

Introduction

A Public Consultation occurred between 31st October 2023 and 15th December 2023.

The purpose of the Consultation was to obtain feedback from all citizens, those who have used advocacy services, their families and carers and providers of those services with regard to how we should commission advocacy services in the future.

The 3 Options that we presented were;

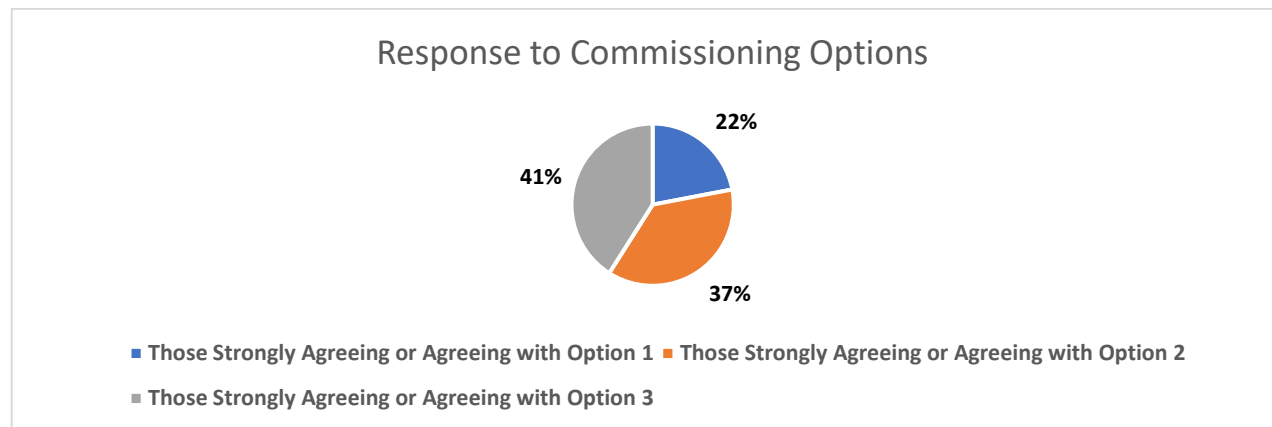
Option 1 : We could deliver Advocacy Services the same way that we currently do. (no change)

Option 2: We could have just one main Advocacy provider to cover all aspects of both the statutory and non-statutory services, in one “Advocacy Hub” with that provider being able to use other organisations to assist them to deliver any specialist part of the service. (sub-contracting).

Option 3: As with Option 2 but also include some help within the contract to allow that provider to work alongside our local VCSE partners in the community. This partnership could develop a **VCSE advocacy offer** that could deliver the non-statutory parts of advocacy. There would be additional resources within the service for some non-statutory advocacy for priority groups of people, such as those with learning disabilities, autism and mental health issues whilst the community offer was being developed.

Who engaged with the Consultation process?

73 full responses were received in relation to the main consultation. An additional 15 responses were received through the Easy Read version making a total of 88 responses. Advocacy providers also hosted drop-in sessions and focus groups with their service users and submitted feedback through the Consultation Portal or through brief reports. A further 8 service users were engaged by this method.



You Said, We Did- Summary

Question	You Said	We Did
<p>Option 1</p> <p>Offer Advocacy Services the same way that we currently do, by having several different providers delivering different parts of the Advocacy service. We would split the Advocacy Services into different parts that we call “Lots”.</p>	<p>22% of those answering the question believed this was the “best” Option.</p> <p>“Advocacy service users often have advocacy needs that fall under aspects of statutory advocacy and aspects of non-statutory advocacy. Communication is therefore easier if the service user only has to contact one main provider irrespective of the type of advocacy they need. I therefore see options 2 and 3 as improvements on the current multi provider arrangement”.</p>	<ul style="list-style-type: none"> ● We will not proceed with Option 1
<p>Option 2</p> <p>We could have just one main Advocacy provider to cover all aspects of both the statutory and non-statutory services, in one “Advocacy Hub” with that provider being able to use other organisations to assist them to deliver any specialist part of the service. (sub-contracting).</p>	<p>37% of those answering the question believed this was the “best” Option.</p> <p>“Being able to access advocacy services within their own community, and not having to travel, would be beneficial and helpful to the majority.”</p> <p>“The proposals are good; the proposal of a merger would help and bring services into one place”.</p>	<ul style="list-style-type: none"> ● We will look to combine elements of this Option with those from Option 3. ● We will build provision of an “Advocacy Hub” into the Service Specification for the new contract. ● In line with Social Value and the Once City Plan, this “Advocacy Hub” will need to be based within the City of Bristol and be accessible to all service users.

		<ul style="list-style-type: none"> Equally, service users who are not able to get to the Hub should be able to access provision closer to home.
<p>Option 3</p> <p>We could have just one main advocacy provider to deliver the statutory advocacy services but include some help within the contract to allow that provider to work alongside our local Voluntary, Community and Social Enterprise (VCSE) partners in the community. This partnership could develop over time into a VCSE advocacy offer that could deliver the non-statutory parts of advocacy. There would be additional resources within the service for some non-statutory advocacy for priority groups of people, such as those with learning disabilities, autism and mental health issues whilst the community offer was being developed.</p>	<p>This was the most popular Option with 41% of respondents agreeing that it was the “best” Option.</p> <p>“I would like to see a wider range of voluntary sector organisations enabled to be advocacy organisations. This would ensure that various groups had specific representation, for eg disability, ethnically diverse groups. These groups need to be fully operational with knowledgeable, trained staff.”</p> <p>“Any proposals need to fully fund language line or interpreters to ensure all communities have access to high-quality advocacy”.</p> <p>“A strong independent advocacy service is indeed needed. The additional resources within this service for priority groups of people, such as disabled people who come under the Equality Act 2010 specs, i.e. those with learning disabilities and autism”</p> <p>“Option 3 feels the most holistic way of offering support to me, in including working alongside local Voluntary, Community and Social Enterprise partners in the community. This feels important to support people in broadening their support networks to access advocacy services within their own communities.”</p>	<ul style="list-style-type: none"> We will build a service specification that combines elements of both Options 2 and 3. We will ensure that the provision of culturally appropriate advocacy services is expected and written into the contract specification with specific measures not detailed in the Single Framework specification. We will work with the successful provider to ensure that this will include, where appropriate, access to translation and interpretation services. There will be an expectation of the successful Provider that they work closely with VCSE organisations across the city to develop a VCSE Alliance offer for Advocacy. This offer will include payment to VCSE organisations for their services. Based on the current demand for services, the existing budget will need to be reshaped to ensure that we meet our

		Care Act duty with regard to statutory advocacy services.
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Next Steps

Bristol City Council will prepare to recommission the advocacy services based on feedback from the Consultation.

A “Market Engagement” Event will be held in mid to late May 2024 so that we can communicate our future vision for these services to providers who may be interested in providing them.

The new services will be tendered in mid to late June 2024.

At this time, the new service is expected to begin operating in November 2024.