

# Advocacy

## PRODUCT

**This is the main thing that you are measuring or talking about**

Having good support.

Meeting times and transport.

Being asked.

Having good information in lots of different formats so people can understand.

Have specialised services like sign languages and other languages and people with complex needs.

## STANDARD

**This is a way of saying how well something will be done**

Good communication.

Fast service for urgent problems but good preparation for big issues.

Good basic training for everyone.

Special training for some.

Link to the national standard like a 'Kite Mark'.

Advocacy services ask for feedback.

Ask some people for more detail including checking the service as it's provided.

## **REPUTATION**

### **This is about how well people know about something**

Good advocacy provider and people know about where to go.  
Other people say they provide a good Advocacy Service.  
Checking with people that they are doing a good job.  
Using lots of different ways for letting people know.

## **LOCATION**

### **This is about where something is**

Where you want it  
Accessible Buildings

## **COST**

### **This is how much money you have had to pay**

It's should be free.  
Health and Social Care should pay.  
There should be enough money to train all the people that we want to train.

## **EXPERIENCE**

### **This is about how something feels to you**

Friendly  
Patients are able to listen  
Actions must make a difference.  
Respect.

## **COUNTING**

### **This is about how much or how many**

How many different people are asked that they think?

How many people asked how good the service is?

How much Health and Social Care money is spent on advocacy?

How many people are trained?

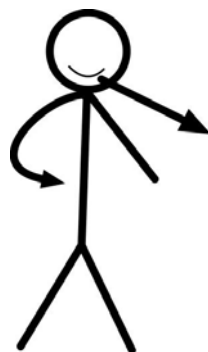
How many hours of advocacy support.

How many people get advocacy support and how much this cost did?

How many trained people are giving advocacy support?



# Advocacy

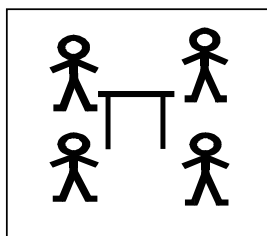
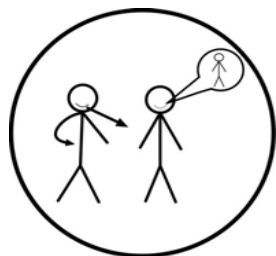


**What are the main things you are going to do this year?**

- Put good information about advocacy on the BetterLives website.
- Work with Thera Trust to make sure all the small advocacy groups work well and lots of people know about them.
- Share the self-advocacy group toolkit with as many groups in Leicestershire as possible.



# Advocacy



**How will you be able to tell us if you have done a good job?**

- There will be good advocacy information on the BetterLives website and we will know people have looked at it
- There will be a self-advocacy group in each Locality Group area with at least 8 members and an action plan
- The self-advocacy groups will be working well with the Locality Groups
- All self-advocacy groups in Leicestershire will have the Toolkit



# Advocacy

What will we do?	How will we do it?	Who will do it?	When will we do it by?	How will we know when it's done?
<p>Work with Thera to make sure all the small advocacy groups work well.</p>	<p>Ask the people who go what they think of their group.</p> <p>Ask Thera to tell us how the groups are working every 6 months – how many meetings, action plans and progress.</p> <p>How many self advocates are involved.</p> <p>Make sure everyone had the notes by 2 weeks after the meeting.</p> <p>Ask groups to link with Thera to share ideas in good ways of working.</p> <p>Word Police at every meeting.</p>	<p>Valuing People Team Carer Chair Person/ Co Chair Thera Valuing People Team</p> <p>Chair Person Thera</p> <p>Thera</p> <p>Chair Person</p>		



# Advocacy

What will we do?	How will we do it?	Who will do it?	When will we do it by?	How will we know when it's done?
<p>Make sure lots of people know about the small advocacy groups.</p>	<p>Send good news stories to TV, radio and newspapers.            Ask Thera who they have told about the group and how they have told them.            Make a list of all the people we can tell.            Put information on the Better Lives Website.            Meeting dates, times and where it is, contact information, agenda and minutes.            Share information with special groups e.g. people from other cultures.            Give talks (2 people from advocacy group and support from the Valuing People Team.</p>	<p>Thera             Advocacy Group            Thera Group members            Keeley</p>		