

Adult Advocacy Needs Assessment 2017: Summary

We received feedback from:

Service users

Services in the city are not well-known amongst people who might need them

It wasn't always clear what 'advocacy' was. NHS and social care services (including GP's) didn't seem to know about local advocacy support

People who had more than one problem, and were lonely, had difficulty accessing help with advocacy

The need for advocacy often happened because of difficulties getting support from complicated health and social care systems

If advocacy services were to be reduced they would result in more crisis management and problems getting worse

Advocacy Services

Felt that there was a gap between the services and those who could benefit

People who were more isolated were less likely to be in contact

Advocacy services need to promote themselves and work in closer partnership

Felt that sometimes people didn't know what the word 'Advocacy' meant

Would like social care and NHS staff to become 'Champions' for Advocacy

Thought it was important that advocates had local knowledge

NHS and Social Care Staff

With lots of different advocacy services in the city it was difficult to know who you should contact and how to do this

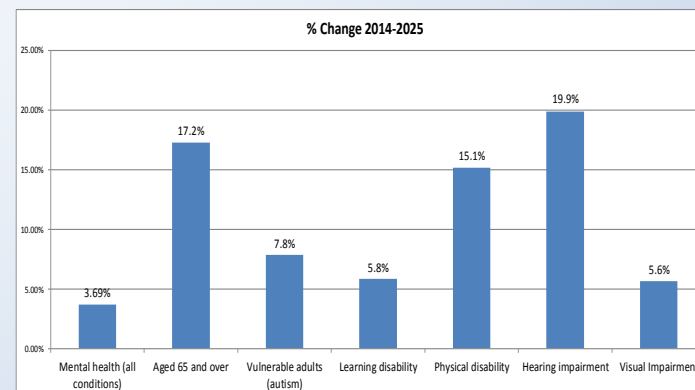
Wanted just one place that they could refer clients into sometimes called 'a common access point'

Overall satisfaction with advocacy services was high

Wanted short waiting times so clients can get support quickly

Wanted services that met all the needs of their clients as many had more than one problem

Populations supported by Advocacy are all likely to increase over the next 20 years*



*Estimates of language need not available. Care Act Advocacy also likely to increase

What works? Findings from research and from other parts of the country

A single point of contact that triages and prioritises

There is no 'best' type of service.

Self-advocacy should be encouraged.

Innovative and flexible that includes a range of different models

Advocacy Services should work together in partnership



What are we going to do with these findings?

Work together so that everyone understands what advocacy means.



Help people get advocacy in different ways such as training people in self-advocacy or group-advocacy



Do more to understand older people and people who come from a Black and Minority Ethnic background need for advocacy



Promote local advocacy services so that more people know about them. We will do this by making sure that information is available on: *the Council's website and sites like MyLife. Develop a directory of advocacy services available in Brighton & Hove. Consider the development of 'Advocacy Champions' within teams who refer people for advocacy.*

Make sure that advocacy services work closer together.

- Have one point of access
- Have a service that can meet the different needs that one person may have
- Make sure that people can get advocacy support when they need it
- Make sure that people who may need interpreting services including British Sign Language are able to get advocacy support



Work with other services like housing and benefits so that they can make it easier for people to access their services which might mean that advocacy services are needed less



PROMOTION