

# Advocacy Newsletter

August 2017 Issue no. 6

## Focus Groups on Advocacy

On 31 May and 15 June the Golden Thread Advocacy Programme (GTAP) ran two focus groups for citizens and service users. We had excellent organisational support from our partners Diverse Cymru.

The first was held in Cardiff. Its main purpose was to obtain service users' and citizens' views on the key messages that we should include in our forthcoming campaign to raise public awareness of the new right to advocacy.



Members of the Co-creating Healthy Change Project shared their experiences of service use and advocacy support and helped to highlight the most important elements of an advocacy service, how to help people understand what advocacy is and how it can help. They also suggested the most effective ways to communicate these messages to the widest possible audience. Members of the group will continue to help GTAP develop and finalise the awareness raising materials.

The second focus group was held in Barry. The main purpose of this meeting was to inform delegates about Cardiff and Vale of Glamorgan Councils' intention to commission a new Independent Professional Advocacy service in April 2018. Fifteen delegates had an opportunity to provide feedback on what makes a good advocacy service and to send some key messages to commissioners.

Our Diverse Cymru colleagues have published an online article about the event, which can be accessed here:

[Diverse Cymru | Advocacy Focus Group](#)

The focus group was part of a short engagement programme run by GTAP on behalf of the Councils which provided over 75 people with face-to-face opportunities to learn about IPA and the new service that's being commissioned. Commissioners are now considering the feedback and have said they will incorporate the outcomes into the service specification and tender process.

**Paul Swann and Marc Forster, Age Cymru**

## Supporting the Commissioning and Good Practice of Advocacy: Resource list

We are pleased to present a useful resource list that has been requested by stakeholders. This list brings together legislation, research, good practice, information and links to useful websites to support commissioners and providers across Wales.

We hope you find this informative and useful and we will continually update it throughout the life of the programme.

[Age Cymru | Supporting the Commissioning and Good Practice of Advocacy Resource list](#)

## Dewis Cymru database

The Dewis Cymru database is used by nearly all Local Authorities to exercise their duty on Information and Advice in Part 2 of the Social Services and Wellbeing Act. The database is increasingly used by services users and providers along with Local Authorities to identify service providers in their area, with up to 60,000 page views per month. Dewis currently has over 100 references to advocacy services.

The Golden Thread Advocacy Programme (GTAP) have been working with Dewis to identify ways to improve the system for advocacy providers and service users and will be supporting services over the coming months to upload and update advocacy service information where relevant. For more information, contact Marc Forster, GTAP Partnership Officer via email [marc.forster@agecymru.org.uk](mailto:marc.forster@agecymru.org.uk) or call 07932 989656 or use the links in the following article from Dewis:



### Do you offer a service to improve people's well-being?

Dewis Cymru is a website that aims to help people with their well-being. It's **the** place to go for people who want information or advice about well-being – whether that's their own well-being or the well-being of a family member or friend.

### Why should I add my information to Dewis Cymru?

Lots of reasons. If you've got a service that helps people with their well-being, adding your details to Dewis Cymru will make it easier for them to find you. Basically, if you help people with their well-being, Dewis Cymru wants to know about you and about what **you** do!

Other good reasons to use Dewis Cymru include:

- It's free
- It's easy to register and add your details
- It will remind you every six months to check your details, so you'll know they are up to date
- It provides maps and directions to help people find you
- It's already being used by many advice agencies to direct people to local services that can help them, so having your information on Dewis Cymru will mean that people can be directed to your service.

### So, what do I do next?

To add your information, you'll need to register. Go to [www.dewis.wales](http://www.dewis.wales) and 'Sign up' to create your account. Once you've done this, 'Sign in' to the site and go to 'Manage resources' and 'Add resources' to add information about your services.

### Can I add information about any service?

Yes. We encourage people to add information about specific services that they offer. So, if you run a community group you can add details of what it's about, where and when it meets, and how to get in touch. If you represent an organisation which provides a range of services, please add the services individually so that users of the site can find the services they're looking for.

### How to contact us

You can contact us by:

- using the 'Contact us' link on the website
- emailing us at [help@dewis.wales](mailto:help@dewis.wales)

## **The National Development Team for Inclusion (NDTi) updating the Advocacy Quality Performance Mark (QPM)**

“We’re really excited to share the news that NDTi will be updating the Advocacy QPM. It’s been nearly 10 years since the original Advocacy Quality Performance Mark (QPM) was launched by Action for Advocacy in 2008. The award continues to be a well-used and well respected indicator of excellence in advocacy in England and Wales and one that advocacy organisations tells us is hugely helpful in developing policy and practice and delivering the best advocacy services they can. Advocacy organisations feed back to us that the process of completing the QPM has enabled them to reflect, develop and improve their systems and processes and to ensure they are better placed to provide advocacy to the people who need it.



Commissioners are also, increasingly asking that advocacy providers hold the QPM when funding advocacy.

QPM has had a couple of updates over the years, the last being in 2014 when the award first moved over to NDTi. We’ve received a great deal of helpful feedback from those who have undertaken the QPM about how it can be further strengthened and we’re thrilled that Esmee Fairbairn Foundation has funded NDTi to update the award. We will be beginning a process of engagement and co-production with the sector to shape the updates in the next couple of months (watch this space!), but in particular want to ensure the updated version responds to all models of statutory advocacy, including those in Wales. We also want to make sure that the information available to support advocacy providers and their commissioners with understanding QPM and the processes around achieving the award are updated and strengthened.

Our plan is to launch the updated QPM in April 2018.

For those organisations, currently undertaking QPM – please don’t worry! The updated version will still be based on what we are currently doing and if you’re mid-way through the process, there’s no need to delay. We will continue to support you through the existing QPM. I know some of you may have questions or be keen to input into the update and we’d love to hear from you. Please do drop me a line with your queries or if you want to get involved – we really want this to continue to be ‘your’ QPM, so your involvement is really important!

You can contact me at [gail.petty@ndti.org.uk](mailto:gail.petty@ndti.org.uk) or on 07764 972135. As I said, we’ll be sending out updates about plans and ways to get involved in the coming weeks and months (you guys in Wales are getting an early heads up!) We’re looking forward to working with you, so please do keep an eye out and get in touch.

**Gail Petty, Advocacy Lead, NDTi**

## ***Older people's access to and experiences of independent advocacy***

In certain circumstances, older people have a legal right to access and be supported by an independent advocate, yet many older people are unable to access these services.

The Commissioner is therefore undertaking work to understand how access to independent advocacy currently works in practice in Wales, ahead of the publication of a report early next year that will give a voice to older people and highlight their experiences of using independent advocacy services. The report will also include good practice examples and set out what improvements need to be delivered to ensure that older people can access these essential services when they are entitled to them.

To support this work, the Commissioner wants to hear from older people who have used independent advocacy about their experiences, as well as from professionals and those working with older people who have supported older people to access these services, which will help her to create a Wales-wide picture of older people's access to advocacy.

If you are an older person and would like to share your experiences of accessing or using independent advocacy services, please complete our short online survey, which is available via:

[Access to, and experiences of, Independent Advocacy survey](#)

If you would like a hard copy of the questionnaire, please call us on 03442 640670.

If you work with older people and have supported them to access independent advocacy services and are able to share information with the Commissioner, please contact Nicola Evans by emailing [nicola.evans@olderpeoplewales.com](mailto:nicola.evans@olderpeoplewales.com) or calling 03442 640 670.

**Nicola Evans, Older People's Commissioner for Wales**

## ***Information and Guidance on Domestic Abuse: Safeguarding Older People in Wales***

The Guidance offers practical advice to professionals, and will improve recognition and understanding of domestic abuse experienced by older people.

Violence against women, domestic abuse and sexual violence are pervasive, harmful issues which affect all members of our communities. The experience can be even more damaging to victims where it is experienced alongside other complex needs or vulnerabilities.

There is evidence from criminal cases, Domestic Homicide and historic Serious Case Reviews that domestic abuse issues for older people often go unrecognised. This means that protective or supportive measures that may have reduced the risks of harm are not put in place.

This guidance was created in partnership with the Older People's Commissioner for Wales. It will enable professionals within Welsh public services to work more effectively with older people who are experiencing or who have experienced domestic abuse.

For more information, please visit:

[Welsh Government | Information and Guidance on Domestic Abuse: Safeguarding Older People in Wales](#)

**Welsh Government Website**

## **Welsh Government White Paper, Services Fit for the Future, Quality and Governance in Health and Care in Wales**

Welsh Government want your views on proposals covering a number of health and social care issues which may require future legislation.

The Welsh Government are consulting on proposals to:

- strengthen leadership in NHS organisations
- introduce new duties of quality and openness
- strengthen the voice of citizens in the way health and social care is planned and provided
- design a clearer process for service change plans
- improve the legal framework for the inspection and regulation of health services
- establish a new independent body for patient voice and regulation and inspection.

The proposals in the White Paper provide an important framework which should assist the delivery of person-centred health and care.

Social Care Wales welcomes the proposals to align standards across health and social care and also to bring the regulation of independent healthcare into alignment with social care. These proposals should assist in resolving the challenges HIW encounters working within their current legislative framework and should also facilitate closer working between them and key partners such as Care and Social Services Inspectorate Wales.

It is critical that citizens have a strong voice. The proposal for a new national citizen voice body which works across health and social care, and which considers the local, regional and national needs of the people of Wales, is positive. In support of this Care Social Wales also feel that the proposal for a joint complaints process is worth further exploration.

Care Social Wales will give all of the proposals in the White Paper due consideration and look forward to submitting a full response to the consultation in due course.

The closing date for the consultation is **29 September 2017**.

For more information, please visit:

[Welsh Government | Consultation; services fit for the future](#)

**Care Social Wales Website**

## Events

### OPAAL Members Day 2017

The next Members Day will take place on Monday 18th September. There are four confirmed speakers this year and OPAAL's future will be shared on the day.

For more information, please visit: [OPAAL Members day](#)

### Safeguarding Older People from Domestic Abuse Seminar Events

The Older People's Commissioner for Wales is holding a series of seminar events across Wales to support front-line staff working in the public and third sectors in safeguarding older people from domestic abuse.

By attending these seminars, delegates will develop:

- An understanding of the hidden epidemic of domestic abuse of older people and be able to deal with it more effectively
- Knowledge to be able to identify the signs of abuse and what to do about it
- Knowledge of what support is available to older people
- Ideas of how to raise awareness of domestic abuse with older people
- An understanding of the hidden problem of coercion
- Ideas of how to implement changes in working practice

The seminars have been awarded the Agored Cymru Quality Mark, a measure of excellence for learning programmes providing delegates with Continuing Professional Development (CPD) hours.

There will also be a survivor's story video presentation at the events.

#### Dates and venues:

14 September 2017 (9am – 5pm)	Halliwell Centre, Trinity Saint David University, Carmarthen, SA31 3EP
20 September 2017 (9am – 5pm)	Catrin Finch Centre, Glyndwr University, Wrexham, LL11 2HS
21 September 2017 (9am – 5pm)	Ty Menai, Ffordd Penlan, Bangor, LL57 4HJ
28 September 2017 (9am – 5pm)	Newport Centre, 1 Kingsway, Newport, NP20 1UH

Lunch and refreshments will be provided.

To book your free place now, visit:

[Safeguarding Older People from Domestic Abuse Seminar Events](#)

### The 2017 Be A Force for Change National Advocacy Conference

This year's conference takes place in Birmingham on Thursday October 19th at the NEC. Key note speakers include - David Schneider: Top Tips For Cutting Through On Social Media; Alex Ruck Keene: Advocacy as the support for legal capacity; Karen Newbigging, June Sadd: Going Beyond the Law: Advocacy and Rights.

For more information and to book your place [click here](#)

## ***Useful Websites***

### **Age Cymru Golden Thread Advocacy Programme**

This website provides information regarding the Golden Thread Advocacy Programme and the Advocacy Newsletters.

[Golden Thread Advocacy Programme Website](#)

### **Social Care Wales Information and Learning Hub**

Social Care Wales has worked with a range of partners to develop a national learning and development plan to support the full implementation of the Social Services and Well-being (Wales) Act 2014. The Information and Learning Hub includes training materials in different formats to help social care professionals implement the legislation in their day-to-day work.

[Social Care Wales](#)

### **Citizens Advice Bureau**

Citizens Advice provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. Website provides latest information on campaigning, policy and media.

<http://www.citizensadvice.org.uk/>

## ***Useful publications***

### **Person Centred Thinking Tools**

Person-centred thinking tools are a set of easy to use templates that are used to give structure to conversations. Using them is a practical way to capture information that feeds into care and support planning, as well as to improve understanding, communication and relationships.

Helen Sanderson Associates who produced the tools have a range of resources available Online. To view please visit:

[Helen Sanderson Associates | Person centred thinking tools](#)

### **COPA resources now available online**

OPAAL have now uploaded a range of useful resources produced as part of the Cancer, Older People and Advocacy programme to a dedicated page on their website.

To view, please visit the link below:

[OPAAL | COPA resources](#)

### **Population Assessment Newsletter - June 2017**

The latest population assessment newsletter is now available. The newsletter focusses on health, physical disability and sensory impairment chapter.

To view the newsletter, please visit the link below:

[Population Assessment Newsletter - June 2017](#)

## Age Cymru's free Advice Line

Age Cymru's advice line can provide free, impartial advice to your constituents on a range of subjects.

Perhaps they may want advice about how much they should be paying for a loved one's care? Or perhaps they may want to know if they are eligible for Pension Credit and want help with claiming it?

Age Cymru can help with all these issues, and more – call us today on: **08000 223 444**

### Contact us...

- To subscribe to the newsletter
- If you have any comments or questions about the articles
- If there's anything you would like to see in the next newsletter

Email [ffion.jones@agecymru.org.uk](mailto:ffion.jones@agecymru.org.uk)

Telephone Golden Thread Programme 01352 706228

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