



OCTOBER 25TH  
BIRMINGHAM NEC

# NATIONAL ADVOCACY CONFERENCE 2018

Go the extra mile

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TRAINING

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# Welcome

It is with great pleasure I welcome you to the seventh Be A Force for Change National Advocacy Conference. It is a real privilege to hold this event and see so many wonderful advocates and services come together to reflect on advocacy and look at how we grow as a sector.

This year we have an incredible array of outstanding speakers for you to listen to, learn from and take inspiration. This includes the usual emphasis on understanding and using human rights as a tool for change. As advocates, it is our own responsibility to make sure that we are legally literate. We must know what duties the State owes the individual if we are to push back on decisions and ensure people receive the support they are entitled to. People rely on you to use the law. Which is why we have invited so many leading experts to talk to you about specific areas where the law touches human rights.

But advocacy isn't always about the legal challenge. Great advocates are also always thinking about the individual and looking for ways to make a difference. So if you are looking for content on communication, embedding advocacy into communities, self advocacy or supported decision making, you must check out the choice of workshops on offer to help you dig deeper into these areas.

And for the first time we are holding our inaugural Question Time – a chance for you to ask panel members for their views on the state of advocacy and an opportunity for you to contribute to the discussion. Please submit your questions in advance at the KMT stand.

Advocacy is a powerful and beautiful space we create with people so they can get better lives. But being an advocate can sometimes be incredibly isolating, exhausting and exasperating. I hope throughout today you take knowledge, ideas and feel re-energised and powerful. Because you are powerful. Powerful agents for change.

**Kate**



#AdvocacyConf

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# Programme

9.30 **Opening and welcome**  
**Peter Edwards** (Chair)

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9.45 **Welcome**  
**Kate Mercer**

Go the extra mile

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10.00 **advocacy with a lower case a: reflections on life as an amplifier, activist, ally and agitator**  
**George Julian**

I'll talk about my last 5 years campaigning work that emerged with/from JusticeforLB. I'll discuss my role as a family rep on official investigations, within wider campaign activity, and in the open justice work live tweeting inquests, tribunals and court cases. I'll reflect on some of the tensions that emerge when trying to support families in their quest for answers and justice, agitate and highlight injustices, and retain credibility while challenging and working alongside providers, regulators and others in the system to improve things.

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10.30 **Human rights: another tool in your advocacy toolbox**  
**Sophie Howes**

British Institute of Human Rights

Human rights are used by advocates to challenge decision making and secure positive changes for people in a number of different contexts. BIHR will explore what the Human Rights Act has to offer advocates, how you can use it in your everyday work, and introduce you to some resources to use human rights in your day to day advocacy.

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11.00 **Questions & Break**

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11.00 **Break**

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11.30 **Workshop stream 1:**

- a. LGBTQ mental health - exploring advocacy approaches to health inequalities.  
*Jacqui Jobson Advocacy Centre North*
  - b. The Power of Self Advocacy. *People First*
  - c. Stopping the Over Medication of people with learning disability, autism or both with psychotropic medicines STOMP and Transforming Care Agenda. *NHS England*
  - d. The Role of the 1.2 visitor - should advocates act in this role? *Advocacy Focus*
  - e. Tips and Tricks in using community care law legislation to promote choice.  
*Jess Flanagan Clarke Wilmott Solicitors*
  - f. Commissioning Holistic Advocacy  
*Mark McDonald Just for Kids Law*
  - g. The Rights of Care Leavers and Making Effective Complaints.  
*Dr Lynn Brady, Sara Gomes and Malcolm Johnson*
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12.30 **Lunch**

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1.20 **STOMP – Launching the Top Tips for Advocates**  
**Jonathan Senker**

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1.30 **Advocates and the Ombudsman**  
**Michael King**

Local Government Ombudsman

The ombudsman is free to use, totally independent, and has the same powers as the high court to investigate and adjudicate on unresolved complaints about local authorities, children's care, adult care providers, and other public services (including IMCAs!). However; many people that could use this service, simply do not know, or haven't got a voice. This session will look at the interplay between the work of advocates and the ombudsman, and highlight the vital role that advocates can play in bridging the gap.

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2.00 **'Supported decision-making as a human right'**  
**Dr Lucy Series**

The UN Convention on the Rights of Persons with Disabilities (CRPD) has enshrined in law disabled people's right to exercise legal capacity on an equal basis with others. Central to this vision is the idea of support for the exercise of legal capacity. The CRPD Committee's vision of universal legal capacity is at odds with Mental Capacity Act 2005 provisions that permit decisions to be taken in a person's best interest when they are considered to lack mental capacity. The Mental Capacity Act's focus on supported decision making is far weaker than that required by the CRPD. What are human rights oriented practitioners working under the Mental Capacity Act 2005 to do? This talk suggests ways to provide support in line with the CRPD and outlines necessary reforms to the MCA

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2.30 **Questions & Break**

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3.00 **Workshop stream 2:**

- a. Community Circles: A person centred approach to supporting people make decisions about their life. *Community Circles*
  - b. Finding precious feelings - working with people experiencing a dementia. *Jane Dalrymple*
  - c. Advocacy as a way to realising children's rights. *Carolyne Willow*
  - d. Will I ever get into my home? What's the law? Care Act and CCG responsibilities for arranging accommodation. *Belinda Schwehr*
  - e. The Mental Capacity Act (Amendment) Bill. *Graham Enderby*
  - f. Supporting Everyday Decisions: Advancing the right to enjoy legal capacity in law and society. *Prof Rosie Harding*
  - g. Pushing Advocacy's Reach into Local Communities. *Asist & NCompass*
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4.05 **Question Time**

Participate in our very own Question Time panel discussion to explore current issues within Independent Advocacy.

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5.00 **Close**

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# Workshops stream I (morning)

## 1. LGBTQ mental health - exploring advocacy approaches to health inequalities

### Jacqui Jobson Advocacy Centre North

Jacqui will be presenting her report from her study visit to Toronto/Sydney through Winston Churchill Travel Fellowship. The report makes recommendations for the advocacy sector and is a call to action for advocacy organisations to ensure services are culturally competent.

There is little specific LGBTQ health advocacy in the UK- although there are a small number of organisations that provide general LGBTQ support including advocacy, they do not use the model of Independent Advocacy. Research shows that there are huge health disparities for LGBTQ people, including the effect discrimination and marginalisation has on mental health and wellbeing. Research also shows invisibility in terms of their mental health needs.

Independent Advocacy could meet the needs of LGBTQ people who are struggling to have their voice heard and their rights upheld, particularly in mental health settings and contribute to tackling health and care inequalities.

Visiting Toronto and Sydney has given Jacqui insight and knowledge about what the advocacy issues are for LGBTQ people and how this could be applied to the UK. This will build on any work that organisations are currently doing around LGBTQ discrimination and general health and social care advocacy and build the case for developing specialist LGBTQ advocacy both on a local regional and national level in the UK. We will discuss:

- What the main issues are for LGBT communities re health and social care?
- What is LGBTQ cultural competence and how does this apply to advocacy organisations?
- What works well in progressive cities like Toronto and Sydney?
- Would these approaches work well in the UK, how could Independent Advocacy services help?
- Is there a need for specific LGBTQ Advocacy services?
- What can advocacy organisations do to improve access to the LGBTQ population and meet their obligations under Equality Act 2010 legislation?

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## 2. The power of self advocacy

### Hackney People First

Patricia, Peter and Anita have been involved with Hackney People First for over 10 years. Hackney People First are about "Speaking Up and Speaking Out for adults with a learning disability in Hackney – "Giving a voice to the unheard".

Through their involvement with the group, they have developed many skills in self advocacy. They will share their experiences, ideas and questions with advocates attending the conference to look at the following areas:

- Power of self advocacy
- What people need from advocates
- Making sure that advocates don't take over
- Making sure that you are helping a person to be involved in decisions
- Using the person's plan (and making sure it is person centred)
- The importance of getting to know a person very well
- Making sure a person knows what to do in an emergency
- Supporting a person who lacks capacity – what do they need from an advocate

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## 3. STOMP and Transforming Care Agenda

### David Gerrard, Carl Shaw, NHS England, Jonathan Senker, VoiceAbility

STOMP stands for stopping over medication of people with a learning disability, autism or both with psychotropic medicines. It is a national project involving many different organisations which are helping to stop the over use of these medicines. STOMP is about helping people to stay well and have a good quality of life.

People with a learning disability, autism or both are more likely to be given these medicines than other people. It is estimated that between 30,000 and 35,000 people with a learning disability are prescribed these psychotropic medicines, despite having no diagnosed mental health condition.

It is likely that advocates working in all settings will have opportunity to support people who are affected by these medications and their side effects. Care Act advocates, IMCAs, IMHAs and advocates working in community settings will be supporting people with learning disabilities through decision making processes which include reviewing whether the person wants these medicines and what the alternatives are.

If you support people with learning disabilities, this workshop will offer you the opportunity to learn more about:

- Overview of the STOMP project and the Transforming Care Agenda
- Challenges for advocacy within STOMP
- The Top tips document (co-produced with VoiceAbility)

The workshop will also provide space and time reflect on the experiences of advocates about over-medication or STOMP related views, and bring together people's experiences of care in general from the viewpoint of advocates or the people they support.

Hazel Griffiths, carer, will also present during the workshop. Hazel will speak about her experience as a mother in relation to her son's treatment and the role that advocacy played

# Workshops stream I (morning)

## 4. The Role of the 1.2 Representative in the Court of Protection

### Leanner Hignett, Advocacy Focus

There are now 300+ stayed cases where no-one has been able to identify a suitable representative for 'P' when an application is made to the Court of Protection for un-contentious welfare case for an incapacitated individual.

- it is estimated 53,000 people deprived of liberty outside hospitals and care homes which, the Law Commission calculates, would cost local authorities and the NHS £609.5 million per year to authorise by obtaining welfare orders from the CoP
- it is known that the number of deprivation of liberty applications to the CoP has risen from 109 in 2013 to 3,143 in 2016
- between January and March 2017, there were 969 applications relating to deprivation of liberty, Of these, 600 were Re X applications.

So what's going wrong?

In our workshop we will explore these issues and look at when and in what circumstances a Rule 1.2 representative is required, examining the Re X streamline procedure and exploring who can act as a 1.2 Representative. We will discuss the role the 1.2 Representative plays in supporting 'P' in the Court of Protection and whether advocates or family is best placed to act.'

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## 5. Tips and Tricks in Using Community Care Law legislation to promote choice

### Jess Flanagan Clarke Wilmott Solicitors, Rebecca Stickler, Guildhall Chambers

Jess Flanagan (Senior Associate and head of the Court of Protection Welfare team at Clarke Willmott) and Rebecca Stickler (barrister and Head of the Public Law team at Guildhall Chambers) share their experiences and knowledge of applying community care legislation in practice, to promote the choice of individuals who have health and / or social care needs.

We will be asking whether someone who is assessed as lacking capacity to make decisions about their care, in practice, actually benefit from greater choice as to how their needs are met, and how anyone facing assessment by public services can navigate the rules and regulations to get close to what they want.

Please come ready with scenarios as we will make time to discuss any issues that people you support may be facing. We hope that this session will be informative, fun and provide you with some additional tools to add to your advocacy tool kit!

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## 6. Commissioning Holistic Advocacy

### Mark McDonald Just for Kids Law

Mark McDonald Advocacy Manager at Just for Kids Law will be hosting a workshop reflecting on different approaches to advocacy.

At Just for Kids Law we follow a holistic approach to support for young people. This means that we work to address a range issues under one roof where possible. We do this through the provision of advocacy, legal representation, and employment and training support.

The holistic model in the context of advocacy means we work to support young people in speaking directly with all agencies involved in their lives. We recognise we are a small organisation and so we also work to equip the community to support young people by building soft advocacy skills and training on the areas of challenge young people can face.

We hope that in doing this we support young people not only to get their voices heard directly but also to build a broader network of allies to push for their voices at the table when it comes to the decisions about their lives.

The workshop will provide a space to reflect on the challenges the current provisions face and to think about ways in which advocacy can push to resolve issues for young people creatively, in part by speaking with a broader range of stakeholders and decision makers, and in part by thinking about ways in which advocacy can be used as a tool for broader change.

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## 7. The Rights of Care Leavers and Making Effective Complaints

### Dr Lynn Brady, Sara Gomes and Malcolm Johnson

In this workshop, the presenters talk about their book, which provides the tools for advocates to make effective complaints for careleavers.

The workshop will include a discussion about the particular support that is provided to careleavers, both before and after they leave care, and how to calculate the financial value of that support where appropriate. The discussion will also include the rights of disabled careleavers.

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# Workshops stream 2 (afternoon)

## **1. Community Circles: A person centred approach to supporting people make decisions about their life** **Cath Barton, Community Circles**

Traditionally, communities organised themselves to support each other. Today the way we live, work and interact with our communities has changed, but the principles have stayed the same. We believe that all today's communities need is a little help to learn how to support each other again. Community Circles are a proven way to make that happen.

A Community Circle brings two or more people together around someone who wants a little help to make a change in their life. That change can be anything – from getting out and about more, to starting a new hobby or restarting an old one, or creating opportunities to spend more time with friends or family.

If you support people to make decisions about living a great life, join us at this workshop to find out how Community Circles support people to connect with their local community and keep involved with what matters to them.

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## **2. Finding precious feelings - working with people experiencing a dementia** **Jane Dalrymple**

Jane has completed the Dementia Care Matters university accredited training skills programme. In this workshop she uses the approach developed by Dementia Care Matters to consider advocacy with people living with a dementia.

The approach uses the metaphor of a butterfly and rests on the belief that for people experiencing dementia, feelings matter most. We all live in our own reality. This workshop looks at how we can try to join people with a dementia in their reality, in order to reach them.

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## **3. Realising children's rights through independent advocacy** **Carolyne Willow**

Article 39's founder Director Carolyne Willow will lead this workshop exploring the evolution of advocates for children and young people and their unique and crucial role in protecting children's rights.

Using common concerns raised by children and young people across social care, health and custodial settings, this is a chance to refresh your knowledge of the United Nations Convention on the Rights of the Child, domestic law and the advocacy standards while sharing strategies for bringing about change.

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## **4. Problems regarding Housing and Care Act/CCG responsibilities for accommodation** **Belinda Schwehr**

Some people's needs for care, include a need for accommodation, and some needs just don't – even though we all, of course 'need' accommodation, just to be safe and secure. Finding decent housing could be acknowledged as a need, but not necessarily a need that social services or the NHS has to meet, would you believe! For people who can't find housing on their own, for whatever reason, housing authorities have housing law functions – and some duties. But social workers don't know much housing law these days. Dare we say that advocates tend not to, either?

Belinda will look at the difference between the kind of profile of needs for care and support which triggers a need for care together with accommodation (a care home) and on the other hand, a need for care in the place where one is living (home care – also known as 'supported' living).

- She'll be exploring whether the fact that a council absolutely agrees that a person's needs can only be met in the sort of place that counts as specified accommodation, triggers any kind of obligation to actually secure or pay for that accommodation as a social services obligation.
  - She thinks that unless it's a care home you want to live in, and you are below the capital threshold, then the answer is NO - for the vast majority of people led to believe that independent living is something that they'd be entitled to expect. ...
  - She will be looking at the situation for the minority – people who might be able to get ordinary accommodation actually paid for by social services as part of a care package and why there are so few of them.
  - She will be explaining that if you're part of the majority of people with care needs, who want a tenancy on Housing Benefit, or to live in Shared Lives accommodation paying a lodger fee, not only do you need an advocate who understands the need for mental capacity to sign a tenancy or a licence, but you also need an advocate who understands housing law as well as social care law.
  - She will explain why that legal question could matter very much indeed if you're advocating for any of the following:
    - An older person in a care home, wanting to come out to live in the community again;
    - A young person trying to leave home, and live independently;
    - A person in an ATU awaiting discharge from compulsory detention
  - And what to say and do about it, using the housing, CHC and social care legal frameworks together, to maximise the chances of a person actually GETTING what they were hoping for, as well as the right care package.
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# Workshops stream 2 (afternoon)

## 5. The Mental Capacity Act (Amendment Bill)

### Graham Enderby

This Bill is being referred to as Liberty Protection Safeguards and is intended to be the new DOLS, but given the way the Bill is currently structured has this title anything to do with 'protection' and 'safeguards'?

One could even ask the question 'Safeguards for whom?'

What future will there be for advocates and the people we work with?

Should a care home be the gatekeeper for advocacy referrals?

Can it be right that there is no duty to consult with P about their wishes and feelings?

We will spend some time looking at the headlines and bring you up to date on the progress of the Bill.

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## 6. Supporting Everyday Decisions: Advancing the right to enjoy legal capacity in law and society

### Prof Rosie Harding

This workshop will explore the role of advocacy in ensuring disabled people's rights to enjoy legal capacity. The right to equal treatment under the law, which includes the right to enjoy legal capacity is protected by Article 12 of the United Nations Convention on the Rights of Persons with Disabilities. In English law it is protected through principle 2 of the Mental Capacity Act 2005.

The workshop will explore how the rights guaranteed by these national and international legal frameworks both support and are supported by advocacy practice.

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## 7. Pushing Advocacy's Reach into Local Communities

### Patsy Corcoran Asist & Karen Blair NCompass

There is a risk that advocacy is becoming increasingly disjointed and focused on single issues. Many commissioning approaches discourages the ability of advocates to work with people in a holistic way – advocacy services are instead being squeezed to deliver specific task based advocacy on a limited number of issues.

The ultimate consequence of this is the impact of advocacy is severely limited and people are left without support on things that matter to them.

This workshop will look at how services can provide statutory and non statutory advocacy in ways which supports people through a community based approach. This could include:

- Delivering statutorily commissioned advocacy in group settings (alongside 1:1 relationships)
- Working around the edges of an advocacy relationship (for instance if a person wants help with benefits, offer this support and record as rights based work)
- Placing a focus and premium placed upon self advocacy
- Using asset based approaches
- Linking in with community based decision making processes
- Use the 8 domains (watching brief) as an framework/indicator to ensure the person's community life is at the heart of the advocacy work - including instructed, non-instructed, rights based, observation approaches
- Encouraging peer/advocacy (and informal advocacy in the community),

The workshop will explore what we mean by community based advocacy and discuss ways of how we can increase the opportunity for advocates to increase a person's link within their community

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*“The duty of youth  
is to challenge  
corruption.”*

Kurt Cobain



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- 2 Access to better care and services for all
- 3 Improved lifestyle and choices
- 4 Preventing spina bifida
- 5 Quality information and support

**16 - 20 October 2017** - Spina Bifida and Hydrocephalus Awareness Week  
For information and ways to get involved, visit [www.shinecharity.org.uk](http://www.shinecharity.org.uk)

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At Just for Kids Law we help young people navigate their way through challenging times: whether they are facing difficulties at school, with mental health, with social services support, immigration or youth justice issues, are being denied benefits, or are homeless.

We were founded in 2007 by two crime lawyers. Our founders realised that, to be able to turn their lives around, young people needed more than specialist lawyers who could defend their interests in court. They needed equally expert and dedicated people to advocate for them in all aspects of their lives; someone who could help them understand and deal with their other problems – at home, at school, with their local authority, and elsewhere.

So, the idea was born of creating an organisation where specialist lawyers would work alongside expert ‘youth advocates’; to offer one-to-one, all-round, wide-ranging support, tailored to each individual child or young person’s needs, whenever and wherever they needed it. As the organisation developed we brought in youth opportunities workers who support young people to access work and training once they have resolved the issues they came to us with. We have also built up a strategic litigation team to affect change to the law through the courts; the Children’s Rights Alliance for England merged with Just for Kids in 2015 bringing a strong policy arm to the organisation.

We work on the frontline supporting young people in a range of ways including:

### **Holistic advocacy:**

We believe that the best way to support young people to reach their potential is to identify and work on all of their needs.

We have a team of advocates who work with young people everyday. An advocate supports a young person to make sure their views and wishes are heard and respected. Our advocates offer tailored, one-to-one support every step of the way. This often includes working collaboratively with lawyers to provide young people with a wide range of legal expertise and assistance. This ‘holistic support’ ensures young people get all the help they need.

### **Specialist legal support:**

We have an in house team of specialist lawyers covering the areas young people need support with. This means that we are able to take swift and appropriate action to ensure our clients achieve the outcomes they seek. Our legal team work with our advocates to ensure they have a strong knowledge base when it comes to the rights and entitlements young people have.

### **Youth Opportunities:**

We work across London with young people aged 16-24 who need support seeking or sustaining education, training, employment and other positive activities.

We recognise that young people who suffer from multiple and complex needs face many barriers which prevent them engaging in opportunities. We help to remove these barriers. We empower each young person to become independent, confident and to reach their full potential.

To do this, we provide regular one-to-one, youth centred support, meeting with young people at locations that are safe and convenient for them.

[www.justforkidslaw.org](http://www.justforkidslaw.org)

# “We cannot be everywhere all of the time”

The challenges of delivering independent statutory advocacy services that contribute to meaningful change

After working in advocacy services in the UK and Australia for a number of years, I received a Fulbright scholarship to study a public policy masters at New York University and University College London. I decided to conduct my research on the role advocacy services can play in reforming the public sector. To inform this work I conducted interviews with advocates in two advocacy services, one based in the UK, and one in Australia. Having worked in both countries I had my own observations about how advocacy was working in these two contexts and the contribution that each service was making to public service reform.

The services are very similar in terms of what they provide; instructions based advocacy for people receiving compulsory mental health treatment. N-compass North West delivers IMHA advocacy services, as well as other advocacy services, across the North West of England. Independent Mental Health Advocacy (IMHA) is an IMHA service working across the state of Victoria, Australia. N-compass and IMHA work with people on compulsory treatment orders in hospital and the community, although both services report that the majority of their work is with people detained in hospital for mental health treatment. Advocates provide information about people's rights, and support people to make and participate in decisions about their treatment, assessment and recovery.

Whilst the services are very similar from a service user perspective, there are important differences between how the services are funded, structured, and delivered, which impacts on the ability of each service to contribute to wider reforms in the mental health system.



N-compass is a not for profit organisation contracted by the local authority to deliver IMHA advocacy services on a contract length of three years. N-compass, like many other advocacy providers across the UK, has experience of winning contracts and losing contracts; inevitably this insecurity has an impact on the ability of the organisation to be able to think long term, and contribute to systemic change in the mental health system. In addition, advocates also described feeling that their independence was in question at times, because of the commissioning process and the pressure to win favour and keep contracts;

*Hospitals and social services provide feedback to commissioners about how we are doing as a service, which means we have to maintain those relationships and not rock the boat too much.*

Advocate, N-compass

In contrast, IMHA is located within a non-departmental public body (Victoria Legal Aid). Funding is provided directly from the Department of Health and Human Services (DHHS). Initially the service was funded for three years, however this has been extended on a rolling basis. IMHA has mechanisms in place to contribute to strategic and policy change within the mental health system, and as the service becomes more established, their voice has become more respected. The manager of the IMHA service meets regularly with directors of clinical mental health services, and with the DHHS, and provides feedback at these meetings on the issues advocates and service users are seeing in mental health wards, so there are opportunities to address these issues at a systems level rather than case by case. The IMHA Senior Leadership team are very clear that they see this as a fundamental part of their role;

*I believe we are not fulfilling our mandate if we focus solely on individual client work – we cannot be everywhere all of the time, if you take the view that you see 1 in 5 or 1 in 10 consumers who use the mental health system, what is happening the rest of the time? We have an obligation to be involved in system change.*

Senior manager, IMHA

Neither service is perfect. There are down sides to locating advocacy services within a large bureaucratic government agency. Victoria Legal Aid, as the legal aid provider for the state, protects its independence from government vigorously, however there is no equivalent body in the UK. Where would advocacy services sit if they were to be funded centrally in the UK? And would this compromise their independence? These are all questions that would need careful thought by policy makers considering such a change.

Advocacy services are for the most part located in the voluntary sector in the UK, and there are lots of benefits that come with this. The provision of advocacy by smaller community organisations that have connections to their local community can improve service users' experience of advocacy, particularly for minority groups that are over-represented in the mental health system. However, for advocacy services to play a role in contributing to systemic change their perspective must be valued at a local decision making level, and they must be supported to develop a united voice to influence strategy and policy change nationally. In the UK this is not happening, with the loss of second tier advocacy services and increasing competition within the commissioning process that pits advocacy services against one another.

In summary, advocacy services have a huge amount to offer to public service reform. Advocates are an independent set of eyes and ears working in the parts of public services where human rights are often most at risk; locked mental health wards, care homes, and children's homes. Their voice and experience should be valued, and actively sought out by those wanting to see improvements in these services. However, for this to happen, the advocacy sector in the UK needs support, and it needs backing from central government that communicates a clear message to decision makers at a local level that advocacy services should be valued because they have something to offer. Looking internationally at how advocacy services in other countries are funded, structured and delivered can provide some valuable lessons for how to do this.

Sophie Howes is a Policy and Programmes Manager at the British Institute of Human Rights.

**The British Institute of Human Rights**



The logo consists of a white speech bubble with a dark purple outline. Inside the bubble, the words "Advocacy" and "QPM" are written in a dark purple, sans-serif font, one above the other.

Advocacy  
QPM

Recognising quality  
in independent advocacy

an  NDTi Programme

# The New Advocacy Quality Performance Mark

Many of you will know we have been working hard on QPM Edition 4:  
**A new streamlined application process and new workbook** to support the quality assurance assessment for providers of independent advocacy.

## Vist the QPM Stand

Come and take a look at the new resources and talk to us about how it works.

We would like to thank everybody who has been involved in the development, we couldn't have done it without you.



[www.qualityadvocacy.org.uk](http://www.qualityadvocacy.org.uk)





*“A nice person is a ‘yes’ person, whereas a good person is a person who accepts their responsibility in things and moves forward and tries to constantly evolve and isn’t afraid to say no or challenge someone or be honest or truthful.”*

Miranda Kerr

# Introducing the First Ever Advocacy Awareness Week 2018

**Author: National Development Team for Inclusion**

This October we're launching the first ever Advocacy Awareness Week, and whilst we might be kicking things off, we very much hope that anybody with an interest in advocacy will pick up the hashtag and run with it across their own social media channels and news pages. This is as a fantastic opportunity to celebrate the power and impact that advocacy has in people's lives. It's also time to explore and communicate some of the pressing issues facing the future of advocacy in helping people's voices be heard.

After consultation with many organisations in the advocacy sector, it was no accident that we chose the same week as the popular annual National Advocacy Conference and Awards. We couldn't resist making the most of all of the energy and excitement that we feel every time we all come together to talk about advocacy in all of its forms.

So, if you're visiting this year's conference or award ceremony - whether you're an advocacy organisation, an advocate or a person who has benefited from advocacy - we would love you to share your stories, experiences and thoughts far and wide to help people truly get to grips with the impact that advocacy has in people's lives.

Get involved - share blogs, videos, news stories, pictures and case studies online using the hashtag #AAW18

As well as celebrating the power of advocacy during Advocacy Awareness Week, each year at NDTi, we're going to choose an area or issue within advocacy that we feel needs highlighting to those that have the power to do something about it. This year during Advocacy Awareness week (AAW18) we will be sharing how Non-statutory or Community Advocacy can have a huge impact and why we think it should continue to be resourced.

Statutory advocacy provides important and vital safeguards to those who are eligible, however when we only deliver statutory advocacy we miss out on enabling people who fall outside that strict eligibility to say what they want, secure their rights, represent their interests and obtain services they need. If you wish to follow or comment on our "Statutory Advocacy is not Enough" campaign please use the hashtag #HearMyVoice.

Long term, our aim is for Advocacy Awareness week to start to take on a life of its own, so please use the hashtag and logos to represent what Advocacy means to you and your organisation.

In the future, we are going to put a steering group together to help shape the focus of the next Advocacy Awareness Week so if you'd like to be more closely involved or just want to find out more information and download logos for AAW18, visit <https://www.ndti.org.uk/advocacy-awareness-week/>



# Stopping the **Over-Medication** of People with a learning disability, autism or both

STOMP is a national cross sector campaign for stopping the over-medication of people with a learning disability, autism or both.

Between 30,000 and 35,000 adults with a learning disability, autism or both are taking a prescribed psychotropic medicine when they do not have a diagnosed mental health condition in England alone, according to research by Public Health England.

People with a learning disability, autism or both are more likely to be given psychotropic medicines than other people. Psychotropic medication can cause side-effects including serious physical health problems, organ failure, severe constipation, bowel obstruction, feeling tired or 'drugged up' and significant weight gain.

Research by the Learning Disabilities Mortality Review (LeDer) Programme and others has shown that the inappropriate use of psychotropic medicines can be a significant contributory factor, or the cause, of a person's death.

These medicines affect how the brain works. They include medicines for psychosis, depression, anxiety, sleep problems or epilepsy. Sometimes they are given to people because their behaviour is seen as challenging. The evidence that psychotropic medication can help with behaviour that is challenging is poor.

## What has STOMP got to do with advocacy?

Advocates are in an ideal position to enable people who may be affected by these issues to speak out and to get the support that they need. In many circumstances, advocates may have not only the opportunity to help, but potentially also a legal duty to do so. To support advocates in this, a new 'STOMP Top Tips' publication written with and for advocates will be launched at the National Advocacy Conference 2018.

This publication has been written to help increase advocates' understanding of medication issues affecting people with learning disabilities, autism or both and to inform, empower and mobilise advocates to support people.

A highly practical approach is taken, providing summary information, top tips and access to further resources. An accompanying guide is available providing a more detailed analysis of the legal duties of advocates in relation to STOMP.

## STOMP in the conference

Following a brief launch of the 'STOMP Top Tips' to the whole conference, there will be a dedicated STOMP workshop which will be facilitated by Carl Shaw and Dave Gerrard from NHS England together with Jonathan Senker from VoiceAbility. This will be an interactive session exploring the issues of over-medication and the advocate's role in supporting people in relation to them. You will have the opportunity to:

- Understand why this is such an important issue in the lives of many people with learning disabilities, autism or both
- Learn about the Top Tips and discuss what can be done to support and empower people
- Consider the legal duties of advocates to act
- Draw on your own experiences of supporting people in relation to medication
- Plan how you can take back the lessons into your work and your organisation.

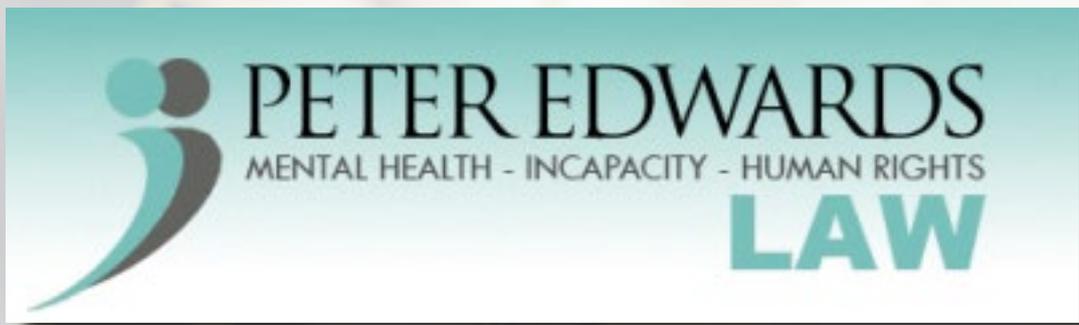
## Get the guide

'STOMP Top Tips for Advocates: How you can help to stop the over-medication of people with a learning disability, autism or both' has been produced by VoiceAbility with support from NHS England. Print copies will be made available at the conference and at [www.voiceability.org/for-professionals/stomp](http://www.voiceability.org/for-professionals/stomp).

Please do spread the word!

You can share the link on social media using #STOMP and tag @VoiceAbility.

The logo for STOMP, consisting of the word "STOMP" in large, white, bold, sans-serif capital letters, enclosed within a magenta rounded rectangle.The logo for VoiceAbility, featuring a stylized purple and blue circular graphic above the text "VoiceAbility" in a blue, sans-serif font.The NHS England logo, with "NHS" in white on a blue background and "England" in black below it.



Peter Edwards Law is here to help protect the rights of vulnerable people. Thousands of people suffer from mental health issues or lack capacity and do not get access to the support they need. Yet access to these services can be truly life changing.

Vulnerable people can suffer because they do not understand their legal rights. This can add to the stress, confusion and frustration felt.

Fighting to protect people's rights is our sole purpose. Whether you are suffering from a mental health issue or have a family member who is incapacitated you are entitled to be treated fairly, with dignity and respect ... like anybody else. Peter Edwards Law has a leading team of lawyers at various locations around England & North Wales who will listen to your side of the story and provide fair, friendly and, above all, expert advice. It is your human right to have access to the right care and resources. At Peter Edwards Law you will be able to talk a dedicated team who will support you very step of the way.

# DEMENTIA JK Training

I am a freelance trainer and consultant for health and social care practitioners. I am also a registered social worker and an Associate Lecturer in the Department of Health and Social Care, University of the West of England, Bristol.

My training draws on practitioner, academic and research experiences in the field and my main focus is Dementia. If you would like to find out more about the training and consultancy services I offer, please get in touch at [info@jk-training.co.uk](mailto:info@jk-training.co.uk)

**Jane Dalrymple**

<http://jk-training.co.uk/>





## advocacy services in staffordshire

Asist provide advocacy services in Stoke-on-Trent and Staffordshire. Innovation and creative communication are at the heart of our advocacy approach. Our award-winning, clear communication resources are valued by advocacy partners, advocates and practitioners across the UK and beyond.

Cathy Jones, Asist CEO

### Asist Communication Tools

Asist communication tools are co-produced with people with disabilities and practitioners. We work together from early stage development to testing and reviewing the products. This ensures early feedback from self-advocates and practitioners is built into the process of developing our resources before they are ready to share.

The communication cards and picTalk app can help some people to communicate their needs and wishes. By building conversations using the resources people can share things that are important to them and about them using images, with or without words.

### Communication Toolkit

The communication cards are designed as communication aids for people to use in their communication. They are also designed to be used by practitioners in a range of settings.

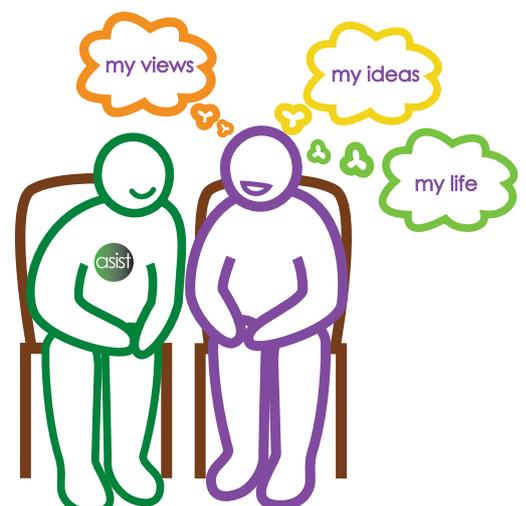
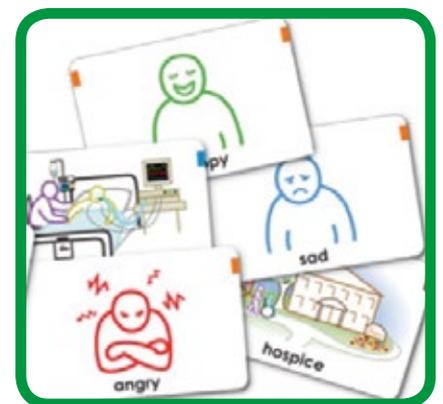
Using the tools creatively, watching, listening and responding to the cues offered by the individual you are communicating with is the key to facilitating supportive communication.

*“He was very anxious but as soon as he saw the cards he became more relaxed. It instantly started the conversation off...you’ve got a focus point with a card, a reference point”.*

(Sarah - Advocate)

The communication cards can be purchased from Asist and can be used in any environment, as a full pack or by selecting a number of cards to focus on.

The cards have an image and text on one side, and just an image on the other. This allows you to adapt the cards by writing on them with a dry-wipe marker pen. There is a blank card for new ideas.



[www.asist.co.uk](http://www.asist.co.uk)

## Communication app picTTalk

The communication app picTTalk is available as a free app for iOS tablet and Android phone and tablet. It enables people to create stories and conversations about their life.

The picTTalk app was co-developed with children and adults with a learning disability, to facilitate stories and conversations about their life, wishes, feelings and beliefs. You can select pictograms and upload photographs as well as choosing labels in six languages. Notes can be added, saved and shared. Practitioners can use picTTalk to help people to ask questions, to indicate choices, share information about issues and explore topics.

The pictogram labels have been provided in six languages making it a valuable tool for working with people who may not have English as their first language. It has different sets of pictograms covering topics such as general, medical & death & dying. Additional card sets can be created with the person's own images.

When using picTTalk professionals can offer an 'invitation to talk' to help people to explore and reflect on their feelings. Using picTTalk can help to move the focus away from the person onto the story or images; reducing the potential for feelings of pressure and easing difficult conversations into gentle ones.

Notes can be added to stories or conversations in order to help the practitioner to reflect and reassess how the person is feeling at different times. This facility can enable the conversation to evolve over time and can give practitioners a valuable resource to help broach a subject at a later time and ensuring the conversation is led by the person, at a time and pace that suits them.

*"It can give independence to people, I like that it is helping people like us".*

(Gilly – Self Advocate)

### Using picTTalk with pictograms:

Carl's story – What makes me happy



### Using picTTalk with pictograms:

Ruth's story –  
A day in my life



*Advocacy Data and Intelligence*

# ADI ADVOCACY CASE MANAGEMENT THE PLATFORM FOR ADVOCACY

A little company with the tools to give your advocacy service a big hand

Speaking up for people and trying to improve the lives of clients takes commitment and effort. In a world of ever dwindling resources nurturing and displaying the value of your service is now more important than ever. Funders and commissioners need greater insights into the work you do, whilst you as a service need ever better visibility of your case work to manage your resources to the benefit of the people you support.

ADI provides clever software tools to help you manage your case notes and outcomes, easily prepare reporting for commissioners and manage your advocates. All designed and priced from the perspective of a deep understanding of the specific needs of advocacy services, with no long contracts or upfront payments.

**We only build tools for advocacy services and we believe them to be the best out there.**

Why choose ADI for your database system?

- You can access the database from anywhere with an internet connection (laptop, smart phone, computer etc). There are no restrictions on the number of users so you can use this across your organisation with all of your advocates.
- There are no upfront costs - just a monthly subscription. This starts from £150 per month for smaller services.
- It is totally customised to your organisation. By using your logo, branding and colours the database is YOUR system. Run a specific peer advocacy project? We can easily adapt the database to your spec (and make reasonable ongoing changes at no additional charge). You won't find this in any other off the shelf system.
- The application allows you to manage client data and case notes, whilst at the same time capturing and reporting on case outcomes. At the push of a button you can see the numbers of cases you handle, time spent on issues, what those issues are, outcomes, activity, - anything you want to capture!
- Already set up for IMCA, IMHA, RPR, Care Act, Children's, Health Complaints and Non statutory types of Advocacy. Do you take on spot purchase cases from other authorities? No problem we can manage those too.
- There are different 'views' - so you decide what functions you want your individual team members to use - As a manager you can access all areas but also open up the system to your volunteer's so they can see and manage an individual case.

**COME AND SEE US TODAY ON THE STANDS!**

**[www.advocacy-intel.com](http://www.advocacy-intel.com)**



## Become a member of black belt advocacy

KMT offers a membership option for advocates who want to join a national group of black belt advocates. By joining our network you will receive ongoing and regular resources to a) keep you up to date b) inspire you with best practice and c) support you to grow.

Each month you will receive access to live webinars, a huge library of resources plus ongoing video content explaining the latest developments. Our job is to make sure you are up to date.

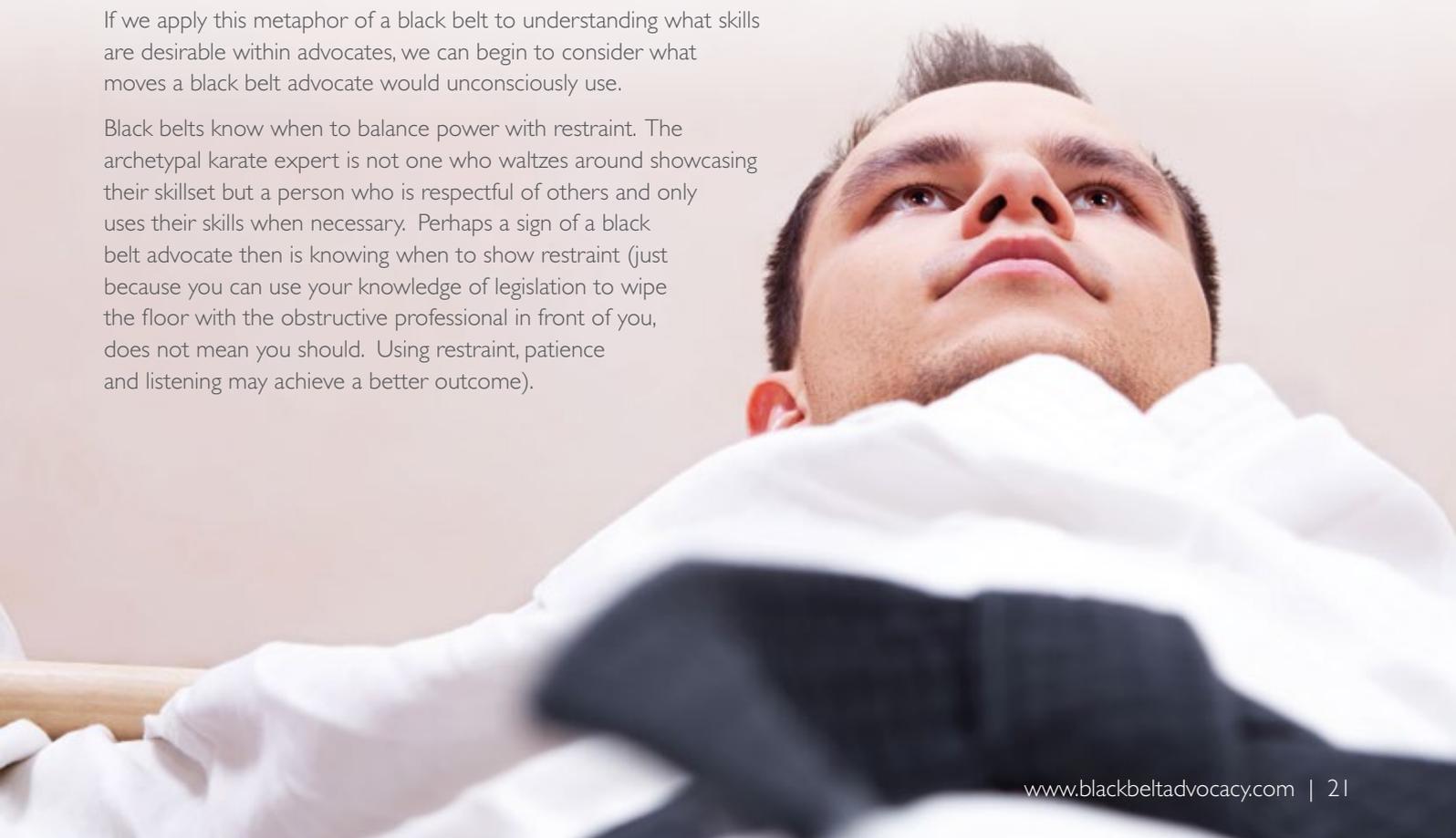
Membership is available on an individual (from £60 a year) and organisation basis. COME SEE US ON THE STAND

### What is Black Belt Advocacy?

In karate, to achieve a black belt you are tested on a number of moves. Nothing controversial there.... But did you know that these moves are the same moves you are tested on when you undertake your very first belt? The moves haven't changed, but the person achieving the black belt is now expected to MASTER the moves. A black belt karate expert doesn't need to consciously think about the moves to use – he or she can access the moves automatically. The moves have moved from being conscious ('what move is the most effective one here?') to unconscious movements ('I don't need to think which move to use, I just do it').

If we apply this metaphor of a black belt to understanding what skills are desirable within advocates, we can begin to consider what moves a black belt advocate would unconsciously use.

Black belts know when to balance power with restraint. The archetypal karate expert is not one who waltzes around showcasing their skillset but a person who is respectful of others and only uses their skills when necessary. Perhaps a sign of a black belt advocate then is knowing when to show restraint (just because you can use your knowledge of legislation to wipe the floor with the obstructive professional in front of you, does not mean you should. Using restraint, patience and listening may achieve a better outcome).



## Two examples:

Let's also take the skill of being non-judgemental. It's well accepted that advocacy is non-judgemental: advocates should promote choices and views of clients without judgement. We understand that having a non-judgemental approach requires us to listen more and condemn less. However practice is a different reality from theory and how we walk this skill of being non-judgemental can be tricky. Consider the different actions of the different advocates below:

### A good advocate

Annie the advocate, labels herself as 'totally non-judgemental'. Her understanding is limited to 'advocates shouldn't be judgemental therefore I won't use my judgements'. She is very able to accept and promote client's choice and doesn't overtly try to persuade her client into one choice or another.

She is a good advocate doing a good job.... but she hasn't developed any self awareness and is not aware of how her personal bias and value system affect her work.

### An outstanding advocate

Alfred the advocate, is able to identify his personal bias and can reflect on times his judgements have influenced his work. He is aware that his personal experience of mental illness has led him to be a vociferous advocate who enjoys going the extra mile. He can use his past experience of discrimination as an energising force to be the person who sticks up for his clients.

He is also aware that his values can bring him to a point where he can challenge aggressively if a professional appears not to be listening. He is conscious of the judgements he makes of services and other professionals (which are not always positive nor indeed fair).

Alfred is able to identify his judgements in order to limit their impact and reflect on what is truly motivating him in his work: is it a desire to promote the client's choice or has it more to do with his own goal of improving mental health practices. By reflecting, he is able to let go of his personal motivations giving him more space to truly accept the client's goals and outcomes without judgement.

## Which one are you?



Join today and be part  
of something special



# Advocacy Centre North

Advocacy Centre North is proudly celebrating the outcomes of an exciting pilot service which began in 2015. Approaching the end of a Reaching Communities Big Lottery Fund grant we are so proud of this project's achievements, learning and legacy and now look forward to developing the next phase for the Neurological Advocacy service.

As the first and only specialist advocacy service for people with neurological conditions, we set out to get a meaningful evaluation to share with the sector. We selected Barefoot Research and Evaluation (BRE) who shares a living experience of neurological conditions to lead the evaluation which followed the project through the three years and guided its direction. Chris Hartworth from BRE helped to facilitate a Service User group to lead the evaluation process and help us to review our systems to ensure our evaluation forms and protocols were meaningful to them.

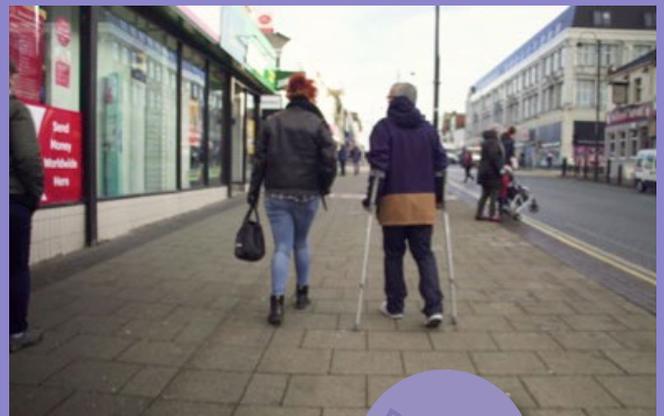
At the end of this funding Advocacy Centre North has a rich legacy of a proven delivery model, training programme, tools, expertise and a pool of dedicated volunteers. Our priority now is to seek new resources to keep the service moving. We also have a list of recommendations to work on from the evaluation and a Service User Group to use as a sounding board and steering group to take the service forward.

In the words of one of our service users:

"I would have disengaged from society without the advocacy service. It is the first time in five years of being unwell that I have got the help I needed, someone who understands my condition and difficulties and is able to help me to communicate it. Advocacy has enabled me to get the support I needed."



This gave us, not only an independent evaluation of the service (warts and all), but a Service User led participatory evaluation process. Despite fighting for their own issues some of our service users felt so passionately about the need for advocacy that they instigated and directed a film to tell others why it's important. The film they made eloquently tells individual's stories of their struggle before advocacy and how having an informed advocate to fight for their rights has led to improved quality of life for them and their families. The film also shows how well ACN recruited and trained volunteers in advocacy skills and were able to work flexibly with greater numbers of service users. With the help of the Northern Neurological Alliance together we delivered a specialist training package on neurological conditions which is a valuable resource to the sector.



Advocacy Centre North thanks all who have been involved in this project and invites you all to share our short evaluation report and film here and get in touch with any ideas for funding, partnerships or any ways to take this service to the next phase.



# DIY ADVOCATE



DIY Advocate is a fully customisable decision making app that helps to structure thoughts feelings and opinions into action reports, which can then be saved or shared.

## Access and features - how can DIY Advocate help?

Access DIY Advocate via your mobile app store or at [www.advocacycentrenorth.co.uk/diyadvocate](http://www.advocacycentrenorth.co.uk/diyadvocate)

Set up a free account with an email address

Use 'My Decisions' to log your concerns

Use 'My Reports' to view your action reports and share them with a support worker, friend or service

Use 'My Resources' to find further information

Use 'My Contacts' to store your key contact details

### For organisations:

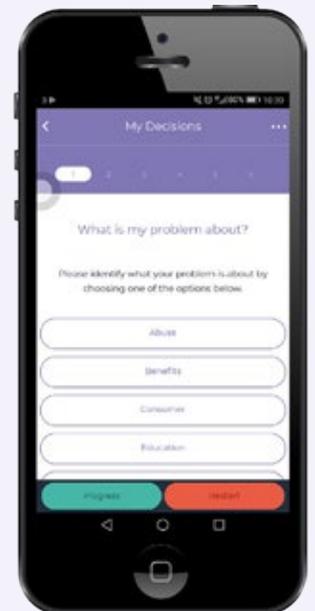
- Improve your service with a custom app
- Make meetings more efficient
- Help people better engage with your service
- Save time and improve worker case load management

### For service users:

- Access support and resources instantly
- Take control of your situation
- Help with making decisions
- Communicate problems easily and feel prepared for meetings

## Three ways to implement DIY Advocate in your organisation:

1. **Rollout the basic DIY Advocate package** with training and support provided to your staff and volunteers by Advocacy Centre North.
2. **Subscribe to an annual licence** for the basic DIY Advocate package with training and support, along with a PIN number that gives you access to a fully customisable resource area for your organisation. The resource area can be used to list contacts, services and information related to your services and your client's requirements.
3. **Purchase a one-off 'white label'** for DIY Advocate fully branded for your organisation, with customised questions in the decision making tree and a custom resource area, as above.



## Try DIY Advocate

If you would like to know more about how DIY Advocate could benefit your organisation, and to see how it works, contact us to arrange an initial meeting.

Call 0191 235 7013 or email [diyadvocate@cvsnewcastle.org.uk](mailto:diyadvocate@cvsnewcastle.org.uk)



*“When we meet real tragedy in life, we can react in two ways – either by losing hope and falling into self-destructive habits, or by using the challenge to find our inner strength. Thanks to the teachings of Buddha, I have been able to take this second way.”*

Dalai Lama

# Human Rights – An Important Tool in Advocacy

*“Human rights – rights for humans, seems simple, but sometimes the concept can feel distant. Something far away, about another place, something legal and technical. But actually, with the right support universal human rights become a tool for securing the things that matter to us most. Human rights can be the language, the toolkit, the safety-net, that makes sure we have dignity in our most vulnerable moments... For advocates, being able to understand and use human rights, helps change (often difficult!) conversations about what is “fair” or “the policy” into a more constructive discussion about the duties of public services and how to best respect and protect people’s rights.”*

Sophie Radcliffe, Advocacy Manager, Alzheimer’s Society

October 7th 2018 marks 20 years since the Human Rights Act (HRA) was introduced in the UK. Over the last 20 years, the HRA has transformed how policies have been developed and how public services have been delivered, improving the lives of people in a wide range of situations – including health and social care, education and housing – and ensuring greater dignity and respect for people in their everyday lives. Yet still, there is a lack of knowledge about the rights that are afforded to all of us, and importantly, how they can protect us in our everyday lives or at our most vulnerable moments. This can mean that human rights are turned to after it has become clear that a person’s rights have been breached, or human rights breaches take place without any form of accountability or redress.

At BIHR, we have worked to empower people across the UK to know and use their human rights. We also work preventatively, supporting staff and leaders to use human rights approaches to positively change the development and delivery of public services. In our experience of supporting service users and advocates in health and care settings, common barriers to using human rights are a lack of knowledge about the rights under the HRA, and the concern that using human rights arguments may be too confrontational, and may make things worse. We know people and advocates need support to not just improve knowledge, but to use rights practically to resolve issues. With this in mind, we have worked directly with a number of advocacy and community groups and people accessing public services to ensure human rights are properly understood and made practical. Our experience shows that people can challenge public services in a non-confrontational way and ensure human rights are enforced without the need for court action.



*“I have found human rights to be a powerful tool which make me feel empowered as well as to help my clients feel empowered. Having knowledge of human rights can help to validate wishes or the concerns of someone and give a sense of confidence to take action.”*

Jodie Wallis, Advocacy Service Manager  
for Mind in Brighton and Hove

*“The staff training demystified human rights and has been instrumental in supporting advocate to raise human rights issues and understand their clients’ issues through a human rights lens”*

Advocacy Manager, partner on BIHR’s project

Now, we need to scale up and make this knowledge of human rights more widespread and give more people across the UK the confidence to raise human rights when they are at risk or have been breached. With the support of the Legal Education Foundation, BIHR is currently developing an innovative online tool that will assist people to identify and raise a human rights issue. This online tool will primarily support people with mental health or capacity issues and their advocates/carers, but the information provided on human rights is aimed towards a general audience and can be used by anyone. Our online health and human rights tool provides accessible, engaging, and useful information about human rights to increase people’s knowledge and confidence about their rights and most importantly, support them in using human rights to make positive changes to health and care outcomes. This tool will include information about the rights in the HRA that are most relevant in health and care settings, and will guide users to identify whether a decision or treatment in their health and care engages human rights, and if so, provides a series of practical steps and tools for how to raise a human rights issue without going to court (e.g. through sample letters and worked examples).

A key part of the development of this tool is collaborating with advocates and getting views on how an accessible online resource like this can help advocates to develop confidence in using human rights to challenge decision making and protect people’s rights. At this year’s National Advocacy Conference, BIHR will bring the first version of our tool, not yet publicly available, and you will have an opportunity to test this tool and provide feedback on its development. We believe that an online tool such as this will have a wide reach, and will assist you in your crucial role of ensuring that people’s rights are protected and respected, so we hope to see as many of you as possible at our health and human rights testing station.

## About BIHR

BIHR provides people with accessible and authoritative information about human rights so that people can know more about their rights and practitioners can integrate them into their work. This year BIHR is celebrating 70 years of the Universal Declaration of Human Rights. Get involved with BIHR’s ‘Celebrating 70’ work today by signing our UDHR birthday card, and sharing with your staff, members and wider community: [www.celebratehumanrights.uk](http://www.celebratehumanrights.uk). We will be taking people’s messages of support to parliament on 10 December, Human Rights Day. You can find out more about our plans by signing up to our e-News<sup>1</sup> or contacting Leonard Lewis, Human Rights Officer [llewis@bihr.org.uk](mailto:llewis@bihr.org.uk)

Leonard Lewis is a Human Rights Officer at the British Institute of Human Rights.

**The British Institute of Human Rights**



<sup>1</sup> Sign up to BIHR’s eNews here: [www.bihr.org.uk/forms/enews](http://www.bihr.org.uk/forms/enews)

# The I AM Challenging Behaviour campaign

The rumblings of the I AM challenging behaviour campaign started in early 2017 with Nic Crosby from Gather Build Work and myself playing with ideas on how we could usefully help the wonderful people we worked with who were being treated in horrendous ways and incarcerated in Hospitals because professionals had labelled them with 'challenging behaviour'.

Our view was, and still is, that we all have ways, sometimes anti-social and undesired ways, of expressing when we are angry, frustrated, sad or anxious but because we are valued citizens it is a) often not seen as problematic and b) when we do show our feelings it is called what it is: anger, sadness or anxiety and we don't get negatively labelled for the rest of our lives. But for the people we work with who have learning disabilities or mental health needs and are not often seen as valued citizens, when they express their anger, frustration or anxiety they are slapped with a label of 'challenging behaviour' and their life written off.

Nic and I's first idea was for getting a badge printed with the words 'I have challenging behaviour' that we could wear to demonstrate solidarity with those we worked with both with a learning disability or not that we were all the same.

Then in the summer of 2017 a group of Twitter and Facebook activists including myself, Professor Chris Hatton from Lancaster University and Mark Neary father of Steven Neary were having a chat about how fed up we all were with the negative, exclusive language used by professionals in health and social services and thinking about what we could do about it. I broached the idea of the badges. The genius who is Chris Hatton suggested that instead of my wording we used 'I AM challenging behaviour' as it then enabled the wearer to feel and show a commitment to challenging the real behaviour that needs to be changed; that of the people and professionals who think they know best, label others and whose behaviour stops people getting the great life they deserve.



So, I bought the first 100 I AM challenging behaviour badges in August 2017 and set up our Face book page I AM challenging behaviour and on Twitter we started using the hashtag #IAMchallengingbehaviour. The campaign is self-funding currently, so badges are bought with donations and people are asked to send a stamped addressed envelope to save on costs.

Our vision was that the direction of the campaign would be driven by its members and so hearing the amazing stories of what people were doing to challenge behaviour lead to the Gold I AM challenging behaviour badge which are given to people nominated by others for continually challenging the behaviour of others that stops people getting great lives.

Next, Louisa Whait approached us after the terrible, unnecessary death through constipation of Richard Handley and asked if she could distribute an I AM challenging constipation badge.

We, have now also distributed I AM raising expectations after an idea from Nic and Tim Keilty (being told not to 'raise expectations' has always been a pet hate of mine too!) and our final badge of 2018 which sits alongside the fantastic #Rightfullives exhibition in September 2018 is our I AM Human badge.

We have now bought with kind donations, and distributed, 7000 badges and they have gone to America and Canada, Australia and New Zealand, Ireland, Wales and Scotland, Slovenia and to all corners of England. We have encouraged people to send in pictures of themselves wearing the badge and making the pledge to challenge behaviour. To date badge wearers have included Labour MP's, Norman Lamb, the Chief Inspector of CQC and Chief Executive of Skills for Care, Ray James, a Civil Servant, the Chief Social Worker for Adults, Managers in Ofsted, The Co-Founder of Learning Disability England, whole teams of providers, social workers, Citizen Checkers, Journalists, but most importantly we have many many badge wearers who are self-advocates and family members of someone with a learning disability. This is what makes me most proud.

People have told us that wearing this little badge makes them feel part of a positive movement with like-minded people which gives them strength. One Mum told me it gave her that little bit extra courage she needed when in a difficult meeting to speak up for her son. The badges have also sparked off conversation and debate with people who don't know anything about people with learning disabilities and in Ofsted it has contributed to policy change.

We are just starting to work with a young man with autism called Chris who will be producing our badges for us soon as a small enterprise and we are going to be branching out into mugs and T-Shirts which he will make to order.

We are really keen to keep this campaign alive so if anyone wants to get involved in developing it, donating, or receiving a badge please message me on Twitter @SamSly2 or on Facebook page I AM challenging behaviour. All badges are still available.

**Enough is Enough Time4Change**  
**[www.enoughisenough.org.uk](http://www.enoughisenough.org.uk)**



# AN ADVOCATE'S GUIDE TO COMPLAINTS IN ENGLAND

For professional and voluntary advocates supporting adults, young people and children through complaints.

AUTHOR(S): MUNA ADAM, LYNN BRADY AND MALCOLM JOHNSON

The concise and informative handbook provides accessible advice with a minimum of legal jargon and can be used as a reference book for all those who undertake advocacy work with adults, young people and children, either in a professional or voluntary capacity.

The book describes the different types of advocacy provided to complainants and the role and tasks of the advocate, explaining the various sources of guidance for advocates who present or assist with complaints. It describes the process of how a complaint is initially made and follows through the various stages of the procedure, advising on how best to achieve a positive outcome.

The first three chapters describe the advocacy world; explaining how it fits with the legal system, and answer the general questions commonly asked by advocates who are dealing with difficult cases. The rest of the chapters go into detail about the respective complaints procedures of various organisations and areas, such as healthcare, social care, education, housing, prison, children's services and the police. Where possible examples of cases that have progressed to higher bodies, such as Ombudsmen or courts, are included to give examples of the type of complaints that are successful. At the end of each chapter there is a helpful 'Key points' section.

The aim is that the advocate will be able to 'dip into' these chapters for advice as and when needed and use the book as a comprehensive route map for the main complaints systems in England. This should be particularly helpful for advocates dealing with complaints that may cross between different institutions, such as social care and mental health.

*'Raising concerns about public bodies can be a bewildering experience, As a result, people can easily get lost in a complaints maze when things go wrong. Advocates play an essential role in making sense of that complexity. I have seen many cases where some of our most vulnerable children and adults have only been able to make their voice heard with the help of an advocate. I therefore warmly welcome the role that advocates play in ensuring access to justice. And I warmly welcome this book, providing a practical, common sense guide to support advocates in their work.'*

Michael King, Local Government and Social Care Ombudsman for England





# CASCAIDr



Free Advice - for upholding adults' Health and Care Act rights

**CASCAIDr** is a new national advice charity, providing specialist legal advice about everyone's rights to have their needs for care and support decided **lawfully, reasonably and fairly.**

We aim to empower and support people, their carers and practitioners working in the health and care sector **to resolve disagreements about access to services.**

Most people only seek support or come to rely on social care services and funding, in times of crisis.

Family members and carers, exhausted by providing dedicated care, rarely have the energy required to navigate referral processes or complaints procedures to secure fair processes and lawful packages of care.

### WHAT SORT OF PROBLEMS DO WE TAKE ON FOR FREE?

- Access to funded independent advocacy rights;
- Whether assessments are compliant with the law;
- Whether councils are following the statutory Guidance;
- Rights to funding for sufficient levels of care to avoid support needs escalating or sacrificing carers' wellbeing;
- The legality of proposed cuts to care plans.

For wider problems, complaints, more complex issues, etc, we charge a low cost fee of £125 ph.

### WHAT DOES CASCAIDr's SERVICE INCLUDE?

- A telephone helpline - 4 days a week - for a booked half hour free 'steer' for people who are not sure if they've even got a legal problem.
- A referral form for people to fill in online.

- Volunteers to help people to express all the relevant detail of their predicament, if they are struggling.
- Expert advisers who will produce the checklist and letters that are the free output.
- Support and guidance for those who want to crowdfund to bring formal legal proceedings.

### WHAT CAN PEOPLE EXPECT? CASCAIDr ADVISERS WILL:

- Analyse a situation for omissions to comply with the Care Act or public law principles.
- Give the client a checklist to take back to the council/CCG.
- Write a letter in the form of a pre-action protocol letter, setting out what's not been done correctly
- Seek advice on the client's behalf, from a direct access barrister.
- Consider helping the client crowdfund so that the council or CCG knows that the client can, if required, challenge unlawful decisions in Court.

Where issues can't be resolved through dialogue and a barrister has given a positive opinion on the merits of the case, CASCAIDr may support **crowdfunding** to secure legal challenges.

This not only strengthens an individual's position, but also supports widespread lawful decision-making by clarifying any areas of uncertainty in the current legal framework.

## WAYS TO SUPPORT CASCAIDr

### VISIT OUR WEBSITE

[www.cascaidr.org.uk](http://www.cascaidr.org.uk)  
for info, and casework and volunteering opportunities

### GET ON SOCIAL MEDIA!

@CASCAIDr on **Twitter**  
and **Facebook**,  
and Belinda Schwehr  
on **LinkedIn**

### HELP US FUNDRAISE

**How to Donate**  
and get HMRC to pay  
25% extra by way of GiftAid

- **MyDonate.BT.com**
- Or text **CASC41 £10 to 70070**

**GET IN TOUCH?** Telephone: **01252 560 856** or email: [belinda@cascaidr.org.uk](mailto:belinda@cascaidr.org.uk)



At Kate Mercer Training we believe that training needs to focus on the practicalities of working as an advocate. We know that qualifications are a great way to demonstrate that you know what you are doing. Our goal is to support you to achieve your qualification so you can confidently show and be recognised for your skillful practice.

We have recently changed the way we support you to achieve the City & Guilds qualifications making them easier and cheaper to complete. The model is blended learning (which essentially means there are different ways we train you – some on line sessions, webinars and some face to face).

Get in touch to enrol or discuss group discounts.

£400 + VAT for single specialist unit

£1,250 + VAT for Certificate

£1,450 + VAT for Diploma

[www.blackbeltadvocacy.com](http://www.blackbeltadvocacy.com)