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Ensuring access to quality advocacy for all.

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Quality in advocacy

- Advocacy movement has been looking at quality for over 20 years.
- This has been driven by a desire to improve services.
- Quality systems must safeguard or improve the quality of advocacy services.

Why is Quality important?

- Because advocacy is important
- Because there is a finite amount of funding for advocacy services
- Because people who come to advocacy services deserve a quality service
- Because the language of quality tells people what they should expect of us

Quality is about access

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Access to high quality advocacy is dependent on the existence of sustainable organisations who know how to provide good advocacy.

Sustainability

- Sustainable advocacy organisations require
  - Multiple funding sources
  - Clear funding agreements
  - Based on an understanding of the role of advocacy
  - Monitored using relevant criteria

What are you doing to ensure that advocacy services are

- Available?
- Sustainable?
- Of sufficiently high quality?

Quality assurance?

- PQASSO
- Investors in People
- Investing in Volunteers
- ISO 9000
- CLS Quality Mark

Do these systems assure quality advocacy?

Advocacy Quality Performance Mark

- Based on Action for Advocacy's Advocacy Charter and Quality Standards for Advocacy Schemes
- Supported by the Charity Commission
- Award of QPM requires independent assessment of policies, procedures and a site assessment
- QPM indicators workbook available free on request from Action for Advocacy

How do you monitor quality?

- Outputs or outcomes?
- Speed or results
- Unit cost or value achieved?
- How are you monitoring equality of access?

Access is about more than money

- Advocacy services need to ensure they do not only respond to enquiries
- There must be the ability to reach those who can not ask for advocacy themselves
- People must be made aware of how to access advocacy when they need it
- What are you doing to promote advocacy?

Future contacts

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In groups please discuss

- What are the barriers to quality advocacy provision?

  And

- What steps can we take to overcome these?

Group one: Commissioners perspective

Group two: Older people's perspective

Group three: service providers perspective

Your responses will be captured written up and posted on the NSA website.