

Wards Affected:

All Wards

PEOPLE'S VOICES – PROVISION OF INDEPENDENT ADVOCACY - EXTENSION OF CONTRACT

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Executive Summary:

This report is seeking approval to extend the contract for the independent advocacy services provided by People's Voices for an additional 12 months from April 2013- March 2014.

The contract was originally awarded to People's Voices with the commencement date of 1 April 2009 for 3 years and was extended for one year. It is now recommended that there is a further extension to 31st March 2014.

The contract enables the delivery of advocacy to people who are unable fully to put forward their own views about their needs and services. Part of the service meets statutory requirements for advocacy provision under the Mental Capacity Act (2005) and the Mental Health Act (2007).

Monitoring data demonstrates steady growth in the numbers of users and the hours of advocacy delivered. Contract monitoring and service review suggests that outcomes for service users are being met.

This extension will enable emerging proposals for integrated social care and health advocacy service to be analysed and implemented.

1. Recommendation(s)

- 1.1 That the extension of the independent advocacy service contract until March 2014 be approved

2. Issues

- 2.1 The Council's Constitution requires all extensions to contract in excess of £100,000 to be approved.
- 2.2 The annual contract value is £170,418.
- 2.3 Background

Advocacy services for specific groups were previously delivered through a range of small contracts and grant funding arrangements. They were brought together in 2009 into one contract, awarded to People's Voices, to avoid service gaps and to provide economies of scale.

Service review processes have investigated both activity and quality of outcomes throughout the contract.

2.4 Service Description:

People's Voices provides generic instructed advocacy to people who may have a range of disabilities, mental health needs or an inability to fully express their wishes and needs.

The major areas of generic advocacy work are concerned with:

- Housing & Accommodation
- Care & Care issues
- Benefits
- Family
- Financial
- Hospital Treatment/Discharge
- Child custody/child protection
- Support at meetings
- Complaints
- Debt
- Employment/Employer

People's Voices also provides non instructed advocacy to people who do not have the mental capacity to express their wishes or the ability to communicate them effectively. This includes Independent Mental Capacity Advocates (IMCAs). This provision is a statutory requirement.

IMCAs are involved when a person, who does not have capacity to make their own decisions or family to support them in this, has to decide about a serious issue such as a move from their own home to residential care. IMCAs also act under the Deprivation of Liberty Safeguards 2009.

A second statutory requirement is the provision of IMHAs, who support people who are detained under the Mental Health Act to understand and implement their rights.

The contract also allows for the management and support of the Mental Health Service User Development Worker. This role enables people who use Mental Health services to contribute to service developments and strategic planning.

2.5 Service Outcomes

In addition to supporting individual users to resolve issues and make changes that benefit their wellbeing, additional service outcomes are:

- Improved self esteem
- Increased confidence
- Increased understanding of interactions with professionals
- Understanding of the advocacy role

- Service expectations

These outcomes have been agreed for measurement in 2012-13.

2.6 Service Outputs

The following figures demonstrate the number of people who have benefitted from advocacy services provided by People's Voices:

(a) Contract year 1: 2009-2010

	Number of Hours	Number of Service Users
Generic Advocacy	2971.35	292
IMHA	85.25	29
IMCA	698.5	57
TOTAL	3755.1	378

(b) Contract year 2: 2010-2011

	Number of Hours	Number of Service Users
Generic Advocacy	3485.32	347
IMHA	187.75	46
IMCA	546.3	48
TOTAL	4219.37	441

(c) Contract year 3: 2011-2012

	Number of Hours	Number of Service Users
Generic Advocacy	3924	457
IMHA	384	139
IMCA	610	59
TOTAL	4918	655

(d) Contract year 4: 2012-2013 (quarters 1 and 2)

	Number of Hours	Number of Service Users
Generic Advocacy	1614.5	267
IMHA	198.75	90
IMCA	343.5	37
TOTAL	2156.75	394

The output data, combined with service review and ongoing contract monitoring, suggest that the service gives value for money.

2.7 Policy Drivers

In addition to the provisions of the Acts mentioned above, recent guidance following the revelations about Winterbourne View requires increased access to advocacy for vulnerable people.

3.0 Alternative Options

- 3.1 The alternative option is not to extend the contract and re-tender advocacy services for April 2013.
- 3.2 This option would not allow for expected changes in the requirements for advocacy provision for people in receipt of health services. Tendering for these two provisions together would improve both the effectiveness and economy of future services.

4 Implications

4.1 Policy

The extension of this contract complies with adherence to Milton Keynes Council Framework for Commissioning the Third Sector. The service review function is key to ensuring that the future commissioning of services is in tune with policy and strategic objectives.

4.2 Resources and Risk

N	Capital	Y	Revenue	N	Accommodation
N	IT	N	Medium Term Plan	N	Asset Management

The annual financial allocation to People's Voices to provide an independent advocacy service is £170,418. In 2009, the following budgets were brought together for this purpose:

Mental Health including IMHA (£38,000)

Service User Development Worker (£23,528)

IMCA/DoLS (£41,000)

Learning Disability (£29,000)

Older People (£10,000)

Physical and Sensory Disability (£28,890)

4.3 Carbon and Energy Management

The provider does not operate from Council buildings

4.4 Legal

The statutory powers under which this service is provided include; those referred to above

4.5 Other Implications

None

Y	Equalities/Diversity	N	Sustainability	Y	Human Rights
N	E-Government	N	Stakeholders	N	Crime and Disorder

5.0 Background Papers:

None used.