Devon

Real partnership real progress

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Real partnership real progress

- Context
- The Devon Advocacy Development Project
- The Devon Advocacy Forum (DAF)
- Piloting a new advocacy service
- Commissioner/Provider partnership working
- Commissioner perspective
- Key Messages
- Nature of ‘real’ partnerships

Context

- The population has grown faster than any other region over the last 20 years
- Poor access to services is a particular issue for many rural areas
- High % of older people.

Context

Context: Living Options Devon

- A fully accessible society where all people can enjoy freedom of choice and equality of opportunity
- A culture of open communication empowerment and development
- User-led in all that we do enabling disabled people and Deaf people to influence and manage full range of services

Context:
Joint Commissioning in Devon

- Working positively together DCC, DPCT
- Addressing inequalities across geographic areas and organisational structures
- Seeking evidence-informed developments

Devon Advocacy Development Project
What we did

- Mapped current provision and assessed client need through
  - Desk-based research
  - Secondary data collection and evaluation
  - Interview discussions with users & providers
  - Questionnaire to people
  - Stakeholder day
- Made recommendations for future provision

Devon Advocacy Development Project
How we worked

- User-led
- Voluntary sector led
- Joint working with statutory sector
- Worked across all service-user strands
- Engaged all existing providers

Devon Advocacy Development Project Achievements/outputs

- Research report produced
- Stakeholder day
- Relationships strengthened
- Project Exit Strategy = Devon Advocacy Forum (DAF)

Devon Advocacy Forum

Our Vision

'To provide an easily accessible, effective, consistent and equitable service for all vulnerable people county wide'

Devon Advocacy Forum

- ✓ Aim is to influence the development of Advocacy services within Devon so they meet the needs of Service Users and are equitable across the County
- ✓ Membership: service users, existing and potential advocacy providers
- ✓ Independently led and managed within the community sector

Piloting a new Advocacy Service

- To meet an identified gap in PSD and older people advocacy provision
- Action Research approach
  - Sharing data and knowledge
  - Considering how best to manage demand
  - Independent evaluation report (OPAAL)

Commissioner/Provider Partnership working

Question What is the best way to commission advocacy services when the existing advocacy contracts finish?

Response Discussion and conversations between us to share views

Process Commissioners would write the specification so providers would not be compromised

Commissioners perspective

- Additional learning through genuine sharing of data gathered including from independent/voluntary organisations
- Gaps filled in so no people or places fall through
- Securing resources for the advocacy planned

Key messages

- Value of gathering evidence based on user-led independent research
- It takes time to build relationships (our partnership work started in June 2006!)
- Need milestones/deadlines as drivers to momentum
- The process matters as well as the outcome

Real partnership

- Research shows effective partnership working is based on trust and respect, (genuineness, empathy and warmth)
- Dealing with reality fairly
- Work on expectations, demands, signposting, prioritising

Real progress

- Equitable independent advocacy to be commissioned for the whole of Devon
- Real additional investment in Devon advocacy services
- Continuing partnership working with Devon Advocacy Forum to develop the newly commissioned service