

Advocacy Newsletter

Issue No 12 December 2019

Media and Resources

Older People's Commissioner for Wales and Age Cymru have produced a [DVD](#) regarding Advocacy Awareness.

They also have a new [Advocacy Resources Hub](#) to access for further information.

Social Care Wales has produced a link for a [Dementia Care Resource for Care Professionals](#)

Dewis Centre for Independent Living and National Youth Advocacy Service have produced these [Advocacy Awareness Media Clips](#).

Voiceability has produced this resource guide for advocates [STOMP](#) which looks at overmedication in groups of vulnerable people.

Golden Thread Advocacy Programme (GTAP) has produced a [DVD](#) about Advocacy Awareness in two particular situations.

Determining the need for Advocacy with this [Flowchart](#).

[Spectrum of Advocacy](#)

which shows the advocacy services as Described in the Social Services and Well-Being Act (Wales) 2014

Age Cymru Resources

Full report and Executive summary of the latest [Advocacy Counts 6](#). Advocacy Counts 7 - survey closed and work is now underway on the final document.

Age Cymru Resources

A guide to different types of advocacy [A guide to advocacy and how it can help you](#)

Framework for commissioning independent professional advocacy for adults.

Age Cymru has launched its [National Framework for Commissioning Independent Professional Advocacy for Adults under the Social Services and Well-Being \(Wales\) Act 2014](#).

The framework is intended to support local authorities and their partners, including Regional Partnership Boards, to meet the requirements of the Act when commissioning independent professional advocacy for adults. It's also designed to support the development of wider forms of advocacy such as self-advocacy, informal advocacy by family and friends, and more formal advocacy by health and social care professionals as part of their everyday roles.

Toolkit

The [Toolkit](#) is designed to support the use of the Framework by:

- Providing guidance on implementing the framework
- Signposting to more information about advocacy
- Advising on applying the commissioning cycle to advocacy
- Support to help review advocacy commissioning approaches.

Age Cymru Resources

A Maturity Matrix has been developed for providers as part of the toolkit to support the application of the Framework for Commissioning Independent Professional Advocacy for Adults under the Social Services and Well-being (Wales) Act 2014. This tool has been developed by providers of advocacy services, working with the Golden Thread Advocacy Programme (GTAP) and is designed as an internal document, to help organisations assess their own progress in developing a mature advocacy service and their readiness for future commissioning opportunities. It complements the version available for commissioners and builds on the existing self-assessment document previously used by providers. The maturity matrix is found in the annexe to the toolkit of the Framework.

Welsh Advocacy Conference

On the 7 November 2019 Age Cymru's Golden Thread Advocacy Programme (GTAP) hosted an all Wales Advocacy Conference for advocacy providers. It was a fantastic day with more than 100 delegates attending from all over Wales and from a whole range of advocacy services.

Our speakers and workshop facilitators were fantastic and we're so grateful to everyone who came and made the day such a success. The conference presentations are available to view on the [Age Cymru webpage](#).



Victoria Lloyd Age Cymru Chief Executive and Conference Chair



Louise Hughes Age Cymru Golden Thread Programme Manager



Keynote speaker Julie Morgan AM



Conference delegates

Advocacy Networks

Over the past year, a range of regional advocacy provider networks have been developed to complement the existing regional networks and the national network as part of the work of the Golden Thread Advocacy Programme (GTAP). The networks are an opportunity for services who currently provide advocacy, and those who would like to in the future, get a better understanding of the current situation in the region, potential future commissioning opportunities and to have space to network and share information and ideas.

The following are the details of the next round of advocacy network meetings:

Cardiff and Vale Regional Network
3 December 2019 10.30am – 12.45pm
Civic Office, Barry

Three Counties in West Wales Regional Network
14 January 2020 10am-1pm
Eiriol's Offices, Carmarthen

Gwent Regional Network
22 January 2020 10am –12pm
Mamhilad, Pontypool

CwmTaf Morgannwg Regional Network
29 January 2020 10am –12pm
Dewis's Offices, Pontypridd

Powys Regional Network
February 2020 TBC

North Wales Regional Network
February 2020 TBC

National Network for Adult Advocacy
20 March 2020 10am - 3pm
Maesmawr Hall, Caersws

For more information on any of the advocacy networks, please contact Marc Forster on 07932 989656 or marc.forster@agecymru.org.uk

Advocacy Commissioning

Our Vision and Intentions for Adult Advocacy, 2019 - 2024

After more than two years of co-productive working across the five Gwent local authorities and Aneurin Bevan University Health Board, a regional adult advocacy commissioning strategy has been published and a new advocacy helpline has been launched.

Gwent advocacy commissioning strategy and helpline launched

The commissioning strategy, titled '*Our Vision and Intentions for Adult Advocacy*' sets out a clear direction of travel for the development of advocacy services in the region over the next five years. It can be accessed at:

<http://bit.ly/GwentAdultAdvocacy> and <http://bit.ly/EiriolaethiOedolionyngNgwent>

The strategy "takes a balanced approach to providing a statutory independent professional advocacy service to some people in the social services system, whilst also supporting development of the wider advocacy sector."

The strategy responds to an action in the regional area plan which sought:

- Alignment of advocacy provision to identified priorities across partner agencies
- A joint approach to advocacy provision with third sector partners especially in promotion of independent advocacy.

The strategy was co-produced by an Advocacy Commissioners Steering Group, and Advocacy Providers Network, a Citizens Advocacy Reference Group and an Advocacy Co-production Forum. The Forum brings together representatives of the other stakeholder groups, who share power and responsibility for decision making.

Continued...

Gwent advocacy commissioning strategy and helpline launched (cont.)

Stakeholders also informed development of the strategy through two initial engagement events in March 2018, and consultation workshops in November to December 2018. One of the consultation events was for people with learning disabilities who identified ten key concerns which they wanted the strategy to address. The specialist needs of other groups, including Deaf British Sign Language users, were also taken into account.

The strategy is designed to be a 'living document' which will be further developed over time. One of its stated intentions is to co-produce the criteria for an 'active offer' of advocacy for some adults along similar lines to the active offer to some children and young people.

Gwent Access to Advocacy

The information that was generated through the engagement, consultation and co-production processes helped to shape a successful bid to the Integrated Care Fund for a two year pilot project. Named Gwent Access to Advocacy (GATA), the project has three main objectives:

- to establish an independent single point of access to adult advocacy services for citizens and professionals to ensure that individuals receive the most appropriate form of Advocacy
- to run a high profile advocacy awareness raising campaign for both the public and social care and health professionals
- to build the capacity of the advocacy sector to manage increasing demand.

Importantly, the pilot will also produce data which will enable commissioners to identify gaps in provision, plan for future demand more accurately and shape the design of a future regional advocacy service.

Managed by Cardiff based social enterprise ProMo-Cymru, the GATA helpline (0808 801 0566) and website (<https://gata.cymru>) went live on 18 July 2019. Information packs are being distributed to social work teams and IAA services to ensure that professionals are fully aware of the project's purpose and referrals process.

A sub-group of the Citizens Advocacy Reference Group is leading on development of the awareness raising campaign. Proposals include a network of advocacy champions to reach out to the more marginalised groups in the region.

Co-production

The regional area plan included a commitment to "adopt a co-productive approach to advocacy commissioning". Co-production was identified as one of four key priorities to be addressed in the strategy and the Foreword states that "the co-production which has led to this strategy might be just as important as the strategy itself. It's been, and continues to be, a rich learning experience for everyone involved which is already seeing improvements in information sharing to support citizens. We look forward to a continued co-production as we work to implement the strategy."

Demonstrating their support for co-production, Gwent Regional Partnership Board were one of the sponsors of this year's Co-production Network for Wales annual conference. The Partnership also supported a workshop on 'Sharing Power through Co-production', which aimed to build on the learning gained from the advocacy commissioning process and consolidate co-production in Gwent.

Continued...

Age Cymru Advice

Age Cymru Advice 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 ones care? Or perhaps they may want to know if they are eligible for Pension Credit and want help with claiming it?

Age Cymru Advice can help with all these issues, and more – call us today

08000 223 444

Contact us...

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

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Creating an age friendly Wales



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