

# Advocacy Newsletter

June 2017 Issue no. 5

## *Helping Commissioners and Providers to address development needs*

Commissioners in Wales are beginning to implement their new statutory duty to commission advocacy services. Providers are beginning to respond to the new commissioning environment. The Golden Thread Advocacy Programme (GTAP) team have been conducting a baseline evaluation of commissioners and providers' readiness to achieve the aspirations of the Social Services and Wellbeing (Wales) Act 2014. One major reason for the baseline survey is to help GTAP to identify how best to help commissioners and providers deliver Independent Professional Advocacy under the Act.

### **Emerging evaluation results**

The results of the baseline survey are still emerging, but some major themes are becoming clear.

#### **Commissioners**

The emerging results suggest that the biggest area for development is the "analyse" quadrant of the commissioning cycle, especially in relation to collecting and analysing data to understand future demand for advocacy services under the Act, and having a systematic process of involving people who use or may use these services in collecting the data. This is not surprising, as this is the first time that a Population Assessment has been conducted, and because the PA was not designed to produce data at the level required for detailed local analysis of need.

The next biggest development need was the "plan" quadrant, in relation to developing a clear written strategy and agreed outcomes that signal future commissioning intentions.

Commissioners were more confident about their abilities in the "do" quadrant, but still identified influencing the local market for advocacy, to develop services in line with local needs rather than the historical awarding of contracts, as a development need.

Commissioners were most confident about their ability to review services effectively. This is consistent with the GTAP team's discussions with individual commissioners.

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## **Providers**

GTAP conducted a similar but separate survey for providers. The emerging results suggest that the biggest areas for development are also the “analyse” and “plan” quadrants of the commissioning cycle.

Within those quadrants, further analysis appears to highlight that communication and co-production with commissioners are the areas for development currently identified most commonly by providers. This is consistent with the feedback from the GTAP team’s meetings with providers.

## **Sharing knowledge and experience**

Even where the overall picture of part of the commissioning cycle suggested a development need across the board, there were individual commissioners who scored themselves sufficiently good or good against particular questions. Others commented that work was already in hand to address some of the low-scoring issues. This is encouraging, as it indicates that there is scope for encouraging peer to peer learning and support.

With this in mind, the GTAP team and the North Wales Social Care and Wellbeing Services Improvement Collaborative brought together commissioners from across the North Wales region at a workshop in St Asaph on 24 March 2017, to discuss the anonymised, aggregated results from across the region. The intention was to, encourage sharing knowledge and experience and to begin a collective discussion about the way ahead. Feedback was positive, and participants said that they now felt part of a supportive peer network which would help them in the future.

## **Progressing from the baseline – the Maturity Matrix**

The first round of commissioning advocacy services under the new legislation is likely to look different from the next commissioning cycle in a few years’ time, as the process evolves to take account of the lessons learned. GTAP will be working with commissioners on a Maturity Matrix, to help commissioners to understand:

- what an effective and sustainable commissioning process for advocacy services looks like;
- the most effective way for commissioners to discharge their statutory duty to commission Independent Professional Advocacy;
- how to assess their progress in developing their effectiveness over time.

The Maturity Matrix will allow commissioners to assess for themselves where they are in the expected stages of development: “emerging”, “maturing” or “established” as an effective commissioner of advocacy services. It will also help commissioners to understand what issues they need to address in order to progress.

The GTAP team will be running a workshop on the Maturity Matrix for commissioners in North Wales in the summer. If you would like further information, please contact [Valerie.billingham@agecymru.org.uk](mailto:Valerie.billingham@agecymru.org.uk).

**Valerie Billingham**

## Advocacy Quality Performance Mark

Ensuring that a high quality service is being delivered is, naturally, of significant interest to both commissioners of advocacy services and to providers of the same. In the future Independent Professional Advocacy (IPA) will be a regulated service under the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA), the sister legislation to the Social Services and Well-being (Wales) Act 2014. Welsh Government has stated that the purpose of RISCA is that:

“It places service quality and improvement at the heart of the regulatory regime and strengthens protection for those who need it. Regulation will move beyond compliance with minimum standards, and focus more on the quality of services and the impact which they have on people receiving them. <sup>1</sup>”

### What about the Non-IPA services?

In 2008 Action for Advocacy (A4A) developed the Quality Performance Mark (QPM) for advocacy services based upon the [Advocacy Charter](#) “to provide a robust National test of the quality of independent advocacy provision. <sup>2</sup>” The [National Development Team for Inclusion](#) (NDTi) was commissioned by the Department of Health to review and sustain the QPM in 2013. Following the review process the current and 3<sup>rd</sup> edition was launched in April of 2014 with the intention of the QPM remaining “a robust and reliable indicator of quality in independent advocacy. <sup>3</sup>”

### Benefits of the QPM?

According to NDTi the benefits of the QPM are as follows:

- enables independent advocacy providers to demonstrate and promote their commitment and ability to provide high quality advocacy
- gives commissioners of advocacy services reassurance that providers they are engaging have been assessed to ensure their organisations are robust and focused on ensuring delivery of quality services
- the QPM process also helps organisations to review, improve and develop their organisational systems, policies and practices. <sup>4</sup>

It is worth noting that the QPM is available and adaptable to all forms of advocacy provision including Independent Mental Capacity Advocate and Independent Mental Health Advocate services and works across England, Wales and Northern Ireland.

A current list of organisations that hold the QPM is available [here](#).

### Process of achieving the QPM

Below the flow chart shows the process (in the broadest sense) of achieving the QPM. The current advertised price for achieving the QPM is £1800 (plus VAT). Once the QPM has been achieved it is valid for 3 years, after which the QPM is reapplied for (if required).

### Regulation and QPM?

Currently many commissioned service specifications require the provider to be either working towards or have the QPM. Once RISCA is fully implemented, currently

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expected in April 2019, those services that fall under RISCA will also have to be regulated. Consultations will be held in Spring 2018 to establish exactly what will be expected of regulated IPA services and what standards they will be adhering to. The QPM will continue to enable advocacy providers to demonstrate how they deliver quality service provision, and with the SSWW act requiring Local Authorities to consider and support the wider advocacy sector, ensuring its availability especially around preventative services, the QPM remains an important tool in validating the quality of service provision.

### No Quality Performance Mark?

For some organisations however, achieving the full QPM is a process which can be expensive, resource intensive and time consuming to go through. A lack of a QPM does not necessarily infer a lack of quality for the service in question. There are various ways which a service can demonstrate its adherence to and implementation of the Advocacy Charter and Code of Practice. A clear induction and ongoing training and development programme as well as a robust supervision programme are essential parts of a quality service as is gathering qualitative and quantitative feedback from clients, and producing case studies as evidence.

### References

1. [Welsh Government | Regulation and Inspection of Social Care \(Wales\) Act](#)
2. [Quality Performance Mark | History of QPM](#)
3. [Quality Performance Mark | History of QPM](#)
4. [Quality Performance Mark | Achieving the Award](#)

Huw Davies, Age Cymru

## Level 3 Diploma in Advocacy

Gower College Swansea has recently started delivering the work-based City and Guilds Qualification, Level 3 Diploma in Independent Advocacy. The Diploma is up to 70% SFI (Skills for Industry) funded which allows it to be an affordable option for employees in eligible areas of Wales.

This is an exciting opportunity for advocates in Wales, to undertake a qualification with a provider that understands the Welsh Governments Part 10 (Advocacy) of the Social Services and Well-being (Wales) Act 2014, bringing a Welsh perspective to the qualification and embracing the ethos of the Well being of Future Generations (Wales) Act 2015.

The qualification is assessed within the workplace through observations, witness testimonies, case studies and other work based evidence. Support and guidance is provided through a Tutor/ Assessor of Gower College Swansea and meetings are at a minimum monthly, with Tutor support available by phone or email should the student need assistance.

The City and Guilds Level 3 Diploma in Independent Advocacy is perfect for learners who work as independent advocates by ensuring the professionalisation of service providers in Wales, improving the well-being of individuals through advocacy in Wales and supporting the development of sustainable models for advocacy service delivery.

The Skills for Industry project is supported by the European Social Fund through the Welsh Government, the current SFI funding is available until December 2018. The saving made to employers is not to be ignored and it's important for them to take advantage of this cost saving.

\*Eligibility criteria applies.

As a guide charges will be as follows;

Small Organisation	Under 50 Employees	Total Cost £300
Medium Organisation	50-250 Employees	Total Cost £400
Large Organisation	500 Employees	Total Cost £500

If individuals wish to undertake the Level 3 Diploma in Independent Advocacy and are outside the eligible convergent areas, then we can of course deliver the qualification at a negotiated cost.

I believe that being based in Wales, we have an understanding of the needs of Welsh learners and the importance of developing the knowledge, skills and understanding of these learners in relation to Advocacy and the Well being of people in Wales.

For more information please contact:

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## ***Update – Regulation and Inspection Act of Social Care (wales) Act 2016***

Do you know enough about the Regulation and Inspection of Social Care (Wales) Act 2016? Phase One of the Act became law on 3 April 2017, and a number of the regulations made under it are now in force.

Check out the [Regulations page](#) on the Hub for all the latest about the regulations.

The [information and awareness pack](#) is also designed to help you understand the Act, and what it means for you. These resources include a [short animated video](#), which gives you an introduction to the changes taking place.

**Care Council for Wales website**

## ***Written Statement - Launch of consultation on phase 2 of implementation of The Regulation and Inspection of Social Care (Wales) Act 2016***

The second phase of implementation of The Regulation and Inspection of Social Care (Wales) Act 2016 has started. The Act provides the statutory framework for the regulation and inspection of social care, and the regulation of the social care workforce, in Wales. It establishes a regulatory regime which is consistent with the changes being delivered by the Social Services and Well-being (Wales) Act 2014 through upholding the rights of Welsh citizens to dignified, safe and appropriate care, and it supports improvement by broadening the powers of the Care Council for Wales, now Social Care Wales, to include driving, supporting and overseeing improvement in the sector.

For further information, please visit the link below:

[Welsh Government | Launch of consultation on phase 2](#)

**Welsh Government website**

## ***Local authorities and health boards in Wales struggle with the increase of Deprivation of Liberty Safeguards applications***

A joint report between Care and Social Services Inspectorate Wales and Healthcare Inspectorate Wales has found that the rise in Deprivation of Liberty Safeguards applications is putting pressure on a system that is already struggling to cope.

The Deprivation of Liberty Safeguards were established in 2009 and apply to people who lack the ability to consent to treatment or care in either a hospital or care home and can only be provided where detention under the Mental Health Act 1983 is not appropriate.

The report that was recently published, the seventh annual report on the operation of Deprivation of Liberty Safeguards (DoLS) in Wales, finds that the provision of additional resources and improved operating practices have had only a limited impact in improving the operation of the DoLS system.

For more information, please visit the link below:

[Healthcare Inspectorate Wales | DoLS](#)

**Healthcare Inspectorate Wales website**

## ***A new safeguarding service for the third sector in Wales launched to meet the needs of small and local community organisations***

WCVA has received funding to continue the work it undertook in the pilot phase of the new service, to grow the involvement of the sector and infrastructure at all levels of safeguarding practice.

### **The Safeguarding service will provide:**

- a national enquiry and support service for general safeguarding queries and recruiting safely, guidance on and use of Disclosure & Barring Service (DBS) checks, governance support for trustees
- online learning resources for the sector including safeguarding training addressing the foundations of safeguarding knowledge and practice as part of overall good governance
- a Safeguarding Ambassadors Network of CVC representatives working to advocate and increase safeguarding capacity and capability across the sector
- ongoing development and provision of WCVA website Safeguarding section as a virtual resource: news items; information sheets; blogging and newsletters, access to training.

The work will be overseen by an advisory steering group made up of a wide range of representatives including CVC staff, Ambassadors, relevant sector umbrella bodies and safeguarding experts from other sectors and related areas.

Further information can be found on the website: <http://www.wcva-safeguarding.org.uk/>

Enquires on all safeguarding matters can be emailed to: [safeguarding@wcva.org.uk](mailto:safeguarding@wcva.org.uk)

**WCVA website**

## ***Introduction to PQASSO – free workshop***

WCVA are hosting workshops to find out more about PQASSO.

- Colwyn Bay: 6 June 2017, 10:00am-12:00 noon, Colwyn Bay Cricket Club
- Carmarthen: 13 June 2017, 10:00am-12:00 noon, CAVS

The workshops will also introduce [PQASSO Essentials](#). PQASSO Essentials is a new, simple and straightforward self-assessment tool intended for small third sector groups and organisations.

### **Who should attend?**

Anyone interested in developing and supporting strong third sector organisations including trustees, staff, volunteers, funders, commissioners and contract managers. Find out more about PQASSO on [NCVO's website](#).

For any questions or to reserve your place please contact **Heledd Kirkbride**, PQASSO Wales Officer: [heledd.kirkbride@ncvo.org.uk](mailto:heledd.kirkbride@ncvo.org.uk) or 07376 602320.

### **PQASSO - quality assurance in third sector organisations**

It is increasingly important for third sector organisations in Wales to demonstrate their performance, effectiveness and impact to funders, commissioners, users and other stakeholders.

PQASSO helps third sector organisations take a systematic look at what they do, identify areas where they are doing well and not so well, and decide exactly where improvements are needed. PQASSO covers all aspects of an organisation's work including governance, planning, leadership and management, managing people, managing money and outcomes and impact. Once an organisation has implemented PQASSO it can apply for the PQASSO Quality Mark, the external accreditation for PQASSO, which shows that the organisation has achieved the PQASSO quality standard at a particular level.

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## PQASSO Essentials pilot

Whilst PQASSO's flexibility means it can be, and is, used by all types and sizes of third sector organisations, we also know that particularly **small third sector groups and organisations** sometimes need **a step before PQASSO** to help them review how well their group or organisation is doing and how it can develop and strengthen.

PQASSO Essentials is intended to do just that. PQASSO Essentials is intended to help smaller, third sector groups and organisations that:

- may never have reviewed their whole group or organisation and that want to do a basic 'health check' to know which areas they need to develop and strengthen
- want to start to introduce and embed quality and continuous improvement in their work
- need a framework to support the development of their group or organisation, and
- want to be more effective and efficient in how they work.

Find out more about the [PQASSO Essentials pilot](#) and [register to take part](#).

## Events

### Age Alliance Wales Annual Conference 2017

6th June 2017, Future Inns, Cardiff Bay

One year on: How the Social Services and Wellbeing (Wales) Act 2014 is impacting on the lives of older people and the role of the third sector.

For more information please contact Coralie Merchant via email:

[Coralie.merchant@agealliancewales.org.uk](mailto:Coralie.merchant@agealliancewales.org.uk) or call 02920 431547

### BASW Cymru Conference 2017

7th June 2017, Future Inns, Cardiff Bay

Social Services and Wellbeing (Wales) Act 2014—One year on. What's working well and what needs to change?

For more information, please visit:

[BASW Cymru Conference 2017](#)

### Association of Directors of Social Services Cymru 2017 Conference

28 and 29 June 2017, Venue Cymru, Llandudno

The Golden Thread Advocacy Programme (GTAP) will have a exhibition stand at the Association of Directors of Social Services Cymru 2017 Conference on the 28 and 29 June 2017 at Venue Cymru, Llandudno again this year.

Please all come along and visit the team on exhibitor stand number 29 to have a chat and see what the Golden Thread Advocacy Programme has been up to.

For more information regarding the conference, please visit:

[ADSS Conference 2017](#)

### OPAAL UK Older People's Cancer Voices Older People's Cancer Voices Learning Events

Are you:

Involved in providing older people's advocacy? A commissioner of advocacy services?

Working in health and social care and interested in advocacy for older people affected by cancer?

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Join OPAAL and her project partners I-CANN, Beth Johnson Foundation, Help & Care and Dorset Advocacy at one of our regional events.

York Priory Street Centre	21st July 11:30am – 4pm
Birmingham Carrs Lane	24th July 11:30am – 4pm
London Voluntary Action Islington	27th July 11:30am – 4pm
Manchester Friends Meeting House	1st Aug 11:30am – 4pm

OPAAL have developed a range of influencing resources in partnership with their four project partners, and co-produced alongside older people. These events showcase these tools and key learning from their cancer advocacy programmes; you'll come away with ideas and tools to help you gain a better insight into the key issues older people affected by cancer want you to understand, to help you increase health and care professionals' and commissioners' understanding of advocacy and explore the potential for cancer advocacy provision in your area.

[Book now](#)

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

Thursday 19th Oct 2017, Birmingham NEC

For more information and to book a place, please visit the link below:

<http://www.katemercer-training.com/conference-2017/>

### **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](#)

#### **The Care Council for Wales Information and Learning Hub**

The Care Council for 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.

[Care Council for 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**

#### **Important information regarding changes to Lasting Power of Attorney / Enduring power of attorney fees**

The Office of the Public Guardian has circulated the below information in regards to the reduction of the LPA/EPA fees. There is also a link below to the easy guide to LPA which was jointly published by the Older People's Commissioner and the Public Guardian, which you might find useful on a personal or professional basis.

[A easy guide to Lasting Powers of Attorney](#)

## The Ombudsman's Casebook

The Ombudsman's Casebook is now available on the links below:

[English](#)  
[Cymraeg](#)

This edition contains summaries of reports issued by the Ombudsman between January 2017 and March 2017.

## Age Cymru's free Advice Line

Age Cymru's advice line can provides 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 wants 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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