

# Advocacy Newsletter

Issue No 13 March 2020

## *Thank you and goodbye from GTAP*

Since April 2016 the Golden Thread Advocacy Programme (GTAP), funded by Welsh Government, has been working with a wide range of stakeholders across Wales to support the commissioning of independent professional advocacy under the Social Services and Well-being (Wales) Act 2014, to build the capacity of the advocacy sector and to raise awareness of advocacy.

We have now come to the end of the funding for the programme and we will officially be closing GTAP, as it has affectionately become known, on the 31<sup>st</sup> March 2020.

We want to take this opportunity to thank everyone who has supported our work, who have opened up to the ideas and expertise within the GTAP team, who have given us time in their busy day to work with us on the development of an enormous amount of publications, resources, strategies, videos, databases, leaflets, and to those who have themselves given us guidance and advice on the way forward. To those who have attended meetings, events, consultations, networks, training, workshops, and our Welsh Advocacy Conference, thank you. If you hadn't all worked with us we couldn't have achieved what we have.

We have been challenged by many things during our work and together have found innovative ways to overcome difficulties and move things forward so that advocacy is recognised as the important service that it is and is available for those who need it.

As a result of GTAP we hope that many more people will have voice, choice and control over their decisions and their lives.

Thank you once more to everyone we have worked with and we hope that we will cross paths and work with many of you again as we continue the work to increase availability and awareness of advocacy in Wales.

All of the resources that we have published can be found on the Age Cymru website and will continue to be there even when GTAP is no more

Age Cymru  
[Golden Thread Advocacy website page](#)

If you wish to contact the team please email  
[goldenthreadadvocacy@agecymru.org.uk](mailto:goldenthreadadvocacy@agecymru.org.uk)

With good wishes The GTAP team.

Louise, Paul, Marc & Sue

## *Introducing the new HOPE Project*

Age Cymru will continue to deliver work around advocacy although it will be different to that of GTAP. We are delighted to announce that we have been successful, with our partners at Age Connects and Age Cymru, to secure funding to deliver another three year project funded by Welsh Government.

The **HOPE** Project

**H**elping **O**thers **P**articipate and **E**ngage

will be starting in April 2020 and more information will be available about this in the coming months.

## Age Cymru Resources

Click on the links below to view:

### [Population Assessment Leads](#)

### [Mapping Advocacy Services in Wales](#)

Available soon on the Website

IPA booklet  
Appropriate Individual

## Advocacy Networks

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, to 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.

### **Cardiff & Vale Regional Network**

2pm—4pm 20.3.2020 Promo Cymru's Office, Cardiff

### **Gwent Regional Network, 2pm—4pm**

1.4.2020 Disability Can Do Office Pontllanfraith

### **North Wales Regional Network, 12pm—**

2pm 8.4.2020 Alzheimer's Society Office Mochdre

### **3 Counties in West Wales Regional Network, 10am—1pm 21.4.2020 PPF's office. Haverfordwest**

### **CwmTaf Morgannwg Regional Network, 10am—12pm—22.4.2020 Mental Health Matters office, Bridgend**

### **Powys Regional Network, 10am—12.30pm 26.5.2020 PAVO's office, Llandrindod Wells**

For more information on any of the advocacy networks, please contact Marc Forster on 07932 989656

or [marc.forster@agecymru.org.uk](mailto:marc.forster@agecymru.org.uk)

### **National Network for Adults Advocacy, 10am—3pm 17.6.2020 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](mailto:marc.forster@agecymru.org.uk)

### **Mapping Advocacy Services in Wales**

The range of advocacy providers and services that are available in each local authority area in Wales have been mapped, collated and made publicly available on the Golden Thread Advocacy Programme webpages of the Age Cymru website and via the link in this newsletter in Age Cymru Resources section. They've been compiled by the GTAP team with support from the advocacy providers who attend the various advocacy network meetings across Wales and correlated with the information from the Advocacy Counts 7 survey. The information will be updated regularly at network meetings using the template developed with the Alzheimer's Society.

### **Advocacy Counts 7**

Through the Golden Thread Advocacy Programme (GTAP), Age Cymru has recently completed Advocacy Counts 7, the 7<sup>th</sup> report on advocacy provision for adults in Wales with a particular emphasis on older people. Over the last 14 years Age Cymru has been reviewing availability of services, issues around funding and sustainability, quality of service and training of advocates, advocacy and its role in safeguarding, accessibility in terms of language, and knowledge and understanding of legislative changes in advocacy. Advocacy Counts 7 presents the findings from our most recent survey. It explores the findings in light of the transition from the completion of the large scale grant funding projects to the completion of the first round of commissioned Independent Professional Advocacy services implemented under the new advocacy requirement within the Social Services and Well-being (Wales) Act 2014.

Advocacy Counts 7 provides a broad snapshot of the current situation in Wales.

### **Summary of findings since Advocacy Counts 6 in 2018**

There has continued to be a decrease in the number of advocacy services (from 13 to 12) specifically for older people.

There has been an 85% rise in services providing advocacy to a wider client group. The increase is from 41 to 76 services.

There are fewer advocates delivering advocacy specifically to older people (from 37 to 31).

There are 107 full time paid advocates working across Wales. This figure has doubled.

There are 79 part-time paid advocates which is an increase of 25%.

There are 140 volunteer advocates working in a variety of advocacy services across Wales. This is nearly treble the figure in Advocacy Counts 6.

The total number of older people supported across all services over the last 12 months was 8153, an increase of nearly 2700 from Advocacy Counts 6.

523 fewer older people were supported by advocacy services funded specifically for older people than in 2016. This is a drop of 31%

The total number of people supported across all services in Wales over the last 12 months rose by 62% to 16909.

Services specifically funded for older people remain in only 15 of the 22 local authority areas in Wales.

Services for a wider client group continue to cover all local authorities.

At the time the survey was undertaken, two local authority areas in Wales had not commissioned their independent professional advocacy services as required by the Social Services and Well-being (Wales) Act 2014.

### **Number of services and people supported**

	<b>Advocacy Counts 5 2016</b>	<b>Advocacy Counts 6 2018</b>	<b>Advocacy Counts 7 2020</b>
Total number of respondents	22	21	33
Number of services funded specifically for older people	19	13	12
Number of organisations providing these services	13	7	6

	Advocacy Counts 5 2016	Advocacy Counts 6 2018	Advocacy Counts 7 2020
Number of other funded advocacy services where older people are part of the client group	44	41	76
Number of organisations providing these services	15	18	30
Total number of people supported	Unknown	10402	16909
Total number of older people supported	6412	5466	8153
Number of local authority areas with services funded for a wider client group	22	22	22
Number of local authority areas with services specifically funded for older people	17	15	15

(Please note that one provider may have more than 1 advocacy service and some will have services specifically for older people as well as services for a wider client group)

### Advocacy staff and volunteers

	Advocacy Counts 5 2016		Advocacy Counts 6 2018		Advocacy Counts 7 2020	
	Older people services	All service types	Older people services	All service types	Older people services	All service types
Full Time	20	87	10	44	8	99
Part Time	23	43	12	51	10	69
Volunteer	30	36	15	38	13	127

It appears that the overall number of advocates, people supported, and the number of services funded to deliver advocacy across Wales have all increased since the last survey was reported in 2018.

Analysis of the survey responses was enhanced by follow-up interviews with respondents, along with discussions at advocacy network meetings across Wales. The analysis suggests that the increases may be mainly attributed to a much greater awareness of the advocacy services that already exist rather than a significant increase in the number of new services. An increase in the level of engagement by advocacy providers over the past two years in exercises such as the Advocacy Counts survey provide a broader picture of advocacy services for adults in Wales.

There is now a greater awareness and understanding of the quantity, quality, range and variety of advocacy that exists across Wales amongst advocacy providers, local authority commissioners and also by Welsh Government.

An important future step is to extend this greater understanding to potential service users, information and advice services and also to social workers and health professionals who work directly with the potential beneficiaries of advocacy services.

Increased training and information is required by professionals to increase their awareness of advocacy and also people's entitlements to these services in order to ensure their needs are met.

Overall, local authority managers now have a greater understanding of the advocacy services operating in their area and also their responsibilities for commissioning advocacy services.

This has meant that the main area of new growth since Advocacy Counts 6 has been with the number of IPA services commissioned under the Social Services and Well-being (Wales) Act 2014 (The Act), which have now increased from four to 20 local authority areas at the time the survey was undertaken.

Of particular concern for Age Cymru remains the continued fall in the number of specialist advocacy providers and advocates for older people. The loss of an additional specialist provider since 2018 means there's a further reduction in the specialist focus and expertise for supporting older people through advocacy services focusing on early intervention, prevention and community based advocacy. Older people are increasingly reliant upon accessing higher level statutory advocacy.

In light of the new requirements placed upon local authorities it is anticipated that demand for advocacy services will continue to grow and therefore the availability and sustainability of services is a priority for all involved.

Interviews with advocacy providers and comments made during the survey suggest that cases are becoming increasingly complex and time consuming and that this too will have an impact on the sustainability of services in the future.

The full report containing further analysis can be found on the GTAP webpages of the Age Cymru website.

## **Revisions to the Part 10 Code of Practice (Advocacy)**

Welsh Government have published a revised version of the Part 10 Code of Practice (Advocacy) ("the Code"). This article briefly outlines the key changes regarding adult advocacy, but does not cover the substantial changes to the section on children and young people's advocacy.

The new Code, issued under section 145 of the Social Services and Well-being (Wales) Act 2014 ("the Act"), revokes the original version published in April 2016. It was revised by a Technical Group consisting of third sector organisations and Welsh Government officials. In general, most of the revisions are minor or cosmetic, and the new Code does not signal any significant changes of direction.

The chapter titles and numbers remain much the same, with the exception of 20-23 regarding children and young people's advocacy. The paragraph numbering also remains the same up to 50, after which they all change from the original. There are also some new sections, including two new Annexes.

One of the most important changes is to the definition of independent professional advocacy. The key section in Chapter 8 now reads:

Independent professional advocacy involves a professional, trained advocate working in a one-to-one partnership with an individual to ensure that their views are accurately conveyed and their rights upheld. This might be for a single Issue or multiple issues.

Independent professional advocacy under the Social Services and Well-being (Wales) Act 2014, is specific to supporting an individual in relation to their care and/or support needs. Advocates which undertake this form of advocacy are referred to as an Independent Professional Advocate (IPA). Further information about the role of the IPA and that of the local authority in supporting them is in Annex 1.



It should be noted that under other legislation such as Mental Capacity Act 2005, there are statutory independent advocacy requirements i.e. Independent Mental Capacity Advocate known as IMCA. See Chapter 19.

Whilst the first paragraph provides a general description of all forms of independent professional advocacy, whatever issues are being addressed, the second paragraph makes it clear that independent professional advocacy under the Act relates specifically to individuals' care and/or support needs. The revised description of the role of the independent professional advocate outlined in Annex 1 applies mainly to this statutory form of independent professional advocacy. Note that throughout the revised Code, when Independent Professional Advocacy (IPA) is capitalised, it refers specifically to the *role* of someone who is trained and paid to provide the *service* of independent professional advocacy under the Act (i.e. when capitalised it refers to the role, when non-capitalised it refers to the service).

The revised Annex 1 (5) states that the role of the independent professional advocate includes "To assist an individual to communicate their views, wishes and feelings to professionals enabling the individual to participate fully in the decision making process wherever possible". This is also stated elsewhere (e.g. 29, 31, 68, 76), and the standard OPAAL and Action for Advocacy definitions are retained in 27. Chapter 9 now includes a new "Summary of Approaches to non-instructed Advocacy" which outlines the Rights based, Person-Centred, Watching Brief and Witness Observer approaches, and notes that an integrated approach is most effective.

The table of Local Authority Functions when provision of advocacy must be considered has been moved from 50 to Annex 3.

The reference to Part 11 in the original has been corrected to Part 10 but should read "Complaints, Representations and Advocacy Services" and also include sections 171 and 172 from the Act.

In 20 the sentence "This will include advocacy support to access the service itself" has been deleted.

In 41, individuals' need for advocacy *should* be capable of identification from the moment of first contact, whereas this was a *must* in the original.

In 43 Chapter 8 should be referred to, not Annex 3. In 67, paragraph 47 should be referred to, not 49. In 68 the reference should be to Chapter 8, not Annex 3.

58 is a new paragraph which outlines some additional examples of the barriers people may face. 64-66 are also new paragraphs relating to equalities and Welsh language. Annex 4 lists "Other statutory advocacy duties" in the Act, the Mental Capacity Act 2005, the Mental Health Act 1983, the Education Act 1996, the Equality Act 2010, and the National Health Service (Wales) Act 2006.

90 is a new paragraph which refers to the Regulation and Inspection of Social Care (Wales) Act 2016, but does not make it clear that currently this applies only to children and young people's advocacy.

Chapter 17 has been re-worded to confirm that local authorities are prevented from charging for advocacy services under the Act.

There are substantial changes to chapter 19, "Existing advocacy services", with 96, 99 and 100 clarifying potential issues with duplication of advocates when different entitlements to statutory advocacy may overlap. Overall then, apart from the changes outlined above, the revised Code does not differ substantially from the original.

## 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 ones 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 e-bulletin or newsletter
- 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

Email: [sue.vaarkamp@agecymru.org.uk](mailto:sue.vaarkamp@agecymru.org.uk)

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Registered charity number: 1128436  
Registered company number: 6837284

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