Our Plan for Advocacy Services in Bristol

Easy read booklet
Date September 2018
Advocacy services

We are Bristol City Council. We run services across Bristol. The law says we have to run advocacy services.

This booklet is about Advocacy. Advocacy and Advocacy Services is when someone helps you to get your opinions heard.

Advocacy Services will help you to

• get information, advice and support
• ask questions about a service
• think about all your choices
• get to know your rights.

Advocacy can help with

• making a difficult situation better
• making it easier for you to tell other people how you feel
HealthWatch is an Advocacy Service. HealthWatch wants to know what you think about the health and care services you use.

HealthWatch will also talk to people who make decisions about health and care services.

They will tell these people what you think about the services.

The HealthWatch advocacy service will talk to people in Bristol, South Gloucestershire and North Somerset.

These are the same areas that health and care services cover.
We have to spend council money in a good way. We must look at the quality of the services and the cost.

We want to buy Advocacy and HealthWatch Services at the same time. This will help us save money.

We want to buy the best advocacy services with the money we have available.

We want to give you the best Advocacy and HealthWatch services without paying more money.

We want to do this by April 2019
We buy advocacy services from many different organisations. Some are large and some are small.

We want small organisations to have the same chance to be able to provide the services as larger ones.

We want to know if Advocacy Services and HealthWatch can work well together in Bristol to help you.

We also want to know if Advocacy Services and HealthWatch could work with other services in Bristol in the future.

We want to know if this would work better for you.
We have talked to many advocates in Bristol.

An advocate listens to what you want and can help you make choices and tell other people.

We asked the advocates to tell us how we can improve the service in Bristol.

We are setting up some meetings in Bristol. We want to find out what our advocates think.

We want you to come to the meeting and tell us about Advocacy and HealthWatch Services that you use.

This will help us understand what is important to you and help us choose the right organisation to provide these services.
We want to know what you think about this. We will ask you some questions to help us understand what is important to you.

We will read all the answers you give us. Your answers will help us decide if we need to make changes to the services.

We will tell you if your answers helped us make a new or different decision about the services.

There is a longer document about the councils plans to buy these services. You can read this here

https://www.bristol.gov.uk/tenders-contracts/advocacy-and-healthwatch-recommissioning
Thank you to A2i for the words
www.a2i.co.uk (reference 29981)

The full version of this document is called
“Advocacy and HealthWatch Commissioning Plan”