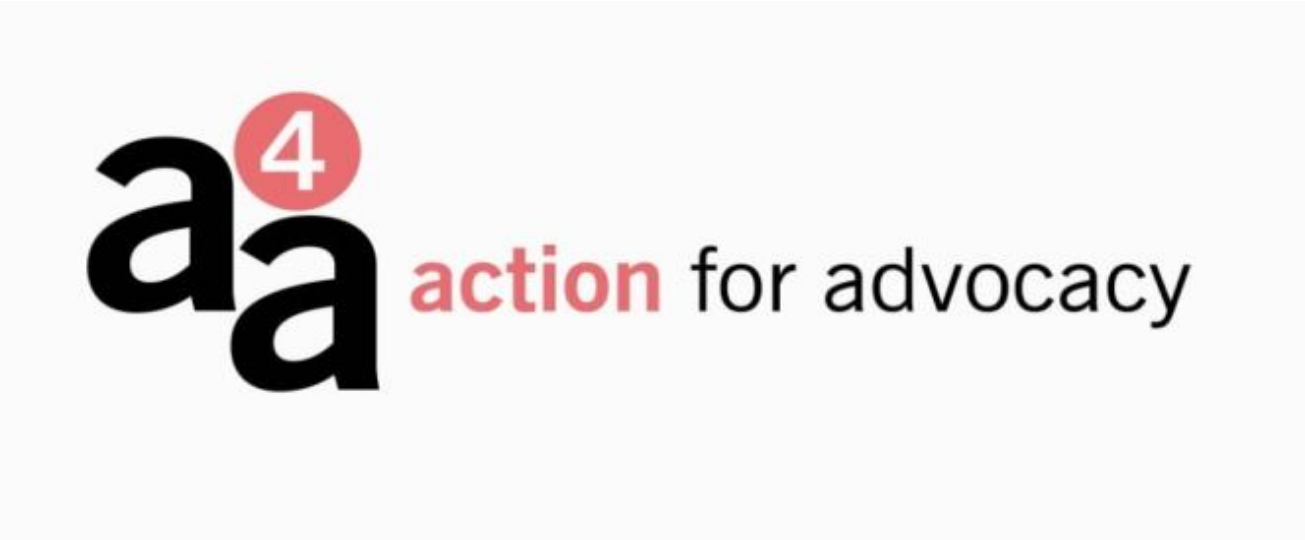


Martin Coyle

Head of Quality and Development

Supporting a diverse advocacy sector

- Action for Advocacy exists to promote good practice in advocacy so that service-users have access to the best possible advocacy

- Our work on quality creates a common language in which to discuss issues of quality in advocacy

- This allows the sector to be meaningfully accountable to everyone who has a stake in advocacy

WHY IS QUALITY IMPORTANT?

- Because advocacy is important
- Because people who come to advocacy services deserve a quality service
- Because we need to safeguard what is important about independent advocacy
- Because funding for advocacy is finite

QUALITY IN ADVOCACY

- Advocacy has been looking at quality for over 20 years
- Driven by a desire to improve services
- Tendering has increased interest in quality systems
- Quality systems must safeguard or improve the quality of advocacy services

THE ADVOCACY CHARTER

The Advocacy Charter

CLARITY OF PURPOSE

The advocacy scheme will have clearly stated aims and objectives and be able to demonstrate how it meets the principles contained in this Charter. Advocacy schemes will ensure that people they advocate for, service providers and funding agencies have information on the scope and limitations of the schemes' role.

INDEPENDENCE

The advocacy scheme will be structurally independent from statutory organisations and preferably from all service provider agencies. The advocacy scheme will be as free from conflict of interest as possible both in design and operation, and actively seek to reduce conflicting interests.

PUTTING PEOPLE FIRST

The advocacy scheme will ensure that the wishes and interests of the people they advocate for direct advocates' work. Advocates should be non-judgmental and respectful of peoples' needs, views and experiences. Advocates will ensure that information concerning the people they advocate for is shared with these individuals.

action for advocacy

"ADVOCACY IS TAKING ACTION TO HELP PEOPLE SAY WHAT THEY WANT, SECURE THEIR RIGHTS, REPRESENT THEIR INTERESTS AND OBTAIN SERVICES THEY NEED. ADVOCATES AND ADVOCACY SCHEMES WORK IN PARTNERSHIP WITH THE PEOPLE THEY SUPPORT AND TAKE THEIR SIDE. ADVOCACY PROMOTES SOCIAL INCLUSION, EQUALITY AND SOCIAL JUSTICE"

EMPOWERMENT

The advocacy scheme will support self-advocacy and empowerment through its work. People who use the scheme should have a say in the level of involvement and style of advocacy support they want. Schemes will ensure that people who want to, can influence and be involved in the running and management of the scheme.

EQUAL OPPORTUNITY

The advocacy scheme will have a written equal opportunities policy that recognises the need to be pro-active in tackling all forms of inequality, discrimination and social exclusion. The scheme will have in place systems for the fair and equitable allocation of advocates' time.

ACCOUNTABILITY

The advocacy scheme will have in place systems for the effective monitoring and evaluation of its work. All those who use the scheme will have a named advocate and a means of contacting them.

ACCESSIBILITY

Advocacy will be provided free of charge to eligible people. The advocacy scheme will aim to ensure that its premises, policies, procedures and publicity materials promote access for the whole community.

SUPPORTING ADVOCATES

The advocacy scheme will ensure advocates are prepared, trained and supported in their role and provided with opportunities to develop their skills and experience.

CONFIDENTIALITY

The advocacy scheme will have a written policy on confidentiality, stating that information known about a person using the scheme is confidential to the scheme and any circumstances under which confidentiality might be breached.

COMPLAINTS

The advocacy scheme will have a written policy describing how to make complaints or give feedback about the scheme or about individual advocates. Where necessary, the scheme will enable people who use its services to access external independent support to make or pursue a complaint.

Developed in 2002

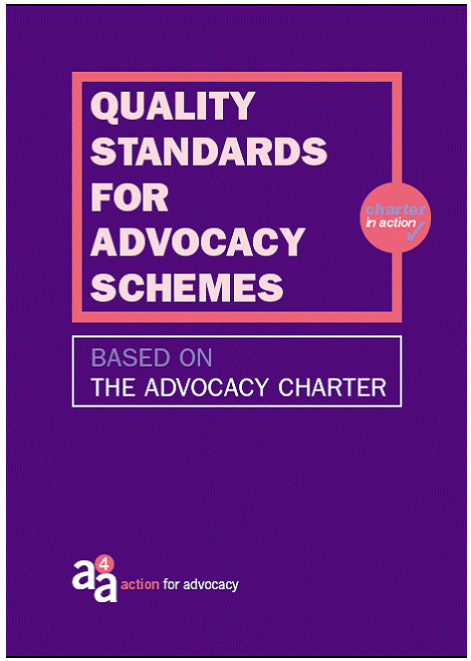
Identified principles of advocacy

Distributed throughout England and Wales

It is a declaration of intent

A4A QUALITY STANDARDS

- Based upon the Advocacy Charter
- Published in 2006
- Create clear expectations for advocacy schemes
- Role of individual advocate is covered in the Code of Practice



www.actionforadvocacy.org.uk

A QUESTION FOR YOU

What steps do you take to ensure that the advocacy that is provided in your area is of a high quality ?

- Developed from a4a quality standards
- 3 stage process
  - Self assessment
  - Desktop assessment
  - Site assessment
- Applies to all forms of 1 to 1 advocacy
- Supported by The Charity Commission

QUALITY PERFORMANCE MARK PRICES

	Desktop	Site	Total
Subsidised	£125	£900	£1025
Single site	£175	£1100	£1275
Dual site	£250	£1700	£1950
Multi site	£400	On application	

AWARD OF QPM

- Awarded for 3 years
- Entitlement to use QPI
- Listed on a4a website

Martin Coyle

Head of Quality and Development

martin@actionforadvocacy.org.uk

07961 727 212