



Joint Angus Advocacy Strategic Framework

2023-2026

Statement of Engagement

Purpose

This statement of engagement is a summary of the engagement activities carried out to develop the Joint Advocacy Strategic Framework.

Methodology

1. Drafting the plan

A short life working group (Advocacy Planning Group) were initially established in 2018 to develop an advocacy framework for Angus. This was to include our duty to provide independent advocacy support across children, young people and adult services. The membership of the Advocacy Planning Group included:

- Improvement & Development Team, Angus Health and Social Care Partnership
- Children Services, Angus Council
- Community Mental Health Services, Angus Health and Social Care Partnership
- Psychiatry of Old Age, Angus Health and Social Care Partnership
- Angus Carers Centre
- Angus Independent Advocacy

As a result of the Covid-19 pandemic, the work of the Advocacy Planning Group was paused as a result of the restrictions put in place and the need to prioritise the support frontline services.

The Advocacy Planning Group recommenced in 2022 with a new lead and membership was revised. The membership of the revised group included:

- Improvement & Development Team, Angus Health and Social Care Partnership
- Children's Services, Angus Council
- Community Mental Health Services, Angus Health and Social Care Partnership
- Psychiatry of Old Age, Angus Health and Social Care Partnership
- Procurement, Angus Council
- Angus Carers Centre
- Angus Independent Advocacy
- Who Cares? Scotland
- Parent to Parent

The decision to extend the membership to Who Cares? Scotland and Parent to Parent was taken to ensure we included all commissioned services where

any form of advocacy support was provided along with other services, not just those who provide independent advocacy.

The drafting of the framework was done in collaboration with all members of the Advocacy Planning Group who provided information in relation to their services and statutory duties to provide independent advocacy.

2. Public Engagement

The draft framework was released for public engagement on Friday 2 June 2023 for a period of three weeks (closing date Friday 23 June 2023). The draft framework was accompanied by an easy read version and a survey. Several methods were used to share these documents:

- Adverts on Angus Health and Social Care Partnership's Facebook and Twitter pages
- Online survey
- Shared with all members of the SLWG to distribute as appropriate within their networks/organisation
- Kirrie Connections to share within their network and with service users
- Voluntary Action Angus to share within their networks

People were asked their views on:

- The framework as a whole
- Having all information on commissioned services in one place
- The priorities of the framework
- The proposed actions for the life of the framework
- Any other comments

3. Results

The feedback received from engagement showed:

- The majority of people liked it overall
- The majority liked having all the information in one place
- The majority liked the priorities
- The majority liked the actions

Within the free text comments, there was constructive feedback for consideration:

- The terms independent advocacy and advocacy support needed to be clearer
- Aim of the document needed to be clearer
- Clear priorities
- Voice of lived experience

4. Application of the Results

The Advocacy Planning Group discussed and considered the results of the survey. The framework was revised and amended to reflect the feedback received above.

5. Internal Engagement

The amended draft framework was shared with the following for further feedback:

- Head of Service, Angus Health and Social Care Partnership
- Director of Children's, Families and Justice, Angus Council
- Policy and Resources Committee members, Angus Council
- Children's, Families and Justice Services, Angus Council

6. Results

Constructive feedback was received by the Advocacy Planning Group including:

- Still some clarity needed to define independent advocacy and advocacy support
- Areas of duplicate information in relation to service providers
- A closing section needed before appendices

7. Application of the Results

The Advocacy Planning Group again revised and amended the framework taking into consideration the above feedback with changes made to the wording, removal of the duplicate information and the flow of the entire framework improved.

8. Further Public/Internal Engagement

Due to the low number of responses to initial public engagement (2), the decision was taken to carry out further engagement both with the public and with internal services and stakeholders.

The draft framework was released for public engagement on Wednesday 1 November 2023 until 22 December 2023. The draft framework was accompanied by an easy read version and survey. Several methods were used to share these documents:

- Adverts and links to framework and questionnaires in both formats shared with the following for onward sharing with networks, staff and service users:

- General public via AHSCP website, Facebook and Twitter with regular posts repeatedly advertising the framework and feedback questionnaire
- Members of the Advocacy Planning Group (including Angus Independent Advocacy (AIA), Angus Carers Centre, Parent to Parent and Who Cares? Scotland)
- Angus Mental Health and Wellbeing Network (AMHAWN)
- North East Sensory Services (NESS)
- Deaf Links
- Gypsy/Travelling communities
- Community Mental Health Services
- Learning and Physical Disability Services
- Day Care Services
- Homelessness Prevention and Support Service
- Supported Accommodation Services
- Angus Alcohol and Drug Partnership (ADP)
- Strategic Planning Group (SPG)
- Clinical Partnership Group (CPG)
- Locality Improvement Groups (LIGs)
- Children Services Third Sector Forum
- Extended Management Team (Angus Council)
- Leading the Promise Group
- Integrated Children's Services Partnership
- Printed copies of the framework and questionnaire sent to LIG members as per their request as well as anyone else who required this.
- Engagement with members at AIA Annual General Meeting on 27/11/2023
- Virtual public engagement sessions were set up on 12/12/2023 (with BSL interpreter) and 13/12/2023.
- Public engagement session hosted within Forfar Library on 19/12/2023

9. Result

The feedback received from engagement showed:

- The majority of people liked the Framework overall
- It was helpful to have all the information in one Framework for children, young people and adult services
- The majority of people agreed with the priorities outlined in the Framework
- The majority of people agreed with the actions outlined in the delivery plan
- There were some comments that it felt a little repetitive in some parts and it would be good to see involvement of those with lived experience moving forward

10. Application of the Results

The Advocacy Planning Group again revised and amended the framework taking into consideration the above feedback with changes made to the wording, removal of the duplicate information and the flow of the entire framework improved.

Next Steps/Approval

The amended framework will be submitted for approval to the following:

- IB February 2024 – in relation to adult services
- Children and Learning Committee February 2024 – in relation to children and young people's services