 16-18 years – subject to eligibility criteria.			
Children/young people with any other condition (specify)	No	0-15 years - only where they are subject to action under the Mental Health (Care and Treatment) (Scotland) Act 2003; 16-18 years – subject to eligibility criteria.			
Individual	Yes	Yes			
Collective	No	No			

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 22, 2017 11:01:52 AM
Last Modified: Thursday, January 18, 2018 3:18:13 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Organisation	West Dunbartonshire HSCP
Local authority area	West Dunbartonshire

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services?	Yes, including advocacy for children and young people with mental illness or learning disability and related conditions
---	--

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net	Respondent skipped this question
---	---

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years?	No
--	-----------

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.	Respondent skipped this question
--	---

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support	From their home local authority area
--	---

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

To ensure young people have easy access to an independent advocacy service to ensure their views, thoughts and feelings are expressed and central to any planning processes involving the young person and their family.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

These arrangements are monitored and reviewed through a variety of processes:

1. At an individual level the impact of any supports including independent advocacy would be reviewed at the team around the child meetings.
 2. At a service level the delivery of independent advocacy with regards to young people would be reviewed through the multi-agency Children in the Community Review and Improvement Group the Children with Disability Review and Improvement Group and the Looked After Children Review and Improvement Group.
- All three groups report directly to the multi-agency Children & Families Delivery Group who in turn report to the Community Planning Partnership.
-

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation?

No,

If yes please give the most up-to-date information provided by each organisation:
We receive information on the total numbers of young people receiving the service however due to the complexity of the issues facing a number of our young people this information is not broken down to reflect if the young person has a mental health issue, learning disability or related condition.

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,

If yes, please give the most up-to-date information:
This information is contained within the individual assessments and plans for young people. The total cannot be extrapolated without a manual review of each child's plan, therefore I am unable to provide this.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

We have recently invested in View Point an electronic tool that captures all young people's views with regards to the supports they receive and the impact of these supports on outcomes identified within the young person's individual plan.

The introduction of View Point is in the very initial stage however it is anticipated that all young people will be asked to complete the View Point questionnaire prior to any review of their plan. The tool will enable the team around the child to assess the success and satisfaction of the supports currently in place for the young person and help identify any additional supports that may be required, including advocacy.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Annual monitoring data from providers

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

We haven't undertaken any specific awareness raising or provided public information with regards to advocacy services for children with mental health issues or learning disabilities, however the service is promoted and encouraged through staff.

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

Members of the independent advocacy service are involved in the multi-agency review and improvement groups to ensure that awareness is raised amongst staff across all agencies.

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

Yes,

If yes, please describe:

We have been looking at extending the role of independent advocacy across all children services including those young people with a learning disability and those suffering from mental ill health.

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

Respondent skipped this question

#27

COMPLETE

Survey response

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 16, 2017 12:28:19 PM
Last Modified: Thursday, January 18, 2018 3:11:50 PM
Time Spent: Over a month

Page 1

Q1 Who are you?

Job title	Team manager - Reviewing Officers and Children's Rights
Organisation	West Lothian Council
Local authority area	West Lothian Council

Page 2: Current Planning

Q2 Does your current integrated children's services plan cover the provision of independent advocacy services? **Yes, including advocacy for children and young people with mental illness or learning disability and related conditions**

Q3 Please complete the attachment that was included in the original email relating to the independent advocacy services currently commissioned in your area for children and young people with mental illness or learning disability and related conditions, or who are looked after. Alternatively, please email you response to michaelbanks@nhs.net

Child Advocacy Return Q3.docx (43.1KB)

Q4 Has the commissioning budget for children & young people's mental health/learning disability independent advocacy organisations changed over the past two years? **Yes**

Q5 If budget has changed (either an increase or decrease), please say how. Have services changed as a consequence? Please give details.

Increased due to the commissioning of Who Cares? Scotland since 2015 to provide an advocacy service for Looked After and Accommodated Children.

Q6 Please specify how any child or young person with a mental illness, learning disability or related condition and in a placement outwith their home local authority area would receive advocacy support **From their home local authority area**

Page 3: Monitoring and review arrangements

Q7 What are the outcomes you are trying to achieve and how do you monitor these?

The commissioning of Who Cares? Scotland covers all Looked After and Accommodated young people and amongst this population there are those experience mental illness, learning disabilities or related conditions. The outcomes we aim to achieve are to encourage and facilitate the participation of children and young people in their care planning process, ensuring their views are heard within this process.

This is monitored by quarterly liaison meetings with Who Cares? Scotland.

Q8 Briefly describe the arrangements in place for monitoring the quality of children and young people's mental health/learning disability independent services, including independent evaluation.

As above - quarterly meetings, annual reports provided for evaluation of statistical trends, quality assurance etc.

Q9 Do you get information about the number of cases of children and young people with mental illness, learning disability or related conditions accessing advocacy support from each organisation? **No**

Q10 Do you ask services to provide information about unmet needs, eg about children and young people with mental illness, learning disability or related conditions waiting to access advocacy support?

Yes,

If yes, please give the most up-to-date information:

The reports received provide information around unmet needs, however this does not relate directly to mental illness, learning disability or related conditions. The unmet needs currently identified relate to capacity issues within the caseload, such as the advocacy worker being unable to attend all children's Hearings.

Q11 What arrangements are in place to measure the satisfaction of children and young people with mental illness, learning disability or related conditions using advocacy services?

This aspect of the service is currently being developed. Currently young people are involved in contributing to the annual report.

Q12 How do you monitor complaints about independent advocacy services for children and young people with mental illness, learning disability or related conditions which you commission?

Other (please specify):

Via quarterly meetings/annual reports.

Page 4: Making children and young people aware of services

Q13 How do you currently raise awareness and deliver public information about the availability of any advocacy service for children and young people with mental illness, learning disability or related conditions in your area?

Whilst not specific to those with a mental illness/learning disability, the service is publicised on the West Lothian website and via Who Cares? Scotland in their magazine and website.

In addition, a joint leaflet for distribution to children and young people is being developed by the Children's Rights officer within West Lothian and the advocacy worker from Who Cares? Scotland

Q14 Have there been any specific actions to promote the use of advocacy among staff?

Yes,

Further info:

Training with Children's Panel members Attendance at social work team meetings Meetings with legal services, court staff, Sheriffs (for consideration of the views of children and young people in family court proceedings)

Page 5: Future plans

Q15 Does your integrated children's service planning structure include an advocacy planning group?

No

Q16 Are you assessing the projected need for independent advocacy supports for children and young people with mental illness, learning disability or related conditions in the future?

No

Page 6: Other comments

Q17 Any other comments? (eg are there other local advocacy services for children and young people with mental health problems/learning disability which are not commissioned but receive funding from other sources?)

The Mental Health Advocacy service within West Lothian covers those aged 18+, however would provide an advocacy service for those under 18 who are detained under the mental health act.

Independent Advocacy Services For Children and Young People Questionnaire

Please use additional copies of this form for additional organisations.

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Organisation name and address	West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, EH54 6FF	Who Cares? Scotland			
Is it a generic service (ie, it covers all the categories below)? (Yes/No)	Yes	No			
Children & young people with a mental health problem	x				

	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children & young people with a learning disability	x				
Children & young people with ASD or ADHD	x				
Looked-after children & young people including those who have mental illness, learning disability or related conditions	x	X			
Looked-after children & young people but not including those who have mental illness, learning disability or related conditions					
Young asylum seekers with	x				

mental illness/dementia					
	Organisation 1	Organisation 2	Organisation 3	Organisation 4	Organisation 5
Children/young people with any other condition (specify)					
Individual	x	X			
Collective	x				





Thistle House
91 Haymarket Terrace
Edinburgh
EH12 5HE
Tel: 0131 313 8777
Fax: 0131 313 8778
Service user and carer
freephone: 0800 389 6809
enquiries@mwscot.org.uk
www.mwscot.org.uk