

SIAA Response

Consultation on the Draft Regulations relating to the Public Bodies (Joint Working) (Scotland) Act 2014 (Set 1 of 2)

July 2014

We believe that the regulations should make reference to independent advocacy, both collective and one to one. We know that the inclusion of independent advocacy would support the implementation of the Act and would help uphold the principles of the Act.

Regarding participation and engagement, we feel that collective advocacy organisations are well suited to supporting service users to fully participate and engage in the development of integration schemes. Collective advocacy groups already operate in many local areas and are involved in the planning, development and review of various services. We believe that there should be shared principles and protocols in order for participation and engagement to be meaningful and effective.

Regarding complaints, we believe that integration schemes should ensure that it is as easy as possible for people to make a complaint. Furthermore the Patient Rights Act means that people should have access to Patient Advice & Support Services (PASS). One of the possible options for support in making a complaint is for an individual to be referred to independent advocacy. We believe that it would be useful to develop specific guidance regarding the interface between the Patient Rights Act and the Public Bodies Act as there may be some confusion about how the two pieces of legislation interact.

We are concerned about the wording of the National Health & Wellbeing Outcomes as it is not clear who the outcomes are aimed at. The outcomes should be easy to measure and achieve and there needs to be clarity about whether the outcomes are individual, organisational or national.

Access to independent advocacy will support the achievement of all the outcomes.

Examples of how it could support the outcomes include the following;

- Outcome 3 - Access to independent advocacy, both collective and one to one, would support people to have a positive experience of service. Collective advocacy groups can help to inform local community planning, needs assessment and the development of truly person centred health and social care services. One to one independent advocacy can ensure that all who need it can be supported to have their views listened to and acted on and their right to dignity respected.

- Outcome 7 - Independent advocacy can provide a safeguarding role, ensuring that people's rights are upheld. Independent advocacy can support people to gather all relevant information, consider potential outcomes and make fully informed choices.
- Outcome 8 - Independent advocacy, collective and one to one, can support partnership working between those delivering and those in receipt of health and social care services.

The Scottish Independent Advocacy Alliance (SIAA) is Scotland's national membership body for advocacy organisations. The SIAA promotes, supports and defends independent advocacy in Scotland. It aims to ensure that independent advocacy is available to any person who needs it in Scotland.

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