



# Transitioning between advocacy and other services

Training Aid 6

## Transitioning between advocacy types and connecting to other services

This guide is designed to provide advocates with practical guidance on transitioning individuals between different types of advocacy and connecting them to broader support services. This ensures a smooth transition that maintains the individual's continuity of care and promotes their wellbeing. Understanding how to effectively transition individuals helps advocates extend support beyond statutory involvement and into a wider network of resources.

### Identifying the need for transition

Before ending your statutory advocacy role, it's essential to determine whether an individual requires further support. Signs that indicate a need for transitioning include:

- **Unresolved issues:** The individual has ongoing concerns that were not fully addressed during your statutory involvement.
- **Ongoing vulnerability:** The person's circumstances suggest continued risk or support needs, such as chronic health conditions, social isolation, or complex care requirements.
- **Upcoming decisions:** The individual may face significant decisions that require advocacy beyond the statutory remit.
- **Limited support network:** The individual lacks sufficient family or friends to advocate on their behalf.

**Example scenario:** Lisa, an Independent Mental Capacity Advocate (IMCA), completes her work with Thomas, a 72-year-old man who has just had his care plan reviewed. Thomas expresses concern about managing his health needs going forward. Lisa recognises that transitioning him to general advocacy would ensure continued support.

### Transitioning from statutory to general advocacy

When you identify the need for ongoing advocacy, follow these steps:

1. **Explain transition options:**
  - Inform the individual about different types of advocacy and explain how general advocacy can support them.
  - Highlight the services available and how they differ from statutory advocacy.
2. **Internal referrals:**
  - Initiate an internal referral if YVC provides general advocacy for the geographical area. Follow the established internal process and ensure the individual understands what to expect.

### 3. **External referrals:**

- Identify and contact an appropriate external advocacy service when internal services are unavailable.
- Follow the external provider's referral process, and document the referral in the client record under the "Refer Externally" section in Charity Log.

### 4. **Documentation:**

- Thoroughly record all referral details in Charity Log, noting the service contacted, referral date, and follow-up actions. If unsure how to document this, seek guidance from a manager.

**Example scenario:** David, a Care Act Advocate, refers his client, Sarah, to a local general advocacy service after discussing ongoing assistance needed with navigating housing benefits. He explains the transition to Sarah, records the referral in Charity Log, and sets an action to follow up. Follow up will consist of checking the referral has been received before closing the case.

## **Transitioning to community and support services**

Some individuals may benefit more from non-advocacy community services. Advocates can play a key role in connecting individuals to these services:

- **YVC Communities Team:** Refer individuals needing assistance with benefits advice, drop-in services, or local community activities.
- **Community resources:** Identify and connect individuals with social groups, charitable services, or support programs.

## **Using the ABCD Model**

The **Asset-Based Community Development (ABCD)** model empowers individuals by focusing on their strengths and building community connections:

- **Assets:** Recognise and build on the strengths and skills of the individual and their community.
- **Building connections:** Help the individual create links with local support systems.
- **Community support:** Promote engagement with supportive networks.
- **Development:** Encourage resilience and personal growth through community involvement.

**Practical tip:** Update and make use of the ConnectCom Teams channel to stay informed and provide relevant guidance and information to the people you support.

**Scenario:** Sophie, an advocate, supports Mark, a 65-year-old man with mobility issues. She connects him with the YVC Communities Team for benefits advice and accesses ConnectCom for information about transportation and new mobility resources in his area.

## Monitoring and follow-up

A seamless transition requires:

- **Confirmation of referrals:** Verify that the referral has been received and acknowledged.
- **Documentation:** Ensure all referral details are clearly recorded in Charity Log.

## Reflection prompts:

- Did I provide clear information to the individual about the transition process?
- Have I documented all necessary referral details in Charity Log?
- Have I considered all available community and support services that may benefit the individual?

**Example scenario:** After referring Jane, an elderly woman who recently completed NHS complaints advocacy, to a social group, the advocate sets a follow-up action to confirm the referral was received also learning that Jane was contacted and attended her first session.

## Key takeaways

- **Clear explanation:** Ensure individuals understand the transition process and the available support options.
- **Thorough documentation:** Record all referrals and interactions in Charity Log.
- **Collaborative approach:** Use community resources and external services to complement advocacy and support individuals' broader needs.

Transitioning from statutory advocacy to general advocacy or community support services is crucial for sustained, person-centred care. By effectively navigating these transitions, advocates can help individuals continue to feel empowered and supported in their ongoing journey.



Your Voice Counts

0800 048 7856



Greenesfield Business Centre

mail@yvc.org.uk



Mulgrave Terrace

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



NE8 1PQ