



HFEH Mind Advocacy Strategy 2023-2026

Contents

Context	3
Who we are	3
Workforce	4
Story so far	5
Impact	6
Coproduction	7
Vision, mission and values	8-9
Strategic aims	10
Making in happen: Action plan	11-14

Context for Strategy

This strategy has been developed for the advocacy service at HFEH Mind, currently offering community advocacy and independent mental health advocacy in the London borough of Ealing.

The strategy has been coproduced by managers, volunteers, staff and advocacy clients in 2022, for the years 2023-2026.

We are aiming for a strategy to encompass who we are, our aspirations, what we want to achieve and how we are going to achieve it.

This strategy must be read in conjunction with our action plan- so we can hold ourselves accountable.

Who We Are

We are the advocacy team within adult services at HFEH Mind.

We are an established third sector provider that merged in 2019 to form HFEH Mind previously Hammersmith & Fulham Mind and Mind in Ealing and Hounslow.

Over the years we have delivered namely:

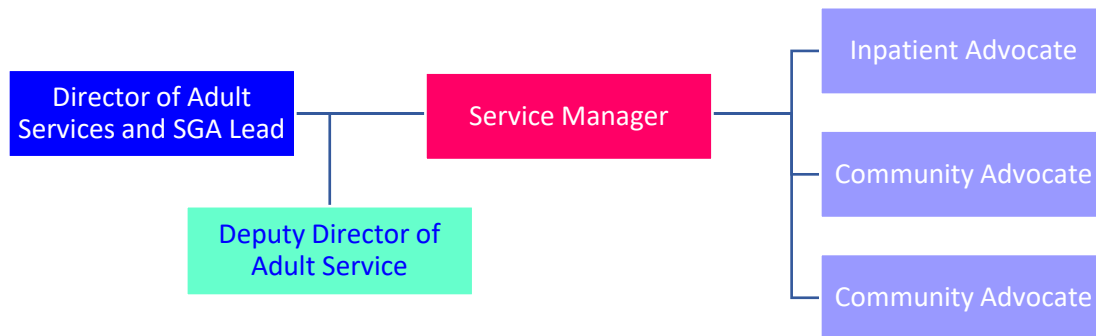
- IMHA
- Care Act
- Community Advocacy

This has been delivered in Hounslow, Hammersmith and Fulham and Ealing and encompasses both instructed and non-instructed advocacy.

Our current provision is in Ealing providing community and independent mental health advocacy.

Workforce

Our current structure is as follows:



The director is a multiskilled, qualified advocate specialising in:

- ICAA
- IMHA
- IMCA
- DOLS
- RPR
- IMHA
- NHS Complaints
- Community Advocacy

The service manager is training in IMHA and Community Advocacy

Our inpatient advocate is trained in Care Act and IMHA as well as community advocacy

Our community advocate is trained in IMHA, RPR, IMCA and DOLS as well as community advocacy

Our other community advocate is working towards IMHA and community advocacy.

The Story so Far

The advocacy service has seen much change over the last 5 years- with periods of growth as well as loss of contracts.

We are currently smaller than we have ever been but the quality of what we are delivering is at its optimum. Our previous strategy focussed on developing our quality and we are now in a place to grow our offer.

We have implemented the last strategy and achieved the following:

- IAQ qualified or registered staff and managers
- Development of policies that guide our work (ie. non-instructed advocacy police etc)
- Training for advocates internally on how to implement the learning from the IAQ
- Audits and quality checks
- Robust safeguarding procedures
- High quality monitoring reports
- Demonstrative impact in line with the NDTi Framework
- Development case work/intake pathways
- Development of our database which allows our managers to extract the data they need

We now have the policies, process and governance in place to deliver quality services and we are now in a place where growth can be maximised. Our aspirations have therefore contributed to this strategy.

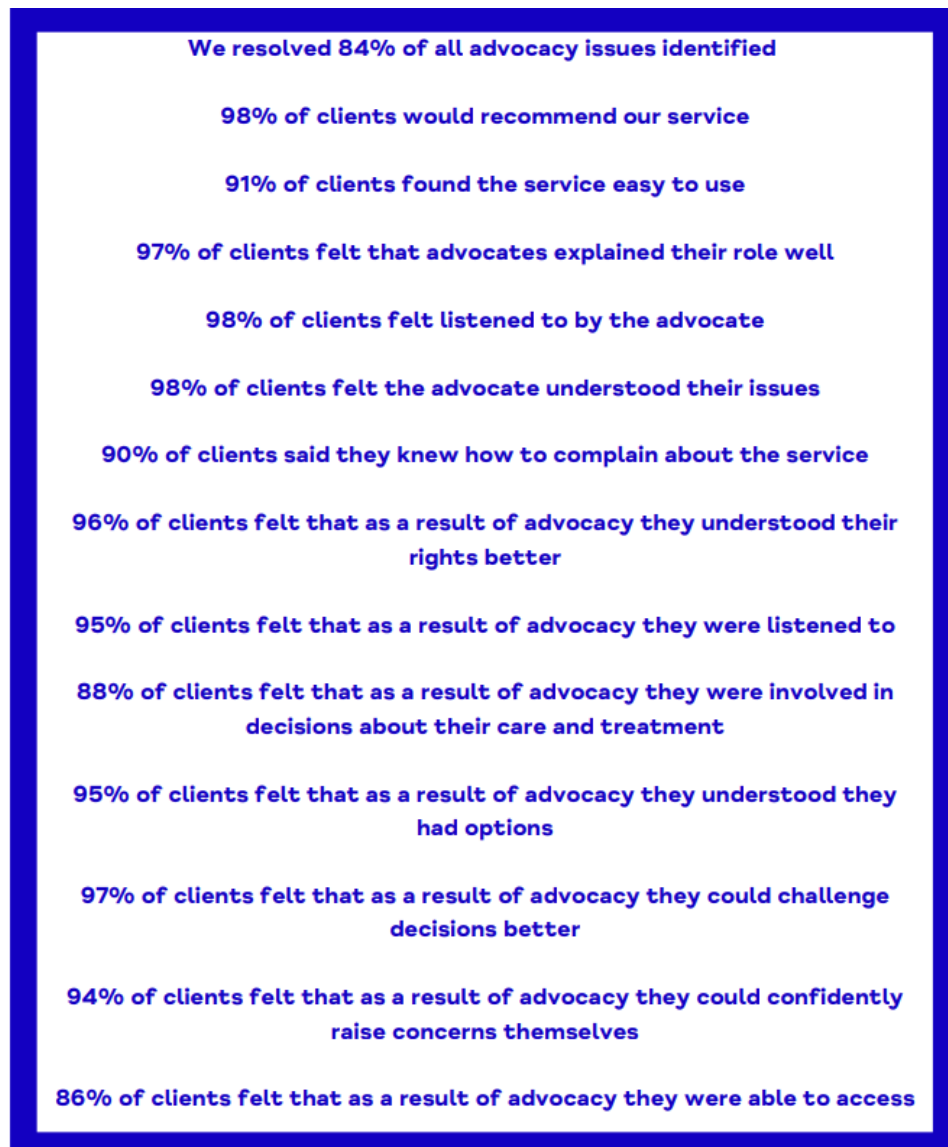
Impact

We have delivered a highly professional service ensuring we work within the NDTi Framework as well as the Advocacy Charter. We produce quarterly monitoring reports encompassing:

- Demographic information
- Advocacy issues
- Hours spent
- KPIs
- Outcomes
- Case studies

We also produce a yearly impact report and a report on themes and trends which can be accessed on our website www.hfehmind.org.uk

A snapshot of our impact can be seen below



Coproduction

Based on our journey so far and our impact, the team and service users came together to coproduce our new strategy and design our:

- Vision
- Mission
- Values
- What more we can achieve

We have also used commissioner feedback from meetings, the local authority strategies, NHS 5-year plan and data/themes/trends to inform the strategy moving forward.

Vision, Mission and Values

As a proficient provider we would like to ensure that we appropriately respond to the needs of our local community. As such our core vision is that we are able to offer any adult experiencing difficulties related to their mental health a high-quality advocacy service.

We will use the most effective interventions possible to support all areas of the lives of adults who use our services. This service is developed alongside service user feedback and outcomes; current government drivers and trends in provision; legislation and governance; specific needs, comorbidities and recovery processes. We have also used commissioner feedback from meetings, the local authority strategies, NHS 5-year plan and data/themes/trends to inform the strategy moving forward.

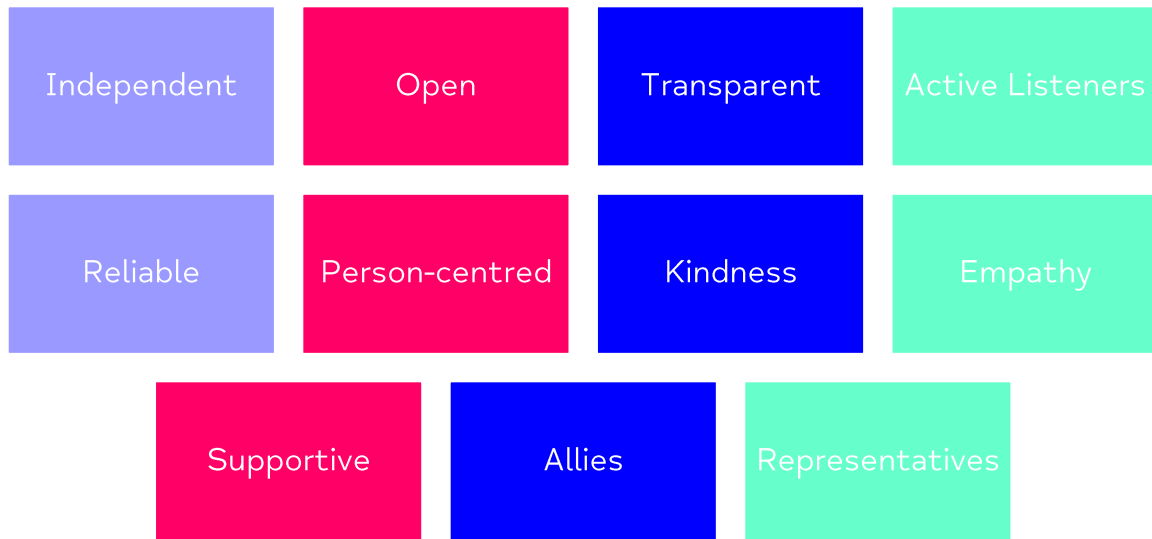
HFEH Mind mission statement

We will listen, support and help you understand your rights, choices and options. We will help you speak up for yourself and empower you to assert yourself. Where you are unable to- we will help ensure, your voice is heard.

HFEH Mind vision statement

Our vision has been coproduced with those who use our service. Our vision for the future centres around ensuring that:

- Everyone has a voice in decisions or processes that affect them
- Advocacy is available and accessible to anyone and everyone who needs it
- Empowering people is at the heart of what we do and we help all our clients strive to self-advocate



Strategic Aims

We are keen to be the provider for mental health advocacy across our tri-borough and moving forward- across the STP.

Our skills, expertise and experience make us best suited to deliver this type of advocacy- and our ambition extends beyond this.

Our key aims will inform our SMART action plan. These aims have been developed with both staff and service users.

1. **Collaboration**- includes statutory partners, non-statutory partners. It also includes working with National Mind. The aim of this is to work better with professionals to deliver better outcomes for clients.
2. **Coproduction and consultation**- ensuring we look at service user feedback, ensure service users are heard and improvements are made on feedback. Ensure professional stakeholders also have the opportunity to feedback on the efficiency and effectiveness of our services.
3. **Promotion, education and training**- ensuring our services are known across our boroughs and people from all walks of life can access them. It also involves promoting what advocacy is to professionals and partners.
4. **Growth and infrastructure**- ensure our infrastructure supports the growing demand and need for advocacy so service users get the best service possible, in an efficient way. Ensure infrastructure supports expansion and growth in this area.
5. **Quality**- ensure we deliver quality services that meet the needs of the people- delivered safely and effectively

