**Advocacy Services - Soft Market Testing Questionnaire**

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| Title: | Advocacy Services |
| Purchasing Authority (OCC/CDC): | Oxfordshire County Council |
| Category: |  |
| Response Deadline: | **Friday 7th October, 2022** |
| Provider Contact Person (name & position): |  |
| Provider Contact Person email: |  |
| Provider Contact Person telephone number: |  |
| Description: | Oxfordshire County Council is seeking the views of Advocacy providers, on how best to deliver a range of Advocacy Services, across all age ranges, within Oxfordshire and the wider area.  We currently provide Children’s and Adult’s Statutory Advocacy services, including an Independent Visitors service.  The aim of this exercise is to understand the provider market, current and emerging practice, as well as likely level of interest in the potential procurement activity the Council may carry out. We would appreciate an opportunity to develop relationships with you as providers and gain insights into how your organisation could approach the delivery of Advocacy Services.  Oxfordshire County Council is involved in many exciting and innovative projects and practices, across the County. We would therefore welcome providers that are keen to add value to our existing service provision and build upon our great work in this area. We aspire to provide high quality services that are consistent and sustainable, whilst also developing and delivering new and innovative ways of working with our communities.  We have a rich and diverse heritage within Oxfordshire, that provides many opportunities for your organisation to grow and diversify your business model. Oxfordshire could provide a valuable springboard for you to showcase your knowledge, best practice, and expertise in this important field.  We are at the early stages of developing a delivery model and would therefore be keen to learn from your expertise on what can be achieved, through thinking differently, to add value to our existing offer. We would also be keen to hear what else you can or have delivered around Customer Led Forums, to facilitate improved partnership and co-production work with our customers.  Weaim to use the responses we receive to  develop our preferred delivery model, and we intend to share this model with the market through a presentation, prior to recommissioning any potential new service.  We would like any future service to be able to provide a robust provision that promotes a supportive partnership working environment. A service that can provide the flexibility to adapt to changes in demand, whilst also ensuring our customers receive a high-quality service which they feel, empowers them to have their voice heard.  We look forward to hearing your views on how you could play an active part, in our exciting journey ahead.  To do so, please complete the questionnaire below and return it to Ruth or Peter at [LiveWellCommissioners@oxfordshire.gov.uk](mailto:LiveWellCommissioners@oxfordshire.gov.uk)  by close of business on **Friday 7th October 2022**.  Please note this is neither a call for competition nor a procurement exercise.  Please do not attached general marketing materials, as these will not be considered. |

**Questionnaire[[1]](#footnote-1):**

We would really welcome hearing your views, please complete the questionnaire and return to Ruth or Peter at [LiveWellCommissioners@oxfordshire.gov.uk](mailto:LiveWellCommissioners@oxfordshire.gov.uk)

by close of business on **Friday 7th October 2022.**

Please could you share with us:

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|  |  | **Your responses** |
| 1. | Your experience in providing advocacy services |  |
| 2. | Your current customers |  |
| 3. | Your preferred routes to market (e.g., any frameworks that you are on, preferred framework etc) |  |
| 4 | What advocacy services you could be interested in providing |  |
| 5 | How do you plan to meet the potential increase in demand for advocacy services due to upcoming legislative changes? |  |
| 6 | What other services does you provide in addition to advocacy services? |  |
| 7 | Have you had experience in mentoring and working collaboratively with other local organisations to deliver services? If yes, how is this organised and run? Please detail any lessons learned? |  |
| 8 | Have you worked with other advocacy providers in the past? If so, what went well/not well? What would you do differently? |  |
| 9 | Can you provide an example of best practice/innovative working? |  |
| 10 | Market trends |  |
| 11 | Emerging practices |  |
| 12 | How do you ensure you deliver efficient service provision when dealing with out of county referrals? |  |
| 13 | What would an average staffing ratio for your advocates look like? |  |
| 14 | Have you had any experience in providing an all-age advocacy model? Please describe what you consider to be the strengths and weaknesses of this model. |  |
| 15 | What services have you delivered historically that you would not consider doing so again? Can you give reasons why? |  |
| 16 | What tools and resources do you use in order to successfully empower people of all ages and capacities? |  |
| 17 | What tools and resources do you use to in order to successfully empower people from ethnic minorities within your services? |  |
| 18 | What is your experience of working with people from the different equality strands? |  |
|  |  | About Your Organisation: |
| A | Your level of interest in working with OCC? |  |
| B | Your company’s strategic plans/ direction |  |
| C | Do you have an updated business continuity plan? |  |
| D | How many staff does your organisation currently employ? |  |
| E | How would you account for the environmental impact of your work? |  |
| F | What training do your advocates receive in order to practice? |  |
| G | How do you ensure equality of access to your services? |  |
| H | How would you support the council in building capacity and supporting our workforce in future? |  |
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|  | Any other comments |  |

1. [↑](#footnote-ref-1)