

Referral/Screening Process General Advocacy

The Service will be made available to any person or group over the age of 18, normally resident in the Hartlepool area and/or be the responsibility of Hartlepool Local Authority and who meet the following criteria :

- People who lack capacity
- Learning Disabilities
- Autistic Spectrum Disorder
- Acquired Brain Injury
- Sensory Impairment
- Dementia
- Mental Ill Health
- Older People
- Physical Disabilities
- Carers (as specified by the Carers's Recognition and Services Act 1996 as amended)
- Refugees/asylum seekers
- Vulnerable Groups

For the avoidance of doubt, an individual who resides in a Hartlepool area who is the financial responsibility of another Local Authority with Social Services responsibility and provided they meet the other criteria will be eligible to receive the Service under the terms of the Agreement (to support the Local Authority compliance with the Winterborne View concordat: programme of action)

And provided they need support in respect of:

- Decision making
- Navigation through housing, health and social care system
- Short term issue based/crisis advocacy
- Health advocacy – support to attend and understand procedures
- Care Act Advocacy

The advocacy service provided under the framework will **not** extend to provision of advocacy for the following remits:

- Benefits/welfare
- Parents of Children in Care
- Education issues
- Long term ongoing low level point of contact
- Complaints about NHS Services (these should be referred to the ICA service which is currently provided by the Carers Federation)

Referrals to the service will originate from:

- The person or vulnerable group
- Social Care providers
- The Responsible Authority
- Doctors
- Health professionals working with them
- Care Managers
- Community Nurses
- Housing Organisations
- Voluntary Agencies

There are different types of advocacy provided under this agreement as follows:

- Independent Mental Health Advocate (IMHA)
- Independent Mental Capacity Advocate (IMCA)
- General Advocacy

The role of the Hub will be:

- Receive the referral from the organisation listed above
- Establish the eligibility of the referral using the criteria (screening tool) described above
- If not eligible for an advocacy service under this agreement signpost to the most appropriate service/support network.
- Allocate Unique Reference Number

- Allocate to the most appropriate provider in consideration of the following
 1. The most appropriate type of advocacy
 2. The specific needs of the person in relation to the skillset of the advocate
 3. The preferences of the person
 4. The geographic location

- Establish whether there is a need for interpretation.
- Support the Advocacy Framework Provider in relation to appropriate contacts for the Council

For the avoidance of doubt, this Agreement does NOT extend to the provision of support to make complaints about NHS services, these need to be referred directly through to the ICA Service which is currently being provided by the Carer's Federation.