



# Fife Advocacy Strategy 2018 - 2021



Fife Advocacy Forum

Supporting & Developing Advocacy Across Fife





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## Alex's Story

Having Peter as his advocate for over three years now means Alex has someone he trusts to turn to if he needs support and to be a voice for him when he finds it difficult to communicate with service providers. Peter's support has meant Alex has been able to access funding for house improvements through the coal industry welfare fund, to vote in the Scottish referendum and apply for a blue parking badge to help him get out and about more in the community.

# Foreword

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This strategy sets out how we will provide independent advocacy services in Fife and continue to improve awareness of and access to services to ensure the best outcomes for people who are unable to speak up for themselves.

The Fife Health and Social Care Strategic Plan (2016- 2019) states:

***'The Partnership is committed to the elimination of discrimination and promotion of Equality and Human Rights'.***

Independent advocacy services are critical to safeguarding and empowering those people who are most vulnerable and at risk and enabling them to express their views and to have their voice heard.

Advocacy has two main themes:

- Safeguarding people who are in situations where they are vulnerable.
- Speaking up for and with people who are not being heard, helping them to express their views and make their own decisions and contributions.

The Fife Advocacy Strategy has been refreshed in partnership between Fife Health & Social Care Partnership, NHS Fife, Fife Council and the Fife Advocacy Forum.

We want to thank everyone who has been involved in the development of this strategy, particularly the staff and volunteers from the local independent advocacy organisations and the members of Fife Advocacy Forum who gave up much of their valuable time to organise the consultation events, help to develop the strategy, and provide constructive feedback and suggestions.

The contribution of staff across the Health & Social Care Partnership, NHS Fife, Fife Council and the Third Sector who attended the stakeholder events held is also acknowledged. The ideas and opinions expressed at those meetings have contributed to the development of this strategy, and will help to ensure that we continue to provide the services that people in Fife truly want and need.



**Michael Kellet**  
Director of Health and Social Care  
Rothesay House



**Rachel Annand**  
Chair  
Fife Advocacy Forum

# Introduction

## What is Independent Advocacy?

**Independent Advocacy is a way to support people to have a stronger voice and have as much control as possible over their own lives.**

Advocacy can be defined as speaking up for, or acting on behalf of, yourself or another person. This can include helping somebody to understand and protect their rights, to resolve problems, or to express their views in an effective and appropriate way.

While many people can access this support informally, for example through friends and family, or by asking their teacher or social worker, many vulnerable people in Fife do not have the social networks which other people might take for granted. In these cases, people can be supported by an independent advocate.

## The Need for Advocacy

Independent advocacy services are designed to ensure that people's views are taken into consideration, particularly when decisions are being made about them. They also help people to understand their own rights, enable them to make informed choices, and allow them to clearly express themselves.

Fife Health & Social Care Partnership, NHS Fife and Fife Council staff are most likely to encounter independent advocacy in formal settings, for example when an advocate is supporting someone at a Mental Health tribunal, at a Child Protection hearing or during an Adult Protection Investigation. However, independent advocates support people in many other ways, from helping to request that their landlord makes some necessary improvements, to providing support to someone facing bankruptcy proceedings.

Key to the success of an advocate is the concept of 'independence'. Advocates are not employed by Fife Health & Social Care Partnership, NHS Fife or Fife Council, and are not involved in providing any other services to the person receiving advocacy. Their loyalty lies with the person they are supporting (often referred to as the "advocacy partner"). As such, they do not have to balance the multiple, sometimes conflicting, responsibilities that social workers, nurses and other professionals have to.

Legislation and policy, including the Patient Rights (Scotland) Act 2011, Getting it Right for Every Child (2017), Mental Health (Care and Treatment) (Scotland) Act 2003, and Adult Support and Protection (Scotland) Act 2007 all emphasise the need to place the person at the centre of decision making.

Advocacy services are there to help ensure that happens.

# Introduction

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## Aims and Objectives

In developing the overall aims of this strategy, a wide range of people including advocacy users, advocacy organisations and other stakeholders were consulted. Seven stakeholder events were held and an extensive engagement process was undertaken. Some comments from the consultation feedback are included in Appendix 1. The conclusions and recommendations from those events have been used directly to inform this strategy.

In addition the strategy takes account of relevant legislation (appendix 3).

The Fife Advocacy Strategy 2018 – 2021 aims to continue to ensure that:

- A wider range of people are eligible to receive independent advocacy, including carers.
- People can access a broad range of independent advocacy services.
- More people are aware of what advocacy is, how it can benefit them, what advocacy services are available in Fife, and how to access them.
- Local advocacy services are provided with appropriate support in order to help them develop their services in line with this strategy.

Due to Fife's changing demographic profile, we expect there to be a continuing increase in demand for independent advocacy services. This will place corresponding pressures on local advocacy organisations, particularly in a climate of restricted availability of funding.

The demand is likely to increase from the following groups:

- Frail Older People including those with dementia/learning disability.
- People with long term conditions.
- Carers.
- Adults at risk of harm who meet the criteria set out in the Adult Support and Protection (Scotland) Act 2007.

It will be important for Fife Health & Social Care Partnership, Fife Council and NHS Fife to work closely with independent advocacy organisations to maximise capacity and improve co-ordination to ensure the most efficient use of resources. This will ensure that together we can continue to deliver a range of effective and efficient advocacy services across Fife, targeting those with the most critical need.

# Types of Independent Advocacy

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There are many different types of advocacy. The following defines the most common types of independent advocacy service available in Fife and describes the main audience for each type of service. Further details of the different types of advocacy are available in the Advocacy in Fife Booklet.

The term 'independent advocacy' is defined in the Mental Health (Care and Treatment) (Scotland) Act 2003. Essentially, advocacy is regarded as independent if it is not directly provided by Fife Health & Social Care Partnership, NHS Fife or Fife Council, or any organisation providing other services to the person.

## Individual Advocacy

### Professional (Issue-Based) Advocacy

A professional advocate will provide expert, specialist knowledge to help resolve a particular issue. There is no long-term relationship between the professional advocate and their advocacy partner.

This type of advocacy is closely associated with formal support for Mental Health Tribunals, Child Protection Conferences and other statutory functions.

### **Professional Advocacy - Susie's story**

Susie contacted an independent advocacy provider when she thought she might be evicted from her home because of rent arrears.

Her advocacy worker agreed to speak to housing services on Susie's behalf as she found this difficult to do herself due to her mental health.

By supporting Susie at a meeting with the housing officer the advocacy worker was able to support Susie to get her rent payments changed and resolve the outstanding arrears.

## Citizen Advocacy

This is a person-based independent advocacy service that usually (but not always) takes place on a longer-term basis. The advocate is usually an unpaid volunteer, who builds a trusting relationship with their advocacy partner and supports them to resolve any issues they have in order to ensure they have an active life within the community.

### **Citizen Advocacy - Agnes's story**

Agnes was unhappy with where she lived but struggled to explain to staff what she wanted. Agnes was matched with a Citizen Advocate and they spent many months getting to know each other while enjoying many cups of coffee and shopping trips.

# Types of Independent Advocacy

Agnes's advocate supported her to think through what she wanted and to get information about the options available. Her Citizen Advocate helped Agnes to express her concerns and wishes. She accompanies Agnes to her care reviews, assisted her with a benefits application, sourced funding to enable Agnes to go on holiday, accessed help to obtain a blue badge and helped her move to an accessible flat.

Agnes and her Citizen Advocate meet up over a coffee and this ensures Agnes has the opportunity to talk about issues and be supported at ongoing reviews.

## **Non Instructed Advocacy (Professional or Citizen)**

Non-instructed advocacy happens when a person who needs an independent advocate cannot tell the advocate what they want. This may be because the person has complex communication needs or has a long term illness or disability that prevents them from forming or clearly stating their wishes and desires. This usually takes place with people who have dementia or profound and/or severe learning difficulties.

### **Non-Instructed Advocacy – Dan's Story (A Citizen Advocacy Partnership)**

Dan and John were matched as Dan's health had deteriorated meaning he could no longer live at home, and due to the nature of his disabilities he was unable to communicate verbally or with more than a few basic signs.

John met with Dan's previous carers to establish what was important to Dan in terms of his care and support needs, how best to communicate with him, what he enjoyed doing, and what might upset him. John visited and got to know Dan in his initial temporary accommodation. He was able to support a recommendation for Dan to remain living there permanently, as Dan gave every indication of being happy and settled there.

John established a firm bond with Dan and has good communication with Dan's care staff and social worker. This has resulted in Dan being able to continue his favourite activities in the community, as well as enjoying a positive and healthy lifestyle in his new home.

## **Group Advocacy (Collective Self-Advocacy)**

Group advocacy is designed to allow people with the same concerns, issues or experiences to provide support to each other and to work together to highlight issues and campaign for improvement. All groups are run by members for members, with support from a Development Worker.

This type of independent advocacy creates the opportunities for people to develop skills and confidence to be able to represent their own thoughts, feelings and choices for themselves on



both a collective and individual basis and encourages debate and discussion within the group to represent views, preferences and experiences.

### **Group Advocacy - Simon's story**

Simon has a learning disability and for most of his life was used to people telling him what to do. He felt that his own views and wishes were often ignored and he was not given the opportunity to make decisions for himself. He joined a collective group advocacy provider and got support from other people in similar situations. Through the group he became involved in campaigning activities which gave him the confidence and ability to express his own views and take control of his daily life.

### **Children's Rights Service**

This service aims to ensure that a child's rights are fully taken into account when decisions are made about them. Within Fife, the Children's Rights Service is focussed on providing support for Looked After Children, and Children subject to a Child Protection Case Conference. The Children's Rights Service supports the children at Looked After Child Reviews, Children's Hearings and other complex meetings, helping the child to express their views and wishes in all decisions affecting them, enabling them to contribute to their Statutory Child's Plans.

The nature of the Children's Rights Service is very similar to Professional Advocacy.

### **Children's Rights – A Child in a foster care placement**

Kyle has been referred to Children's Rights on two occasions. He was seen by a Children's Rights worker prior to meetings as his birth family requested direct contact. He did not wish to have any direct contact and his family took the view that social work/foster carers were influencing his decisions. Children's Rights support allowed Kyle to have an independent representative to share his views at meetings and gave him confidence that his voice was heard.

### **Children's Rights - Children in a kinship placement**

Children's Rights has been involved with Jane and Mary for over a year. Rachel, the Children's Rights worker, developed a positive and trusting relationship with Jane and Mary and helped them express their views and feelings about where they would like to stay, how they felt about contact with their parents, and supported them at the Looked After Child Reviews and Children's Hearings.

The children continue to reside in the care of their grandparents in a kinship placement where they feel safe and protected. The children's grandparents are of the view that the Children's Rights' support has enabled the girls to have an independent representative to ensure their voice is heard at meetings they would otherwise find overwhelming.

(Please note that in all examples the names have been changed to preserve and ensure anonymity and confidentiality).

All advocacy organisations who receive funding from Fife Health & Social Care Partnership or

# Commissioning and Monitoring of Services

Fife Council are monitored by Contracts Officers within the Health & Social Care Partnership to ensure compliance with the highest standards.

Within Fife, advocacy services are commissioned in two ways:

- **Professional Advocacy Contract:** a formal contract, which provides short-term, issue-specific professional advocacy.
- **Service Level Agreements:** other types of advocacy provision are funded through individual Service Level Agreements to several advocacy organisations.

## **Professional Advocacy Contract**

The current professional advocacy contract will expire in 2019 at which point an open process to recommission a new professional contract will take place.

## **Service Level Agreements**

In addition to the professional advocacy contract, Service Level Agreements (SLAs) are in place with the other advocacy organisations. These organisations provide other types of advocacy, including Group Advocacy, and Citizen Advocacy. It should be noted that these types of advocacy are often provided over a longer-term than professional advocacy. A “typical” professional advocacy referral will be measured in weeks; most citizen advocacy partnerships can last for years.

As with the contract, the Service Level Agreements for the smaller advocacy organisations will also be structured in line with the aims and objectives of the strategy. This will ensure consistency of provision and access across Fife, and minimise overlap and duplication between services.

During the lifetime of the Service Level Agreements the Joint Advocacy Planning Group (JAPG) will monitor demand for services and provide appropriate ongoing support to the independent advocacy organisation.

## Advocacy Services for Adults & Older People (April 2018)

The 2014 - 2017 Advocacy Strategy introduced a new Advocacy Eligibility Criteria which resulted in more people having access to a wider range of advocacy services. The Advocacy Eligibility Criteria, which were agreed in partnership with local advocacy organisations, states that:

*“People in Fife, aged 16 or over, who are affected by disability, chronic illness, dementia or mental disorder (including mental illness, learning disability or personality disorder) and are unable to safeguard their own well-being, rights, care or other interests will be eligible to receive independent advocacy services”.*

<b>Professional Advocacy</b>	<b>Circles Network (£344,367)</b>
	<b>Women’s Aid (£56,359)</b>
	<b>Fife Carers Centre with Fife Young Carers (£34,045 joint SLA)</b>
	<b>Fife Forum (£16,606)</b>
<b>Citizen Advocacy</b>	<b>Dunfermline Advocacy (£81, 685) (West Fife)</b>
	<b>Include Me (£37,352) (North East Fife)</b>
	<b>Equal Voice (£33,609) (Central Fife)</b>
	<b>Dunfermline Advocacy (£31, 039) Regional Forensic Unit</b>
<b>Group Advocacy</b>	<b>People First (£82,842)</b>

Key:

<b>Adults</b>
<b>Older People</b>
<b>Adults + Older People</b>

The three citizen advocacy organisations each cover a separate geographical area (as shown above), and together provide a Fife-wide service.

### Advocacy Services for Adults & Older People - Before Strategy

#### Previous Service Arrangements: Children and Younger People

Advocacy for children has primarily been concentrated on Looked After Children Away from Home (i.e. children who are cared for away from their normal place of residence with their family).

In addition, advocacy is also provided to children subject to a child protection case conference. Case conferences are used to discuss children who may be at risk of harm, and to develop a plan (known as a Child’s Plan), to protect that child.

## Advocacy Services for Children & Young People – (April 2018)

<b>Professional Advocacy / Child Right's Service</b>	<b>Barnardo's provides children's rights service to children and young people in a variety of situations including in secure care and purchased residential placements, looked after at home and in kinship care, in foster care and children subject to multi-agency statutory Child's Plans. Barnardo's Covers Council Foster Care Service or Purchased Residential/ Foster Care (£211,969).</b>
	<b>Barnardo's Child Protection Conferences and Children and Young People Affected by Disability.</b>
	<b>Barnardo's Families involved in Additional Support Needs Tribunals for Scotland.</b>
	<b>Who Cares? Scotland provides professional advocacy for young people (up to 25) who are, or have been, resident in Fife's residential homes (£43,209).</b>
	<b>Circles Network provides an advocacy service to children subject to compulsory measures under mental health legislation and Young People (over 16) meeting the Eligibility Criteria (Covered within the contract value detailed under Adults &amp; Older People).</b>
<b>Peer/Group Advocacy</b>	<b>Fife Young Carers supports young people who are carers (£136,770).</b>
<b>Informal support &amp; issue-based</b>	<b>Kindred provide support and advocacy for families of children with additional support needs. (£36,430).</b>

Key:

<b>Children (0-16)</b>
<b>Children &amp; Younger People (up to 18)</b>
<b>Children &amp; Younger People (up to 25)</b>
<b>Family Support</b>

Children's rights and their participation in the decision making affecting them is central to Fife Children's Services Plan 2017-2020. The Children's Services Plan's emphasis on prevention, inclusion, fairness and equity is reflected in the priorities agreed by Barnardo's and Fife Council for Children's Rights and Advocacy Services:

**1st - Looked After in Secure Accommodation**

**2nd - Looked After in Residential Care**

**3rd - Looked After at Home/Kinship Care**

**4th - Looked After in Foster Care**

**5th - Child is subject to a Statutory Child's Plan (Section 22)**

These priorities will ensure greater access to children's rights services for children and young people looked after at home as part of the overall strategy to improve the outcomes for all looked after children and promote a culture of aspirations and social inclusion.

# Strategic Overview

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The Advocacy Strategy will be overseen by the Joint Advocacy Planning Group (JAPG). This group will have overall responsibility for ensuring that the strategy, including the action plan, is implemented effectively during the period 2018 to 2021.

This will involve working in partnership with the Fife Advocacy Forum and the individual advocacy organisations to ensure that the strategy is being implemented fully, and to identify and address any issues that occur. This will include working with all stakeholder groups in order to consider additional areas for development or improvement and identifying ways to implement these recommendations.

Key to this work will be establishing strong links with the Contract Officers who are responsible for monitoring and evaluating the performance of the advocacy providers against the Contract and Service Level Agreements. As such, they are well placed to identify any issues with the implementation of the strategy, and to confirm that the services provided are meeting the specified requirements.

The Contract Officers work with all advocacy services throughout the year to carry out appropriate monitoring and evaluation of the services. This can also involve working with the individual organisations to develop their services and resolve any issues that arise. Part of this work will include ensuring continuity across organisations in terms of expected outcomes, provision of support, monitoring requirements, or similar.



# Conclusion

The outcome of the consultation undertaken indicates that the existing independent advocacy organisations in Fife provide good value and are highly regarded. In addition, it was identified that the advocacy services have been very successful at meeting local need, and adapting to the different demands and circumstances of service user groups in different parts of Fife.

Strong partnership working has been at the heart of the development of advocacy in Fife. In order to co-ordinate the development of the Advocacy Strategy, and to oversee the improvement work a Joint Advocacy Planning Group (JAPG) is in place, this includes representatives from Fife Advocacy Forum, Health & Social Care Partnership, NHS Fife, Housing and Police.

The Advocacy Forum, which is an independent body comprising of representatives from local advocacy organisations and people with an interest in advocacy services, helps to ensure that service users and advocacy organisations have a strong say in the ongoing development of advocacy services in Fife. It provides an opportunity to share best practice, raise concerns, and highlight key issues.

Through the JAPG and the Advocacy Forum we will work with advocacy organisations to provide information and guidance to ensure advocacy services are appropriately targeted to make best use of available resources.

During the period of the 2018 - 2021 Strategy this joint working will focus on the areas identified during the consultation to continue to improve independent advocacy services in Fife.

Key themes arising from the consultation and stakeholder events were:

- Increased demand for advocacy services
- Financial constraints
- Gaps and consistency in service provision
- Awareness raising/promotion of advocacy
- Measuring outcomes

# Fife Advocacy Strategy 2018-2021: Areas for Ongoing Improvement

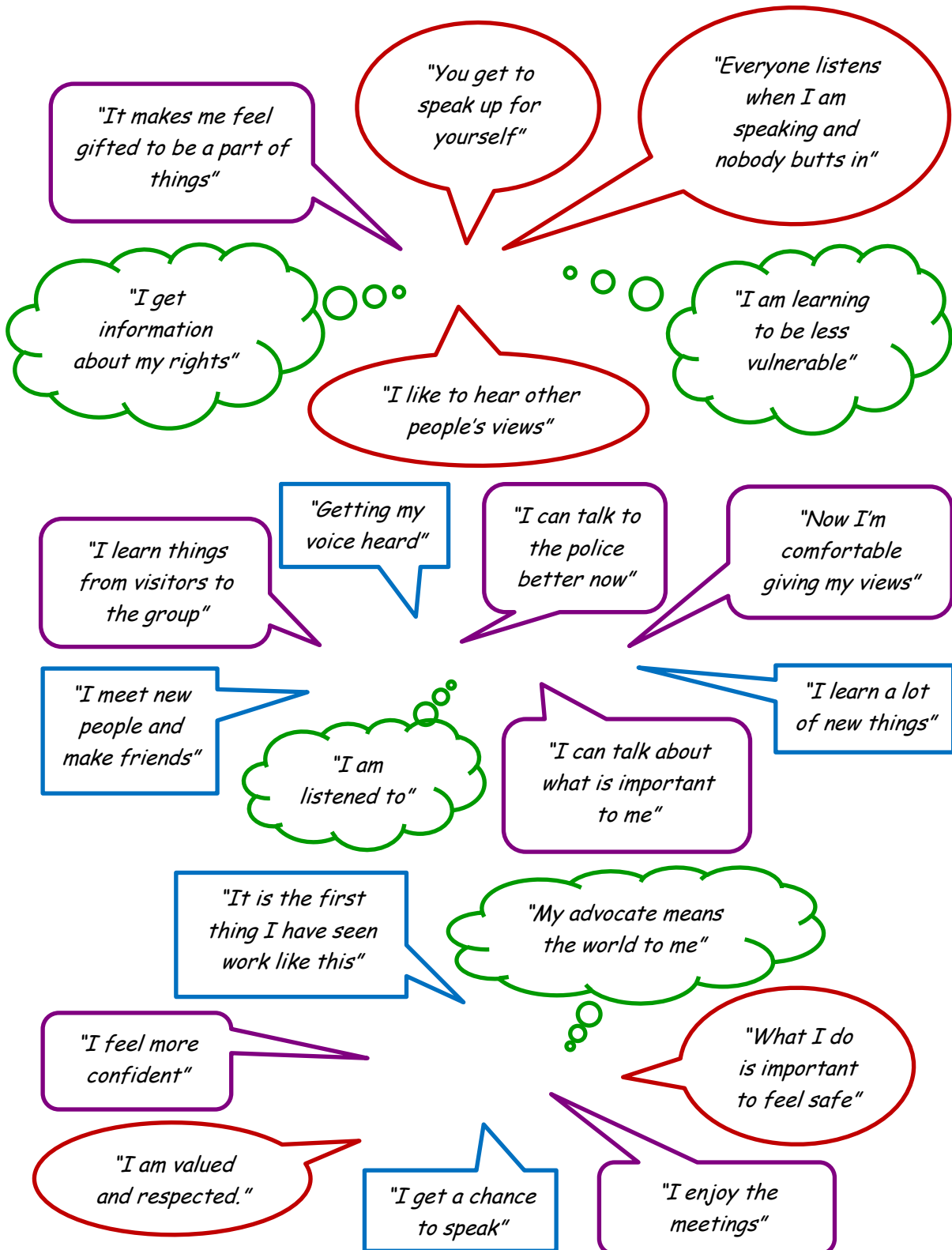
<b>1.</b>	<b>Objective one: To ensure that a wider range of people are eligible to receive advocacy services.</b>
1.1	Work in partnership with Fife Advocacy Forum and local advocacy organisations to review the eligibility criteria to advocacy services for adults and older people to ensure they are fit for purpose and includes access for carers.
1.2	Monitor and review the impact of the eligibility criteria in terms of the service demand, service delivery and organisational capacity within the existing Monitoring and Evaluation framework. Make appropriate recommendations on any subsequent changes deemed necessary.
1.4	Further improve access to advocacy services for children and young people in Fife attending a Children's Hearing, building on the recent pilot in Fife and in line with Scottish Government guidance.
<b>2.</b>	<b>Objective two: To ensure that people can access a wider range of advocacy services.</b>
2.1	Tender and award a new professional advocacy contract for the period 2018-21 in line with the currently agreed eligibility criteria.
2.2	Develop and implement Service Level Agreements for local advocacy providers to cover the period April 2018 to March 2021. This will include fully incorporating the aims and objectives of the advocacy strategy and existing eligibility criteria, and any appropriate updates in relation to changes in policy, legislation and guidance.
2.3	Monitor and evaluate the ongoing impact of changes to contractual and Service Level Agreement arrangements. Consider further improvement of the advocacy services as required.
2.4	Ongoing consideration of opportunities to further develop services for children and young people.
<b>3.</b>	<b>Objective three: To ensure more people are aware of what advocacy is, how it can benefit them, what advocacy services are available and how to access them.</b>
3.1	In partnership with Fife Advocacy Forum develop a communication strategy to ensure a wide reach using a variety of communication methods to include the use of websites, information leaflets, posters, and use of social media, awareness campaigns and other media as appropriate.
3.2	Make available appropriate training and awareness raising on the range of advocacy services available in Fife and how to access these services for frontline practitioners, including social workers, clinicians, teachers, police and independent and voluntary sector organisations.
3.4	Establish appropriate links between the advocacy strategy and other key related strategies, including transitions for young people with special needs. These include the Carer's Strategy, Mental Health Strategy, Dementia Strategy, and Adult Support and Protection, to ensure the awareness and promotion of advocacy.

3.5	Ensure an ongoing programme of consultation and participation with looked after children.
3.6	Through the Joint Advocacy Planning Group (JAPG) and Fife Advocacy Forum review and update information on advocacy services available to people in Fife.
3.7	In partnership with the Children's Rights Strategy Group promote further awareness of children's rights across Fife.
<b>4.</b>	<b>Objective four: To ensure that local advocacy services are provided with appropriate support in order to help them develop their services in line with this strategy.</b>
4.1	The JAPG will oversee the development and implementation of the refreshed strategy and ongoing coordination of advocacy services in Fife over the period 2018 - 2021. Progress on implementation will be reported to the Senior Leadership Team and the Fife Health & Social Care Partnership Integrated Joint Board.
4.2	The Fife Advocacy Forum will represent and coordinate the views and needs of local advocacy providers, service users and other key stakeholders with an interest in advocacy services in Fife and ensure these are represented to the JAPG.
4.3	The JAPG will work with the Fife Advocacy Forum to develop a suitable work plan to enable them to support organisations to build capacity, develop their services and implement the requirements of this strategy.
4.4	Through allocation of Patient's Rights monies we will make available resources to support the work of the Advocacy Forum and enable them to deliver their work plan objectives.
4.5	The JAPG will monitor and evaluate the implementation and impact of the advocacy strategy for Fife under the existing Monitoring and Evaluation framework, and provide appropriate recommendations for future refinement of advocacy service provision in Fife.
4.6	Through the JAPG we will review, evaluate and make recommendations on changes to policy or guidance that have a bearing on advocacy provision in Fife, and incorporate any necessary changes within the monitoring and evaluation arrangements.
4.7	Through contracts monitoring arrangements we will ensure advocacy services deliver in line with advocacy contract and Service Level Agreement requirements. This will ensure budgetary and financial oversight in line with the Monitoring and Evaluation Framework requirements.



# Appendix 1

## Quotes from group advocacy users in Fife...



## Quotes from Citizen Advocacy partnerships....

*"...the support, advocacy & friendship...shall hopefully enable me to keep positive, keep alive & keep coping"*

*Citizen Advocacy Partner*

*"It's given my advocacy partner the confidence to speak up at meetings about what she would like to happen."*

*Volunteer Citizen Advocate*

*"I have learnt a lot about letting Jo talk through things without the worry that I will jump straight into action. Sometimes she is not looking for action but for someone to listen and let her talk it through and sort it in her own head first. Having confidence to tell someone about an issue is also being confident about how they will react".*

*Volunteer Citizen Advocate*

*"I like my Advocate. We have fun together and he goes to meetings when I don't want to."*

*Citizen Advocacy Partner*

*"John is more relaxed when I come along to see him not sitting with lots of worries. He seems to trust me raising anything and just chatting through anything now."*

*Volunteer Citizen Advocate*

*"...a good friend (is) worth a lot and I think that the DA motto of FRIENDSHIP CHANGING LIVES is very appropriate & relevant."*

*Citizen Advocacy Partner*

*"You know you're not alone because you've got advocacy to help."*

*Citizen Advocacy Partner*

*"It's good having an advocate...it changes everything."*

*Citizen Advocacy Partner*

## Quotes from Professional Advocacy

*"A massive thank you for all your help and support. I really don't think I could have managed. You give an excellent service and I don't feel so alone when having to deal with such stressful situations."*

Professional Advocacy Service User

*"I was supported through my recovery when I felt very alone and my advocate was always a smiling friendly face to see. I really appreciated their input, which really was so valuable at a very difficult time for me."*

Professional Advocacy Service User

*"Everything I asked about was dealt with and made easy to understand."*

Professional Advocacy Service User

*"Thank you so much for your patience and support. I really appreciate your kindness."*

Professional Advocacy Service User

## Appendix 2 - Contact Details

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For general inquiries, or for more information about the advocacy services in Fife, please see:

[www.fifeadvocacyforum.org.uk](http://www.fifeadvocacyforum.org.uk) or email [admin@fifeadvocacyforum.org.uk](mailto:admin@fifeadvocacyforum.org.uk)

Alternatively, you can contact any of the advocacy organisations in Fife directly.

### Advocacy Services for Adults and Older People.

## PROFESSIONAL ADVOCACY



### Circles Network in Fife

Circles Network provides individual issue based advocacy for anyone who is eligible to access advocacy services across the whole of Fife. Professional Advocacy helps individuals to have their say about services they use, understand their rights or raise issues they are worried about. Professional advocacy also provides Non-instructed Advocacy. We work with a no waiting list policy ensuring individuals who require advocacy support can access advocacy at the time of the issue. Circles Network have two contact points in Fife and also a small office situated in Stratheden Hospital. Circles Network also provides professional issue based advocacy to children subject to compulsory measures under the Mental Health (Care and Treatment) (Scotland) Act 2003.

**Address:** Circles Network Fife  
Ore Valley Business Centre  
93 Main Street  
Lochgelly  
Fife  
KY5 9AF

**Phone:** 01592 786 729

**Address:** New Volunteer House  
16 East Fergus Place  
Kirkcaldy  
KY1 1XT

**Phone:** 01592 645360

**Email:** [info.fife@circlesnetwork.org.uk](mailto:info.fife@circlesnetwork.org.uk)

**Website:** [www.circlesnetwork.org.uk](http://www.circlesnetwork.org.uk)

# Contact Details

## Fife Forum



### Fife Forum

Provides advocacy for people over 65 who are in community hospitals or residential or nursing care homes within Fife.

**Address:** Fife Forum  
Office 1 – 2  
Fraser Buildings  
Millie Street  
Kirkcaldy  
KY1 2NL

**Phone:** 01592 643743

**Email:** [info@fifeforum.org.uk](mailto:info@fifeforum.org.uk)

**Website:** [www.fifeforum.org.uk](http://www.fifeforum.org.uk)



### Fife Women's Aid

Provides advocacy for women who are experiencing, or have experienced, domestic abuse.

**Address:** Fife Women's Aid  
Suite 1, First Floor, Saltire House  
Pentland Park  
Glenrothes  
KY6 2AL

**Phone:** 0808 802 5555

**Email:** [info@fifewomensaid.org.uk](mailto:info@fifewomensaid.org.uk)

**Website:** [www.fifewomensaid.org.uk](http://www.fifewomensaid.org.uk)



## CITIZEN ADVOCACY

### Dunfermline Advocacy (Dunfermline & West Fife)

Dunfermline Advocacy provides support for Citizen Advocacy partnerships across West Fife. Citizen Advocacy matches local volunteers with vulnerable adults in the community to provide invaluable support and friendship, giving each individual a chance to have their voice heard and be represented. Citizen Advocates aim to build lasting meaningful connections and mutually beneficial relationships with our advocacy partners. For many Advocate Partners their Citizen Advocate is the only person not paid to be in their life and here the impact of having a friend cannot be overstated.

**Address:** Dunfermline Advocacy  
2 Halbeath Road  
Dunfermline  
KY12 8QX

**Phone:** 01383 624382

**Email:** [enquiries@dunfermlineadvocacy.org](mailto:enquiries@dunfermlineadvocacy.org)

**Website:** [www.dunfermlineadvocacy.org](http://www.dunfermlineadvocacy.org)

# Contact Details

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## **Equal Voice (Kirkcaldy & Central Fife)**

Equal Voice is a Citizen Advocacy project. They are a registered charity and provide independent advocacy for central Fife residents who have a learning disability, physical disability or a mental health difficulty which makes them unable to look after their own affairs. Equal Voice's offers assistance to adults aged 16 to 65 years old who need support speaking up for themselves. Citizen Advocates develop a voluntary long-term partnership with a person who has a vulnerable adult who has difficulty being listened to or has difficulty speaking up for themselves.

**Address:** Equal Voice  
P.O. 26867  
Kirkcaldy  
KY2 9BZ

**Phone:** 01592 653754

**Email:** [info@equal-voice.org.uk](mailto:info@equal-voice.org.uk)

**Website:** [www.equalvoice.org.uk](http://www.equalvoice.org.uk)



## **Include Me (North-East Fife)**

Include Me aims to enhance personal choice and community participation of vulnerable people through citizen advocacy. Include Me's objective is to focus their resources on individuals who may be vulnerable because they lack a support network or who may have difficulty accessing appropriate services.

**Address:** Include Me  
c/o Fife Voluntary Action  
69 Crossgate  
Cupar  
KY15 5AS

**Phone:** 01334 656242

**Email:** [contact@includeme.org.uk](mailto:contact@includeme.org.uk)

**Website:** [www.includeme.org.uk](http://www.includeme.org.uk)

# Contact Details

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## GROUP ADVOCACY

Group advocacy is designed to allow people with the same or similar concerns, issues or experiences to provide support to each other and to work together to highlight issues and campaign for improvement. In Fife, group advocacy is provided by People First (Scotland) and is available to anyone with a learning disability.



**People First  
(Scotland)**

### People First (Scotland)

People First was established in 1989. It is the independent self-advocacy organisation in Scotland. People First (Scotland) is the only Disabled People's Organisation run by and for people with learning disabilities and the Board of Directors is made up of only people with learning disabilities. There are over 90 local groups in Scotland (14 in Fife), where members meet up and share concerns, issues or experiences. Members provide support to each other and work together to highlight issues and campaign for improvement. Local groups also create opportunities for adults with learning difficulties to develop the skills, attitudes and competencies which will be more widely valued in our society and to learn the skills of opinion development and engagement. At local level, members also have the opportunity to be involved in other work, such as raising awareness of adult protection issues and delivering hate incident awareness sessions to 1st and 4th year pupils. Members also attend conferences/ consultations and represent people with learning disabilities on local strategic committees and at a national level.

**Address:** People First (Scotland)  
Unit 17a, Dunfermline Business Centre  
Izatt Avenue  
Dunfermline  
KY11 3BZ

**Phone:** 01383 624885 or 07841 362170 or 07834328821

**Email:** kate.croft@peoplefirstscotland.org  
andrea.ladyka@peoplefirstscotland.org

**Website:** [www.peoplefirstscotland.org/](http://www.peoplefirstscotland.org/)

# Contact Details

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## ADVOCACY SERVICES FOR CHILDREN & YOUNG PEOPLE

### Barnardo's Children's Rights Service, Fife

Barnardo's provides a Children's Rights Service for children and young people up to the age of 18. This includes children subject to a Child Protection Conference, or looked after children in secure care placements, purchased residential placements, children looked after at home and in kinship care, children in foster care placements and children who are subject to multi-agency statutory child's plans.

"Take Note" is a national project provided by Barnardo's which supports families involved in Additional Support Needs Tribunals for Scotland.

**Address:** Barnardo's Fife Locality  
Merchant Place, Mitchelston Industrial Estate  
KIRKCALDY, Fife, KY1 3NJ

**Phone:** 01592 651482

**Email:** [fifeservices@barnardos.org.uk](mailto:fifeservices@barnardos.org.uk)

**Website:** [www.barnardos.org.uk](http://www.barnardos.org.uk)



### Who Cares? Scotland

Provides professional advocacy for young people (up to 25) who are, or have been, resident in Fife's residential homes.

**Phone:** 0140 226 4441 or 07523 512801

**Email:** [rdearden@whocaresscotland.org](mailto:rdearden@whocaresscotland.org)

**Website:** [www.whocaresscotland.org](http://www.whocaresscotland.org)



### Circles Network in Fife

Refer to Circles' information on page 18



# Contact Details

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## ADVOCACY SERVICES FOR CARERS



### Fife Carers Centre

The Fife Carers Centre offers a wide range of support, including advocacy, to support carers in their caring role. They give information and the means to use it to carers on a wide range of topics from applying for benefits to learning more about the condition affecting the person they care for.

**Address:** Fife Carers Centre,  
157 Commercial Street, Kirkcaldy, KY1 2NS

**Phone:** 01592 205472

**Email:** [centre@fifecarers.co.uk](mailto:centre@fifecarers.co.uk)

**Website:** [www.fifecarerscentre.org](http://www.fifecarerscentre.org)



### Kindred

Provides professional advocacy for parents and carers of children with additional support needs throughout Fife.

**Address:** Flex Space Business Centre  
15 Pitreavie Court  
Dunfermline  
KY11 2YB

**Helpline:** 0800 031 5793 (10 am – 4 pm Mon to Fri)

**Office:** 01383 745651

**Email:** [Fifeenquiries@kindred-scotland.org](mailto:Fifeenquiries@kindred-scotland.org)

**Website:** [www.kindred-scotland.org](http://www.kindred-scotland.org)



### Fife Young Carers

Support to children and young people who are carers.

**Address:** Ore Valley Business Centre  
93 Main Street  
Lochgelly  
Fife  
KY5 9AF

**Phone:** 01592 786717

**E-mail:** [admin@fifeyoungcarers.co.uk](mailto:admin@fifeyoungcarers.co.uk)

**Website:** [www.fifeyoungcarers.co.uk](http://www.fifeyoungcarers.co.uk)

# Appendix 3 - Legal Requirements & Key Guidance

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The following legislation and guidance was considered particularly pertinent to the development of the Fife Advocacy Strategy:

## **Mental Health (Care and Treatment) (Scotland) Act 2003**

States that “every person with a mental disorder shall have a right of access to independent advocacy”. The Act uses “mental disorder” to refer to any mental illness, personality disorder or learning disability.

## **Adult Support and Protection (Scotland) Act 2007**

The council must “have regard to the importance of the provision” of independent advocacy for adults at risk of harm.

## **Adults with Incapacity (Scotland) Act 2000**

A Sheriff at a hearing must “take account of the wishes and feelings of the adult ... so far as they are expressed by a person providing independent advocacy”.

## **Patient Rights (Scotland) Act 2011**

Includes a requirement that the Patient Advice and Support Service can direct patients to various types of support, including independent advocacy services.

## **Children (Scotland) Act 1995**

States that children under the age of 18 are entitled to have an advocate or other representative present at a Children’s Hearing.

## **Children’s Hearing (Scotland) Act 2011**

States that the chairing member of a Children’s Hearing must inform the child of the availability of children’s advocacy services.

## **Education (Additional Support for Learning) (Scotland) Act 2004**

Provides a right of advocacy to a child’s parents or a young person at an Additional Support Needs Tribunal.

Guidance on Looked After Children (Scotland) Regulations 2009 and the Adoption and Children (Scotland) Act 2007

Children should have the opportunity of access to an independent advocate, Child’s Rights Officer or similar.

## **Carers Act (Scotland) 2016**

The carers strategy recognises the importance of advocacy for carers.

## **Getting it Right for Every Child (2008) (GIRFEC)**

Sets out a consistent operating framework for people to work with all children and young people. It places the child at the centre of decision making, and to recognise and respond to the views of the child, including providing support to allow the child to express their feelings and opinions. This can include, but is not restricted to, advocacy support.

## **Better Health, Better Care (2007)**

This is the current overarching strategy for the NHS. It introduced the Participation Standard, which includes a requirement that independent advocacy services should be “provided and developed in partnership with other agencies and the people who need them”. The Standard also states that individual need for independent advocacy should be “assessed, recorded and provided where necessary”.

## **Having Your Say: The Same as You? Report of the Advocacy Sub-Group (2006)**

Recommended that there should be a choice of advocacy organisations available, that the needs of people with learning disabilities and autistic spectrum disorders should be taken into consideration when developing services, and that local advocacy plans should clearly state how local people can get advocacy support regarding issues that people feel are important.

# Principles & Standards of Good Advocacy

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In addition to the legislation and guidance listed above, the Scottish Government has also published a document entitled *Independent Advocacy – Guide for Commissioners* (2013), recently updated. This document, which updates previous guidance for Commissioners, sets out a series of principles and standards that should underpin the provision of advocacy services. These principles and standards are based on previous work by the Scottish Independent Advocacy Alliance and the Scottish Government. The Scottish Government recommends that all independent advocacy organisations should demonstrate compliance with these requirements.

The underlying principles and standards have been incorporated into the development of this strategy. In summary, the principles and standards state that independent advocacy should:

- Put the people who use it first, and should be directed by their needs and wishes;
- Be accountable (both under law, and to the people who use it);
- Be as free as it can be from conflicts of interest; and,
- Be accessible to the widest possible range of people.

In addition, the Mental Welfare Commission for Scotland has issued a visit and monitoring report *'The Right to Advocacy - a review of how local authorities and NHS Boards are discharging their responsibilities under the Mental Health (Care & Treatment (Scotland) Act 2003)*.







Fife Advocacy Forum

Supporting & Developing Advocacy Across Fife



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