

Appendix 1

SUMMARY OF THE SERVICE SPECIFICATION FOR THE PROVISION OF INDEPENDENT ADVOCACY SERVICES IN CAMBRIDGESHIRE AND PETERBOROUGH

1. Introduction:

Cambridgeshire County Council and Peterborough City Council are jointly commissioning an independent advocacy service that prioritises statutory advocacy and delivers community advocacy services.

- 1.1 Commissioners are combining children and adults advocacy into a single integrated and coordinated advocacy service in Cambridgeshire and in Peterborough. It will need to assist a wide range of service users that include children, young people, adults, older people, and patients.
- 1.2 The successful provider will need to demonstrate a proven track record in delivering a range of specialist and generic advocacy services to local authorities over the last three years. Given the range of specialist advocacy services required for this contract, Commissioners would welcome bids from consortiums, partnership arrangement and single providers.

2. The Structure of the Specification

The specification is divided into 2 parts.

- 2.1 Part 1 sets out the overall requirements. It has been developed with a focus on customer outcomes and quality standards rather than long detailed lists of must haves. We believe this approach will help bidders draw on their collaborative experiences and expertise to propose detailed innovative solutions and service models to meet all the statutory advocacy duties and generic community aspects of advocacy.
- 2.2 The specification does require potential bidders to be familiar with a range of advocacy legislation and statutory requirements and codes of practices for children, young people, adults and patients. Lists of Acts and relevant codes of practices can be found in section 2 and Section 9. Providers are expected to keep up to date with related judgements and consultations and their implications and applications to the service.
- 2.3 Part 2 details the specialist provision this service is legally required to meet. This contains the detailed requirements for delivering the following services:

Cambridgeshire:

- 1. Advocacy Services to Children and Young People Looked After or In Need in Cambridgeshire. This includes children in need or family group conferencing.
 - a. Advocacy for Unaccompanied Asylum Seeking Children and Young People in Cambridgeshire

Peterborough:

2. Advocacy Services to Children and Young People Looked After or In Need in Peterborough. This does not include children in need or family group conferencing.
 - a. Return Interview for children and young people missing from care in Peterborough
3. VCS Advocacy Services in Peterborough

Cambridgeshire and Peterborough:

4. Independent NHS Complaints Advocacy Service (ICAS)
5. Independent Mental Capacity Advocacy (IMCA)
6. Independent Mental Health Advocacy and Generic Mental Health Advocacy Service.

3. Section 6: Outcomes

- 3.1 Research suggests that the difference advocacy can make is in terms of 'personal centred outcomes' and 'process outcomes'. Both have been included in the specification. These outcomes chime with feedback from our consultations with Cambridgeshire residents.

Person- Centred Outcomes

1. Individuals feel empowered
2. Individual's quality of life improves
3. Individuals readily access advocacy information and support.
The emphasis here is meeting the wide range of communication abilities: This includes: the basics of Makaton, British Sign Language (BSL), PECS, touch signing and Easy-read.
4. Service satisfaction
95% of users must rate the service as good or very good.

Process Outcomes

5. Speed of response and early resolutions
Timely access and resolution
6. Seamless and coordinated experience
7. Directing to Information and Advice
8. Clear accountability

4. Section 7: How Outcomes will be achieved.

- 4.1 The emphasis in this section is on meeting four aspects of the service that will ensure outcomes are achieved:
 - 1) The service model
Providers are asked to identify and describe their integrated and seamless advocacy service model. The specification lists 9 features that this model must achieve for example, delivery of statutory provision, non-instructed advocacy for incapacitated individuals and self-advocacy.

- 2) Co-production and self determination
Supporting people to make informed choices, self-advocate and provide informal advocacy through friends, relatives and local groups
- 3) Managing demand
Systems are in place that manage and review waiting lists, referrals, duration and closure of cases and peaks in demand.
- 4) Evaluation Framework
This will provide a comparative picture of achievements demonstrating the intended and unintended differences that have been made and what works well.

5. Section 8: Eligibility Criteria

- 5.1 This section is fairly detailed as the breadth and range of service users is diverse. It includes for example, Looked after Children, patients detained under the Mental Health Act, profoundly deaf adults and people who lack capacity due to dementia or brain injury.
- 5.2 While most users will be referred after being first assessed by the Local Authority or NHS professional, there will be some self referrals; for example, NHS complaints and the generic advocacy element for adults aged 18-64 who have mental health issues severely affecting their functioning and risk.
- 5.3 Prisoners at HMP Littlehey, Whitemore and Peterborough are a new category of users that may meet the eligibility criteria for advocacy services under the Care Act.

6 Section 12: Performance Measures

- 6.1 Commissioners are keen to measure what really matters and set proportionate contract measures and adapt these over the course of the contract to ensure they stay relevant.
- 6.2 Commissioners expect the provider to establish a baseline of data, confirm tools used to measure progress and outcomes and capture case studies and feedback from stakeholders.
- 6.3 Given the complexity of this contract and to ensure value for money is achieved over the lifetime of the service, open book accounting will be the mechanism applied to reviewing revenues and costs of different volumes and demands on the service.

7. Section 13: Contract Period and Payment Terms

7.1 The duration of this contract will be for 5 years with the option to extend for an additional 2 years.

7.2 Payment terms and efficiency savings over the lifetime of the contract are being finalised with Peterborough. The total value of Cambridgeshire's contribution is estimated to be approximately £792,799.

8. Section 14: Contract monitoring

8.1 This section describes the quarterly review meetings that will report on performance, finance and share local intelligence and learning with commissioners.

9. Partnerships and Consortium Arrangements

9.1 The Council's acknowledge that Cambridgeshire and Peterborough's Integrated Independent Advocacy service may be delivered by a single provider or by a partnership/consortium of providers with one or more sub-contractors who can deliver the specialist aspects of advocacy and training (e.g. LAC, mental health). Whichever is the case, the service must be managed by a single provider or lead contractor.

9.2 The Council will assess the robustness of any collaborative arrangements including shared data and communication systems. They will also put mechanisms in place to approve and monitor subcontractors.