

Advocacy Newsletter

November 2016 Issue no. 2

Headline updates

Advocacy Network 'Big Event'

The Advocacy Network's fourth annual 'Big Event' was held on 21st September 2016 at the Maesmawr Hall Hotel. The event was a great success with 50 delegates attending. 7 speakers attended the day and gave informative presentations.

If you would like to view the speaker presentations from the Big Event, please visit:

[Advocacy Network | Big Event | Speaker presentations](#)

National Advocacy Awards

We were delighted that the Advocacy Network was nominated in the 'Best Supporter' category for the 2016 National Advocacy Awards. The Awards were launched to showcase the very best in the advocacy sector. There were over 70 nominations and we were thrilled to have been shortlisted in the top 3.

The awards dinner was held on the 12th Oct at the Hilton Hotel, Birmingham NEC, where the final winner was announced. Unfortunately, we didn't win the award, but we are still very honoured to have been nominated and shortlisted.

Advocacy Counts 5

Exciting news, the results from our fifth survey of the Advocacy Counts series will be published in the next month. Watch this space for more information.

Golden Thread Advocacy Programme Frequently Asked Questions (FAQs)

This document is intended to provide answers to questions from the stakeholders that the programme is working with. The answers are not necessarily exhaustive and if you have further queries or questions please don't hesitate to get in touch.

To view the FAQs document, please visit our website:

[Age Cymru | FAQs document](#)

Independent Professional Advocacy and the Information, Advice & Assistance Service

Information, Advice and Assistance (IAA) and Independent Professional Advocacy (IPA) both have key roles in the new approach to care and support. Staff working in IAA services may need to refer some people to an IPA service. What process should be followed to decide when a referral should be made?

The Social Services and Well-being (Wales) Act (“the Act”) requires local authorities to consider whether an individual may have a need for Independent Professional Advocacy (IPA) at every step of their journey through the social services system, including at their first point of contact. The Part 10 Code of Practice on Advocacy (“the Code”) states:

47. Local authorities must arrange for the provision of an independent professional advocate when a person can only overcome the barrier(s) to participating fully in the assessment, care and support planning, review and safeguarding processes with assistance from an appropriate individual, but there is no appropriate individual available.¹

Participating fully

The Code explains what participating fully in the assessment, care and support planning, review and safeguarding processes means:

48. Participating fully enables the individual to express or have represented and taken into account their views, wishes and feelings; that they understand their rights and entitlements; the decision making process; what matters to them; the personal well-being outcomes that they wish to achieve; the barriers to achieving those outcomes, and the options and choices available to them.²

Overcoming barriers

In Chapter 12 the Code also explains “What constitutes the barriers which can impact on an individual’s ability to engage and fully participate”:

55. Local authorities must in partnership with each individual, consider whether that individual is likely to experience barriers to participating fully in determining their well-being outcomes, and reach a conclusion on their needs for advocacy support. Key barriers will include issues and situations that will impair individuals’ ability to:

- understand relevant information
- retain information
- use or weigh information
- communicate their views, wishes and feelings.³

Appropriate individual

The role of the “appropriate individual” is key to understanding what type of advocacy is required in individual cases. An appropriate individual is someone who can facilitate a person’s involvement in the assessment, care planning, review and safeguarding processes, but cannot be someone who:

Continued...

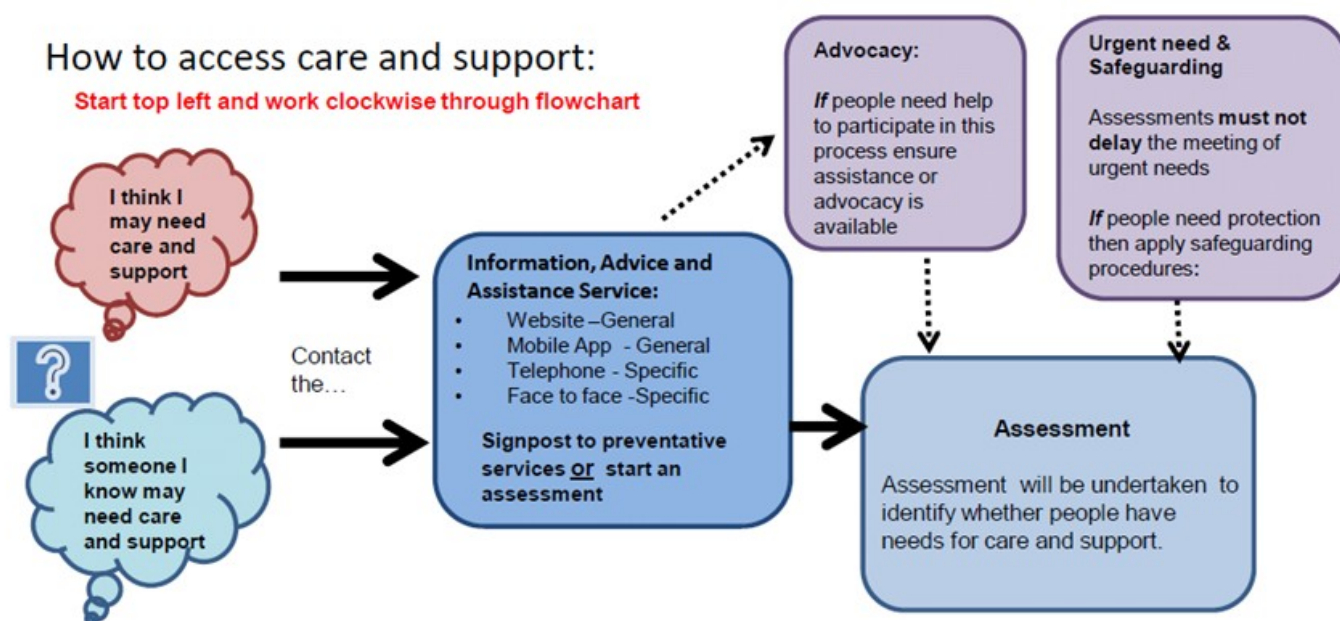
- the person does not want to support them
- is unlikely to be able to, or available to, adequately support them, or
- is implicated in a safeguarding enquiry.⁴

The appropriate individual may be a family member, friend, carer, or anyone providing a non-professional form of independent advocacy, as long as they meet the above criteria. Crucially, they must have sufficient understanding of local authority processes to be able to support the person's participation in determining their well-being outcomes and obtaining the care and support they need.

If there is no appropriate individual available, the person must be referred to a statutory IPA service.

IAA service

For many people with care and support needs, IAA services will be their first point of contact with social services.⁵



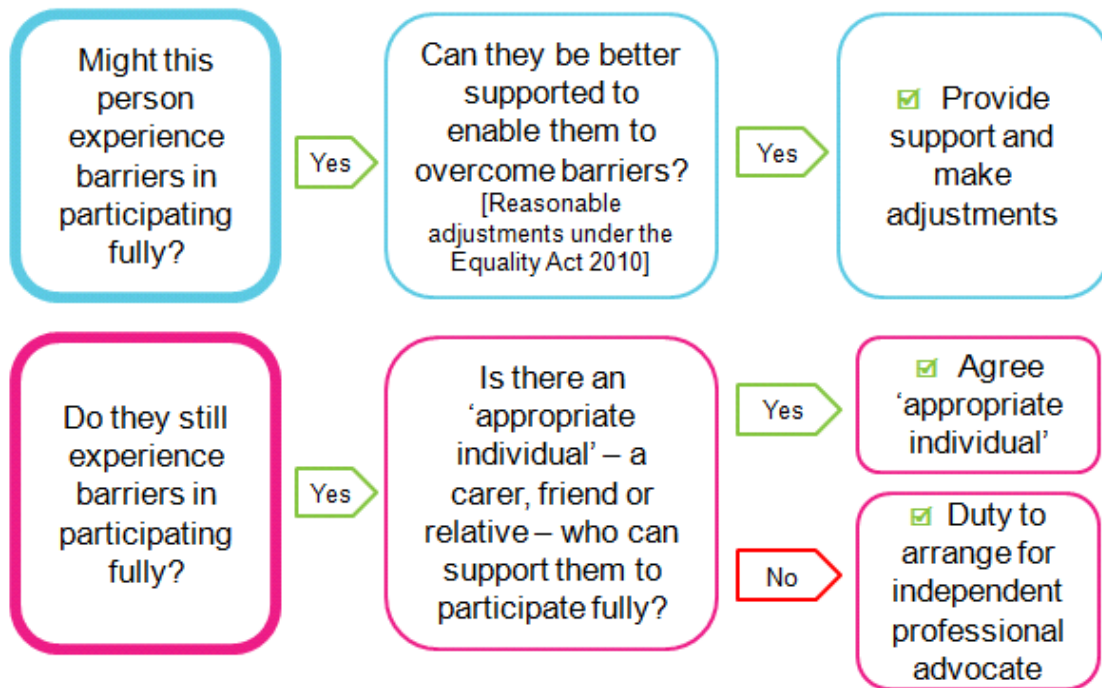
The Part 2 Code of Practice (General Functions) recognises that:

327. Some people will require support to be able to make initial contact. Local authorities must consider how best to support individuals to ensure that the IAA service is accessible and that appropriate assistance including advocacy is given".⁶

Thus front line staff working in IAA services have a critical role in ensuring that all individuals have access to independent advocacy if they need it. In view of this, local authorities are required to "ensure that staff within the service are suitably skilled to identify individuals who need an advocate, and that the service takes action to ensure those individuals are supported."⁷

When considering individuals' possible need for advocacy, IAA staff are expected to follow the decision pathway shown below.⁸

Continued...



42

This decision making process should be followed throughout the assessment, care and support planning, safeguarding and review processes.

The Care Council's Level B Introduction and General Functions Training Module includes an in depth case study⁹ and a set of questions¹⁰ to assist practitioners in judging whether someone might be experiencing barriers and whether advocacy might be needed.

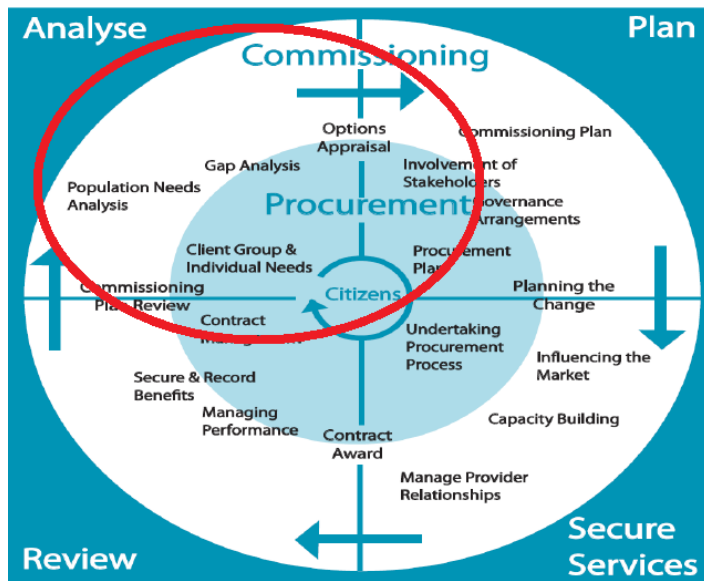
References

1. Part 10 Code of Practice (Advocacy), para 47:
<http://gov.wales/docs/dhss/publications/151218part10en.pdf>
2. Part 10 Code of Practice, para 48.
3. Part 10 Code of Practice, para 55.
4. Part 10 Code of Practice, para 61 and section 13.
5. How to access care and support:
<http://www.ccwales.org.uk/edrms/157190/>
6. Part 2 Code of Practice (General Functions), para 327:
<http://gov.wales/docs/dhss/publications/151218part2en.pdf>
7. Part 2 Code of Practice, para 329.
8. Introduction and General Functions Level B Training Module Powerpoint Slide 42,
<http://www.ccwales.org.uk/edrms/157075/>
9. Introduction and General Functions Level B Training Module Case study pp79-80:
<http://www.ccwales.org.uk/edrms/157294/>
10. Introduction and General Functions Level B Training Module Exercise 3.43.2 p78-79.

Paul Swann, Age Cymru

Analysing levels of need for Advocacy within local populations

In an ideal world, the level of need for advocacy services within local communities would have been analysed a year in advance of the implementation of the new statutory duties under the Social Services and Wellbeing (Wales) Act, so that commissioners had an up to date evidence base for their upcoming commissioning and contracting rounds. However, the world is never ideal. The duty to arrange independent professional advocacy services was added at a relatively late stage in the passage of the legislation, so there is an element of catching up to do before the assessment of need for those services is firmly integrated into the first stage of the commissioning cycle. The Golden Thread Advocacy Team is working to help progress this.



The purpose of the analysis stage is to produce a clear and specific evidence base about the different levels of need for services (and the assets to meet that need) that exist within a population. It typically involves engaging with stakeholders, gathering hard and soft data, analysing the evidence and writing up a report.

This evidence base should inform planning and operational decisions, underpin resource and budget decisions, ensure services are sustainable and help develop a preventative approach. The commissioning of all services, including advocacy services, should then be targeted at clearly identified need, and not simply follow historical contracting patterns. Where the analysis shows that the existing pattern of service contracts is not the best way of meeting the overall levels of need in the population, providers should expect commissioners to use the contracting process to make changes in the future.

There are three major analysis exercises going on in Wales at the moment:

[Public Services Boards](#), recently established in each local authority area under the Well-being of Future Generations Act 2015, are carrying out very broad-ranging Wellbeing Assessments to establish the state of economic, social, environmental and cultural well-being in their areas. These assessments will inform Local Well-being Plans. Progress reports will be produced annually; seven regional teams bringing together Local Authorities and Health Boards are carrying out Population Assessments focused on care and support needs, and the support needs of carers across Wales, under The Care and Support (Population Assessments) (Wales) Regulations, which came into force in April 2016. [Population Assessments](#) will be produced once every four years; The Welsh Government, as part of its [performance measurement framework for local authorities](#) under the Social Services and Well-being (Wales) Act 2014, is surveying a random sample of social services users to find out their views about their care and support. The data will be available in March, and the survey will be repeated annually. The data will be used to inform the next round of Population Assessments, in four years' time.

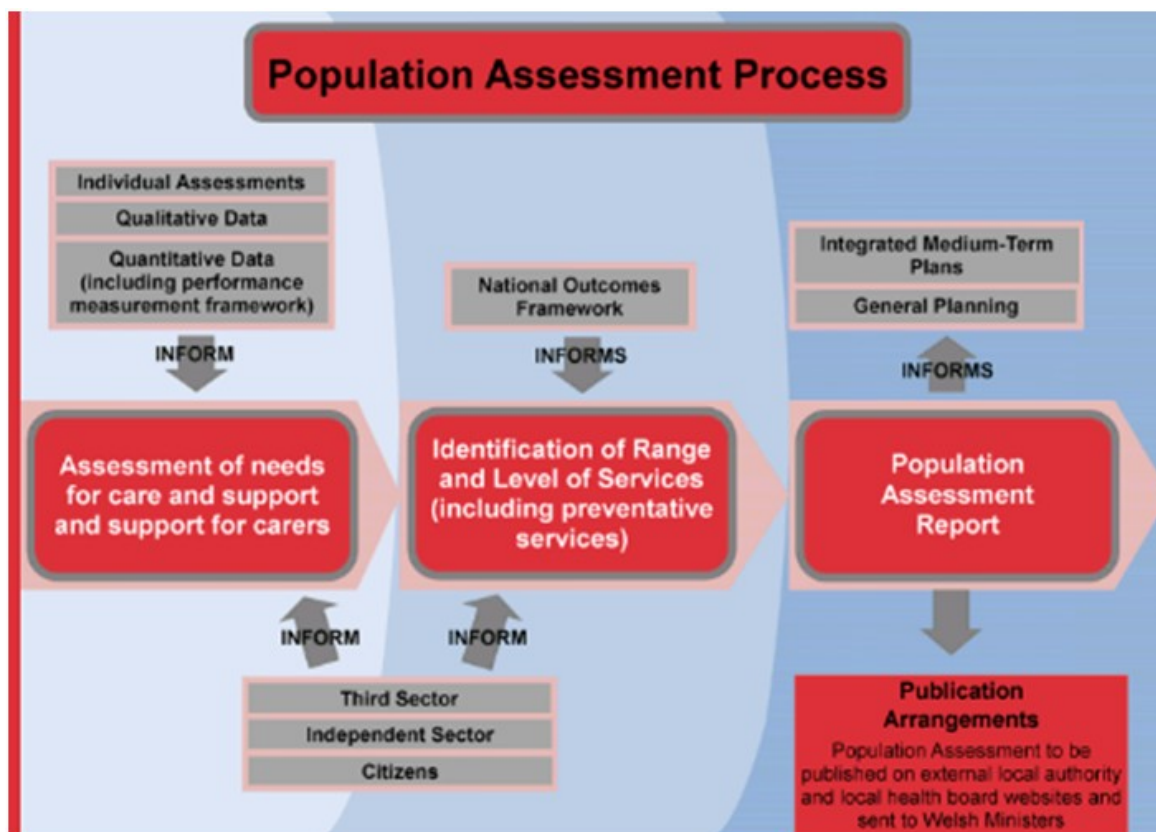
None of these analysis exercises includes data specifically on the need for advocacy. The GTAP team is investigating whether they could do so in the future. However, they all collect data about the population groups who are most likely to need advocacy services, so should still help commissioners to come to an initial view about the likely levels of existing need and to make projections about future need.

Continued...

Similar data has been used before to determine the likely levels of need for advocacy in the UK and overseas, eg:

- Oxfordshire Advocacy commissioned an [assessment of the future need for non-statutory advocacy services](#) in the county;
- the Human Services Agency's Department of Aging and Adult Services in San Francisco produced a [report on the need for advocacy at the individual and at the system level](#) in the city.

Population assessments of care and support needs, and the support needs of carers



The four-year Population Assessments currently in progress are likely to be the most relevant to advocacy. Data has now been collected, using the [Population Assessment Toolkit](#) (see Issue 1 of the Newsletter), and the reports are being written. They are very likely to generate a list of issues which local authorities will need to examine in more detail. Draft reports are due to be submitted to Local Authorities for approval between mid-November and the end of the year. Final reports will all be made publicly available on Local Authority websites on 1 April 2017. As the regions have taken very different approaches, it will be interesting to see how diverse their reports turn out to be.

In the meantime, [Welsh Government have just finished consulting](#) on the regulations and statutory guidance for the development of new Area Plans. These plans will be written next year, and will set out the range and level of services Local Authorities and local Health Boards propose to provide or arrange, in response to the population assessment report. There will be opportunities for stakeholders, including the public, to be involved - watch this space. Area plans will be reviewed in two years' time.

Although Population Assessment runs on a four-year cycle, it is unclear at the moment how often in practice individual elements of the analysis may be revisited and refreshed.

Continued...

Guidance states that the analysis should be reviewed every two years, while the Population Assessment Toolkit suggests refreshing it more often. Having worked hard to build networks of stakeholders the first time round, the Population Assessment project team is keen to foster and expand relationships and to ensure a continuous dialogue about population-level needs. The GTAP team will be keen to ensure that advocacy stakeholders are included going forward.

Sense Cymru's document, "[Population Needs Assessments – Sensory Loss What each Regional Partnership Board needs to know](#)" provides a good model of how voluntary organisations, social enterprises and their beneficiaries can be engaged in and influence needs assessment and help shape how services are commissioned. The GTAP team will be developing a similar resource to influence commissioning of advocacy services in future. An important point will be that, if those who need advocacy most are to have a voice in the process, they will need advocacy support to do so, and this should be provided alongside other forms of accessibility support.

Many of the Population Assessment regional project managers publish regular updates such as those below. If you would like to find out progress on Population Assessment in your area, please contact your regional lead:

North Wales: Sarah Bartlett	Sarah.Bartlett@denbighshire.gov.uk
West Wales: Mary Palmer	mary.palmer@btconnect.com
Powys: Diane Reynolds	diane.reynolds@powys.gov.uk
Gwent: Phil Diamond / Caryn Cox	phil.diamond@torfaen.gov.uk / Caryn.Cox2@wales.nhs.uk
Cardiff and Vale: Dr Tom Porter	tom.porter@wales.nhs.uk
Cwm Taf: Nicola Davies	Nicola.davies12@wales.nhs.uk ;
Western Bay: Jessica Fitzpatrick	Jessica.Fitzpatrick@swansea.gov.uk

Valerie Billingham, Age Cymru

Care To Co-operate

Care To Co-operate is a new service delivered by The Wales Co-operative Centre. It is funded by the Welsh Government under their Sustainable Social Services Third Sector Grant. Its aim is to support the implementation of the Social Services & Well-being (Wales) Act. In particular, Part 2, Section 16: promoting social enterprises, co-operatives, user-led services and the third sector in the delivery of care and support.

Care To Co-operate provides free practical support for groups and organisations developing new services and new delivery models in line with the Act. The service also provides free development support for existing providers looking to develop new ways of working, whether to achieve better well-being outcomes, or to take advantage of new commercial opportunities.

Examples of our client work include:

- Supporting individuals and groups to establish new care and support organisations
- Providing a bespoke incorporation service
- Assisting with business planning and identifying funding
- Developing governance models to ensure real user voice and control
- Helping to bring partnerships and consortia together through practical assistance

The Act creates a range of opportunities for new and existing groups to get involved in the delivery of personal care and support services. These include:

Continued...

Commissioning:

Whether it be the requirement placed on Local Authorities to ensure that good quality advocacy services are available throughout Wales, or through commissioners working closely with citizens to develop bespoke local services; the Act creates new opportunities for groups and organisations to get involved in delivering new services, and to form new partnerships and consortia that can provide creative and dynamic approaches.

Focus on people, well-being, and early intervention:

Ensuring that the people who need support have a real voice and control within services will require real changes to the way in which support is provided and decisions are made. This could involve multi-stakeholder groups forming their own new services with shared decision-making, or existing organisations developing their management policies and governance to allow more voice and control for people receiving support. By emphasising the importance of prevention and early intervention, the Act also encourages the development of creative approaches that can engage with citizens and help them achieve their well-being.

Direct Payments:

The Act requires Local Authorities to make greater use of Direct Payments, and to be creative and innovative with regard to how these payments are used. Direct Payments allow a person with assessed needs to take control of their own budget for personal care and support, so ensuring that the support they receive is tailored to their needs. Increasing use and availability of Direct Payments creates opportunities for people to explore new ways of managing and controlling the support they receive, as well as for groups and organisations to offer bespoke support services for citizens with a Direct Payment budget.

The Care To Co-operate team is made up of staff with many years of experience working within support services, as well as providing practical business support.

Lorna Allcock, South & Mid-Wales Adviser:

Lorna has a Degree in Physiotherapy and over 10 years' experience within the field of care and support. She has set-up and run a Community Interest Company delivering well-being support where she was a director for over 5 years, and has also held various positions within the charity and public sector including in cancer support, employment support, and co-ordinating Direct Payments.

Gareth Rogers, North & Mid-Wales Adviser:

Gareth has a Masters' Degree in Politics and has over 9 years' experience within the field of care and support. He has held various roles within the charity and public sector including as an advocate, statutory personal adviser, participation development officer, senior practitioner, and as an information and monitoring officer. He also has experience providing business support to SMEs.

Donna Coyle, Service Manager:

Donna has a Masters' Degree in Regeneration Studies and has worked for The Wales Co-operative Centre for over 11 years. She has a wealth of experience in supporting the Centre in its mission to develop the Welsh economy through working as a Research and Development Officer, and also as a Market Development Adviser. Donna also has a background working as an Account Director within the PR and Communications industry.

Continued...

Gemma Murphy, Service Administrator:

Gemma is a qualified Graphic Designer with over 5 years' experience in the field of care and support. She has held a range of positions with the charity and public sector supporting with administration and recruiting and training volunteers. Gemma has also set-up and run her own business which she has managed for over 3 years.

To enquire about receiving support from Care To Co-operate, or to discuss opportunities for working in partnership, please phone 0300 111 50 50 or email info@wales.coop

The team are also running 4 free workshops during November 2016. For more information and to book a place, please click on the following link:

<https://www.eventbrite.co.uk/e/getting-in-on-the-act-how-to-set-up-and-run-co-operative-care-and-support-services-tickets-28420882625>



Care To Co-operate Team: Lorna Allcock, Gemma Murphy, Gareth Rogers, Donna Coyle, Glenn Bowen (Enterprise Director, Wales Co-operative Centre)

APSO training for authorised officers

The first phase of training for authorised officers on Adult Protection and Support Orders (APSO) is taking place this month. Developed by Research in Practice for Adults (RiPFA) and IPC on behalf of the Care Council, the one-day training will take authorised officers through the process of applying for an APSO and is being delivered to two local authority authorised officers and one legal officer from each county in Wales.

Adult Protection and Support Orders (APSO) are orders introduced by Section 127 of the Social Services and Well-being (Wales) Act 2014 that can be sought by authorised officers to gain access to a person thought to be at risk so they can assess whether the person is making decisions freely and is in fact at risk. A set of bilingual learning materials about APSOs for a wider audience will be published on the Hub in early 2017, along with a training guide so that further APSO training can be delivered or commissioned.

Getting on the Act bulletin

Continued...

Useful training and events

New! Co-production expert classes

Interested in learning more about co-production? The Care Council and co-production consultants Ruth Dineen and Noreen Blanluet, the co-founders of Co-production Wales, are hosting four one-day expert classes on co-production in health and social care. The sessions, which are aimed at health and social care professionals in Wales, will look at the part co-production plays in public services and its key role under the Social Services and Well-being (Wales) Act 2014. The expert classes will take place on 16 November in Cardiff, 29 November in Carmarthen, 10 January in Llandudno and 13 January in Aberystwyth.

For more information, [visit the Hub's Events page](#).

Sharing the Learning events

Would you like to find out more about the different learning materials now available on the Hub? The Social Services and Well-being (Wales) Act 2014 training group is running three half-day training events this autumn to familiarise workforce development leads in the social care sector with the wide range of resources on the Hub. The events are taking place in Cardiff on 11 November, Llandudno on 17 November and Port Talbot on 30 November.

For more information, [visit the Hub's Events page](#).

Getting in on the Act – How to Set Up and Run Co-operative Care and Support Services.

A free practical workshop, organised by the Wales Co-operative Centre, for those planning to set up co-operative care and well-being support services. It provides an overview of how to develop a new service and will guide you through finalising a business strategy, choosing a legal model and governance, and taking advantage of new opportunities to grow.

Venue: Hafan Cymru, Carmarthen on 10 November 2016,
Lunch will be provided.

[You can book a place here](#).

Train for Change – Social Services and Well-being (Wales) Act 2014.

A one-day training session to help independent care organisation and third sector provider managers understand and implement the Act. The sessions will bring together training on introduction and general functions, assessing and meeting needs, safeguarding and culture change, and will offer information on the expectations, implications and impact of the Act so that managers can plan and adapt to the changes set out in the legislation. Due to the limited number of spaces, there are only two places per organisation.

Venues: Optic Centre, Ffordd William Morgan, St Asaph LL17 0JD on the 10th November 2016 and 12 January 2017,

Menai House, Ffordd Penlan, Parc Menai Business Park, Bangor LL57 4HJ on 17 November 2016, Redwither Business Centre, Wrexham LL13 9XR on 21 November 2016 and 11 January 2017 and 18 January 2017,

Conwy Business Centre, Junction Way, Llandudno Junction LL31 9XX on 29 November 2016, Greenfield Training Room, Greenfield Road, near Holywell CH8 7GR on 8 December 2016 and 18 January 2017,

Canolfan Ebeneser, Stryd y Bont, Llangefni, Anglesey LL77 7PN on 16 December 2016 and 6 January 2017,

Porthmadog FC, Y Traeth, Porthmadog LL49 9PP on 4 January 2017

For more information and to book, [download the information sheet](#).

Action on Elder Abuse Cymru conference

Do you work with older people? Action on Elder Abuse Cymru is holding its first national annual conference, *Financially Safe and Secure? Protecting Older People from Financial Abuse*, on 21 November in City Hall, Cardiff. The conference aims to share good practice and learning from across Wales and the UK. Among the speakers are the Chair of the National Independent Safeguarding Board Dr Margaret Flynn, The Older People's Commissioner for Wales Sarah Rochira and Ian Thomas, Chief Executive of Age Cymru. There will also be a number of workshops, including one on the role of advocacy and how the Social Services and Well-being (Wales) Act 2014 aims to safeguard older people from financial abuse.

For more information, [visit Action on Elder Abuse Cymru](#).

Useful publications

New! User-led co-operatives factsheets

A series of five factsheets on user-led co-operatives and the Social Services and Well-being (Wales) Act 2014 has been published on the Hub. The factsheets, which were developed by Disability Wales and the Social Co-operation Forum, feature an overview of user-led co-operatives, a guide to user-led co-operatives under the Act, and information about how to set up your own co-operative.

[You can find the factsheets here](#).

The factsheets are the final set of learning materials developed by the Care Council in collaboration with the voluntary sector to be published on the Hub. The series of bilingual resources also explore advocacy, working with carers and working with deafblind people under the Act.

[you can find more information here](#).

Being Heard: a self-advocacy toolkit for carers

The Carers Self-Advocacy Toolkit is a group of integrated resources produced by Carers Scotland to help carers get their voices heard.

At its centre is our Being Heard guide, which provides information and suggests techniques to help carers advocate for themselves. It also offers signposts and links to other elements of the Toolkit for carers to access for more information.

For more information, please visit the link:

[Being Heard: a self advocacy toolkit for carers](#)

Citizens Advice report

Citizens Advice has published a report that aims to shape how the Social Services and Well-being (Wales) Act 2014 is put into practice, particularly in relation to Information, Advice and Assistance services, using examples of those who are receiving care and support, as well as those who are new to the social care system. *Accessing and Paying for Social Care in Wales: A People's Perspective* also makes a series of recommendations about how the Act can help meet people's care and support needs.

To download the report, [visit the Citizens Advice website](#).

Introduction and Awareness pack updated

The Social Services and Well-being (Wales) Act 2014 Introduction and Awareness pack has been updated to reflect the codes of practice and statutory guidance.

The pack, which was first published in May 2015, is designed to give those who are affected by the Act an overview of the law and to provide a foundation for further in-depth and specialist training. It was the first in a suite of materials to be developed to support the implementation of the Act and aims to support training facilitators in delivering a short introductory awareness-raising workshop.

The updated pack consists of a training module, available in PDF and Word formats; an awareness-raising PowerPoint presentation; and a train the trainer resource. [You can find the pack here.](#)

Coproduction Wales Newsletter

Below is a link to the Coproduction Wales newsletter:

<http://us6.campaign-archive2.com/?u=aace0428f6d355ad2e8fd4244&id=486e0239a0>

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

Telephone Golden Thread Programme 01352 706228

The editor reserves the right to alter articles submitted for publication. The opinions contained in this Newsletter are not necessarily those of Age Cymru.

Advertisements and inserts are accepted in good faith, but products or services referred to are not thereby endorsed or recommended by Age Cymru.

Age Cymru,
Tŷ John Pathy,
13/14 Neptune Court,
Vanguard Way,
Cardiff, CF24 5PJ



t: 029 2043 1555
e: enquiries@agecymru.org.uk
www.agecymru.org.uk

Registered charity number: 1128436
Registered company number: 6837284