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Consultation Document

Delivering advocacy services for children and young people 0–25 in Wales

Date of issue: 24 January 2011

Action required: Responses by 04 April 2011

Delivering advocacy services for children and young people 0–25 in Wales

Overview

This consultation sets out the Welsh Assembly Government's model for delivering advocacy services to children and young people in Wales. It clarifies the purpose of the model and what is required by the Welsh Assembly Government and partners to embed recent Measures, Regulations and Directions which will reinforce the legal framework for the model.

This document includes guidance on commissioning to support Children and Young People's Partnerships. It is intended for Children and Young People's Partnerships and sub-groups, local commissioners, providers of advocacy services, children's organisations, children and young people, and other interested parties.

You are asked to consider the questions within the document and send any responses to the Welsh Assembly Government – contact details are below.

How to respond

Consultation responses can be completed online at www.wales.gov.uk/consultations or e-mailed/posted to the address below.

Further information and related documents

A large print version can be provided on request.

Behaving and Attending: Action Plan Responding to the National Behaviour and Attendance Review (2009)

Inclusion and Pupil Support National Assembly for Wales Circular No: 47/2006 (2006)

Safeguarding Children in Education Welsh Assembly Government Circular No: 005/2008 (2008)

Safeguarding Children: Working Together Under the Children Act 2004 Welsh Assembly Government Circular No: 12/2007 (2007)

National Service Framework for Children, Young People and Maternity services in Wales (2004)

See also Annexes 2 and 3 of this document.

Contact details

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Data protection

How the views and information you give us will be used

Any response you send us will be seen in full by Welsh Assembly Government staff dealing with the issues which this consultation is about. It may also be seen by other Welsh Assembly Government staff to help them plan future consultations.

The Welsh Assembly Government intends to publish a summary of the responses to this document. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. This helps to show that the consultation was carried out properly. If you do not want your name or address published, please tell us this in writing when you send your response. We will then blank them out.

Names or addresses we blank out might still get published later, though we do not think this would happen very often. The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 allow the public to ask to see information held by many public bodies, including the Welsh Assembly Government. This includes information which has not been published. However, the law also allows us to withhold information in some circumstances. If anyone asks to see information we have withheld, we will have to decide whether to release it or not. If someone has asked for their name and address not to be published, that is an important fact we would take into account. However, there might sometimes be important reasons why we would have to reveal someone's name and address, even though they have asked for them not to be published. We would get in touch with the person and ask their views before we finally decided to reveal the information.

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Ministerial foreword

The Welsh Assembly Government is committed to progressively realising our commitment to the UN Convention on the Rights of the Child, specifically Article 12 which requires us to ensure that the voices of children and young people are heard in matters that affect their lives. Advocacy is one of the key foundation stones in achieving this aspiration. Advocacy developments in Wales are innovative and unique. We have taken significant strides forward in the last few years to put in place arrangements to ensure that all children and young people, particularly those who are most vulnerable, can get their voices heard.

Our commitment to provide different levels of advocacy support is set out in the Model for Delivering Advocacy to Children and Young People in Wales. The Model is informed by a solid evidence base including independent research and the responses from children and young people who told us who they turn to in the first instance if they have a concern, and informed us of what they want from an independent professional advocacy service.

In Wales we want to make sure children and young people can get help when they need it and that they can get help from people that will truly listen to them and represent their views. The Welsh Assembly Government's Advocacy Model means delivering more positive outcomes for them, supporting their emotional well being, increasing opportunities for them to be involved in decision making and ensuring that they can access and claim their rights.

If we can help our children and young people to voice and address their concerns now then they are more likely to be able to achieve their potential in all kinds of ways in the future. It's about making life better for them and we are truly convinced that we are changing and improving access to advocacy services for children and young people in Wales in the right way and for the right reasons.



Huw Lewis
Deputy Minister for Children



Gwenda Thomas
Deputy Minister for Social Services

Summary

This document outlines the Welsh Assembly Government's Model for Delivering Advocacy Services to Children and Young People in Wales. It is statutory guidance issued under section 25(8) of the Children Act 2004, and it sets out the purpose of the Model and what is required to embed recent Measures, Regulations and Directions which reinforce the legal framework for the Model.

This Statutory Guidance has been produced at this time to support partners in implementing the Model, including the commissioning of Integrated Specialist Advocacy Services through Children and Young People's Partnerships.

The Model has five elements which are outlined in detail later in this document. They are:

1. Open-Access Advocacy.
2. Integrated Specialist Advocacy Services.
3. Quality of Advocacy Services.
4. Involvement of children and young people.
5. Evaluation of advocacy services.

These five elements are not independent of each other and there is cross-over.

For example, quality (3) and evaluation (5) are pertinent to both open access (1) and specialist advocacy services (2). Involvement of children and young people (4) is relevant to all the other elements.

The National Independent Advocacy Board (NIAB) has been established to discuss and advise Ministers on all matters relating to advocacy services for Children and Young People in Wales. They present their findings directly to Welsh Ministers. The Board may, in addition, make its views known to the National Assembly through other means such as through the provision of evidence to committees of the Assembly. The Board has a role in ensuring the effective implementation of this Model and of ensuring the quality and consistency of advocacy services across Wales, along with the following key responsibilities:

- to take an independent, strategic overview of the development and delivery of advocacy services for children and young people in Wales and to make recommendations to the Welsh Ministers accordingly;
- to advise on the regulatory framework for advocacy services with a view to ensuring the provision of effective advocacy services to children and young people in Wales;
- to promote best practice in the development of advocacy services and to identify and develop the evidence base;

- to advise Welsh Ministers on the commissioning arrangements for advocacy at national and local level and to prepare an opinion for the Welsh Ministers consideration on arrangements made by Children and Young People's Partnerships to commission and secure the provision of advocacy services at local and/ or regional level;
- to advise Welsh Ministers on the regulation and inspection framework for advocacy services and the workforce; and
- to produce an annual progress report on the delivery and effectiveness of advocacy services in Wales for Welsh Ministers.

The National Independent Advocacy Board is made up of 4 young people, 4 adults and a Chair person. All board members have some form of expertise in the field of advocacy, as service users, service providers or advocates for children and young people.

What do we mean by advocacy?

Advocacy can mean different things to different people, depending on experiences and understanding. Many think it is only to do with complaints. This is not always the case. Others think it is advice, but while advocacy may sometimes include some advice it is more about listening and ensuring the views of children and young people are heard regardless of whether or not the advocate agrees. Advocacy is a process which helps someone to speak up for themselves, to access information and their rights¹ or to get something stopped, started or changed.

Advocacy is about speaking up for children and young people. Advocacy is about empowering children and young people to make sure that their rights are respected and their views and wishes heard at all times. Advocacy is about representing the views, wishes and needs of children and young people to decision makers, and helping them navigate the system.

National Standards for the Provision of Advocacy Services (2003)

Children have the right to say what they think should happen when adults are making decisions that affect them and to have their opinion taken into account

United Nations Convention on the rights of the Child – Article 12

Where people have their own voice it means making sure they are heard. Where they have difficulty speaking up it means providing help. Where they have no voice it means speaking up for them

Barnardos

An Advocate is somebody who is on your side that you can trust, who will stand up for you and talk on your behalf

Young member of the National Independent Advocacy Board (NIAB)

National research and guidance consistently identifies that **all** children and young people's interests are better safeguarded, supported and promoted by having a personal champion in the form of an advocate who can support them and take an active part in their lives². In most cases this is the Parent/s or Carer/s, but could also be another trusted person such as a teacher, social worker, youth worker or other professional or a friend, sibling, or other relative.

There is substantial work to be done in promoting and clarifying advocacy and advocates' roles. This is as true amongst adults as it is amongst children and young people, and needs to be done on a national and local level.

¹ 7 Core Aims – Welsh Assembly Government's overarching aims for all children and Young People – based on the UN Convention on the Rights of the Child.

² National Standards for the provision of Advocacy Services (2003) Welsh Assembly Government – see Annex 5.

Children and young people are frequently unaware of their right to be heard, or their opportunity to access an advocate to support them in doing so. The small numbers that are aware often consider that they have had a poor experience, and many are left confused about the process and outcome.

There are many different ways of providing advocacy, and many people who can be advocates. However, there is a difference between Informal Advocacy, Formal Advocacy and Independent/Professional Advocacy. The Advocacy Jig-saw on page 11 clarifies what advocacy means in the context of this document and shows **some** of the various ways to access advocacy and the different ways of delivering advocacy.

The different types of advocacy are not discrete and often the edges are blurred. A child or young person may choose to access more than one type of advocacy for one issue, or go from one type to the next until the issue is resolved.

In Informal and Formal advocacy children and young people choose their own advocate, someone they feel comfortable talking to and sharing their concerns. Many advocates do not realise that they are advocates or are advocating for the child or young person, they merely feel they are providing help and support. Others are in a position where they could be an advocate, but do not provide advocacy as they do not see it as part of their role. In these tiers, children and young people may often feel they need information and advice to understand their situation and support their decisions. There are clear linkages between advocacy and information and advice services.

In some cases, children and young people would prefer to be helped by other children and young people who they feel are more confident and able to listen and put their opinion across. This may be a friend or an older child/young person. In some cases, children and young people will have received training on being an advocate as they are part of a scheme or project.

Independent / professional advocacy service involves children and young people accessing advocacy with trained and/or qualified advocates, some of whom have specialist skills, knowledge and level of expertise when supporting for example; disabled children, children claiming asylum, children excluded from school and children with mental health or special educational needs. Children and young people may not always be able to choose their advocate in this type of advocacy, but they should be able to choose not to work with a particular advocate without giving a reason and without reprisal or a delay in service.

Children and young people often struggle to get answers to simple questions about what help or support they are entitled to. Advocacy and the participatory practice it embodies can change this and provide support at various levels so that children and young people feel empowered and have the confidence and are encouraged to speak out without fear or reprisal. Children and young people can be especially vulnerable when they have problems or feel that things are not going right, so ensuring that their concerns are put right quickly and effectively and reporting back to them regularly are essential ingredients of advocacy.

The type of advocacy support required by children and young people is varied, and will often depend on individual circumstances, communication needs, and the complexity of the situation or decision being made. Whether provided by professionals, volunteers, peers or other informal contacts, children and young people consistently tell us about the value that they place on advocacy support, from assistance in expressing a view to representation in relation to life-changing decisions³.

Listening and responding to children and young people should be an integral part of everyday practice and organisational culture.

Advocacy is part of a continuum of children and young people's participation and involvement and should be seen as one of the support mechanisms in children and young people's participation. It also promotes a culture of participative practices and encourages user feedback that can be incorporated into planning and service delivery to enhance the way services are provided.

³ A Pithouse et al, Cardiff University (2005) A Study of Advocacy Services for Children and Young People in Wales.

ADVOCACY JIG-SAW

There are many different ways of providing advocacy, and many people who can be advocates. However, there is a difference between Informal Advocacy, Formal Advocacy, Independent/Professional Advocacy and Peer Advocacy. The following Jig-saw shows these differences and how they interlink.

An Advocate...

- Supports you to make sure you have your say
- Listens to you
- Gives you confidence
- Gives you information
- Gives you Practical help
- Negotiates on your behalf

Formal Advocacy

Sometimes you might prefer to ask for help to access your rights and Entitlements through professionals who work with children and young people. These are usually people who are paid to help and advocate on behalf of children and young people i.e. youth workers, teachers, school nurses, play workers, care workers etc. They help you get information, find out about services, help you make decisions, find where to get more help if you need it, and make sure you have a say in decisions that affect you.

Peer Advocacy

Sometimes you might prefer to go to other children and young people for help and support to have something stopped, started or changed. Some children and young people are more confident than others and they would feel comfortable in putting your opinion over to others. In some cases, children and young people have received training on being a peer advocate and are part of a scheme or a project

Informal Advocacy.

Most of you get support to access your rights and entitlements from parents, carers, family members, friends, neighbours, friends' parents and so on. They help you to get your point across, help you say how you feel and make decisions. They are unpaid advocates.

Independent/Professional Advocacy

When you feel that you are not being listened to, or are unable or stopped from accessing your rights and entitlements, some of you may want to access independent professional advocacy. This usually involves trained people who are qualified to help you have your voice heard in any decision that affect you. They may deal with specific issues because you're not happy with the current situation and feel that you are not being listened to. They could come with you to meetings and make sure you understood what was happening at all times, and that your opinion was considered. They do not offer advice, but help you express your view regardless of their opinion

Examples of Related and interlinked services policy areas

14-19 learning pathways – Personal Support

Participation and Children's Rights

Education inclusion

Social Services Guidance on Complaints

NHS guidance on complaints

School counselling

Youth Support Services

ADVOCACY MAY INCLUDE

Explaining	Information Giving	Navigating	Listening	Supporting	Disentangling	Representing	Empowering	Advising	Negotiating
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Background and context

In January 2004, the National Assembly for Wales passed a plenary motion that formally adopted the United Nations Convention on the Rights of the Child (UNCRC) as the basis of policy making in this area. Since this time, the UNCRC and its associated protocols has formed the foundation of all Welsh Assembly Government work for children and young people.

For the purposes of policy in Wales the UNCRC is summarised in **7 Core Aims**⁴ for all children and young people aged 0-19 years, and to those aged 19-25 receiving services under Section 23C to 23D of the Children Act 1989 (care leavers) or youth support services under Section 123 of the Learning and Skills Act 2000. The 7 Core Aims form the basis for local Children and Young People's Plans that set out agreed priorities and actions to be taken to achieve them by service providers locally.

The 7 Core Aims are:

7 CORE AIMS
1. A flying start in life.
2. A comprehensive range of education, training and learning opportunities.
3. The best possible health, freedom from abuse, victimisation and exploitation.
4. Play, leisure, sporting and cultural activities.
5. Treated with respect and have their race and cultural identity recognised.
6. A safe home and community.
7. Not to be disadvantaged by poverty.

Core Aim 5 aims to ensure that children and young people are listened to and involved in making decisions that affect them and that they are informed and empowered to take an active part in them. Ultimately this enables children and young people to access all their rights. Planning guidance and regulations on Children and Young People's Plans setting out their strategy for delivering the 7 Core Aims locally states:

Children and young people must be able to influence the planning and provision of services affecting them. Ensuring children have a voice can best be achieved through a matrix of advocacy, participation and children's rights that is mainstreamed and at the core of all service planning.....All complaints should receive responses, and children and young people should have access to quality independent advocacy services in Welsh or English as appropriate.

Para 1.16 Shared Planning for Better Outcomes WAG September 2007

The National Service Framework for Children, Young People and Maternity Services (Children's NSF), and the accompanying Self Assessment Audit Tool (SAAT),

⁴ As set out in Children and Young People : Rights to Action (Jan 2004).

provide a basis for helping the planning and review of a wide range of services, including education, social services and health provision across the statutory and independent sectors. The Children’s NSF contributes to the achievement of the Assembly Government’s seven core aims for children and young people by improving quality and reducing variations in service delivery through the setting of national standards. Children’s NSF Key Action 2.6 states:

Key Action	Responsible organisation
<i>2.6 Independent advocacy is freely available to all children and young people where and when needed and requested, in line with Welsh Assembly Government Standards</i>	<i>Local Health Boards NHS trusts Local Authorities Health Commission Wales Welsh Ambulance Service Trust</i>

Often children and young people are able to access their rights independently, however sometimes they may need support from friends, family, or professionals like youth support workers, teachers or social workers. For some children and young people, being able to have support from an advocacy service is important to ensure that they are able to speak up and get their voices heard.

The Welsh Assembly Government’s vision is that access to advocacy becomes an entitlement for **ALL** children and young people. This is especially important for the most vulnerable who often find it hardest to get their voices heard. For them, an effective advocacy service can help ensure they have a say in matters that affect their lives. Advocacy services can also help safeguard the most vulnerable children and guard against poor practice.

Introduction to the model for delivering advocacy services for children and young people

This model for delivering advocacy services has been developed following:

- a comprehensive review of advocacy services for children and young people across health, education and social care settings;
- a large-scale national consultation with children and young people about current advocacy and complaints arrangements⁵;
- findings and recommendations made in many reports (as listed in Annex 4) and recommendations of the Children and Young People Committee (National Assembly for Wales);
- the re-visiting of the National Standards for the Provision of Children's Advocacy Services (outlined in Annex 5).

Collectively the findings from these processes make it clear that there needs to be some **underlying principles** of good practice to this Model for Delivering Advocacy Services. These are:

1. Advocacy to be more accessible to all children and young people.
2. Advocacy services to be more integrated so that they are easier to find and easier to access.
3. Advocacy providers to be independent from the organisations commissioning the service.
4. Ensuring issues raised by children and young people are taken seriously .
5. Ensuring issues raised by children and young people are dealt with as effectively and quickly as possible .
6. Advocacy to be seen as contributing towards participation and accessing rights and entitlements.
7. Advocacy to be promoted by raising awareness and understanding amongst children, young people and adults.
8. The process and outcomes of advocacy to be clear to all.
9. There needs to be a consistency and accessibility to high quality advocacy services across Wales.

These underlying principles were considered and included when developing this model for delivering advocacy services.

⁵ Red Kite (2005) Report of Consultations with Children and Young People on New Arrangements for Complaints in Health, Social Care and other Educational Settings.

What does the model for delivering advocacy services for children and young people include?

1. **Open-access advocacy** - Improved and increased **access for all** children and young people to advocacy of all kinds (see jig-saw on page 4), whatever their circumstances or their issue. This is often called **Universal Advocacy**. This is a very strong message from many of the reports and research documents listed in Annex 3.

This will enable children and young people to access support to be involved and be heard in decisions that affect them. This supports the Welsh Assembly Government's vision that access to advocacy becomes universal for all children and young people, as well as supporting the National Service Framework for Children, Young People and Maternity Services⁶ which states that independent advocacy should be freely available to all children and young people. This will be achieved by:

- 1.1 The Welsh Assembly Government's commitment to provide an accessible **National Advocacy and Advice Helpline** open to all children and young people. This is now in place. MEIC was launched in May 2010 and has been widely promoted to children, young people, families and professionals who work with them. The name MEIC was chosen as it is short for Meicroffon (Welsh for microphone) as it captures the concept of advocacy as a method to amplify a child/young person's voice when they feel that they are not being heard. This helpline is the first of its kind on a national level. It provides children and young people in Wales with a single point of contact via telephone, text and instant messaging 7 days a week. The helpline is open to children and young people 0-25 years old in Wales and provides information, signposting to other services and access to an independent professional advocate as and when needed to support them with their concern.
- 1.2 There are, of course, links between MEIC and local and national services, and many of the calls will need signposting or re-directing. Much of this will be done by linking into local websites and linking into local Family or Youth Information Services. Where MEIC can access local information it will provide this directly to the caller. Where there are local advocacy services and the child or young person is eligible, MEIC will transfer / signpost. The National Independent Advocacy Board was instrumental in the shaping of MEIC and will continue to monitor, evaluate and shape MEIC in the future.
- 1.3 The commitment of many Children and Young People's Partnerships (CYP Partnerships) to further develop local/ regional **advocacy provision accessible to all children and young people**. MEIC should not be seen as a replacement for such a commitment as they should compliment each other. Many CYP Partnerships have identified the need to enhance and widen advocacy services for children and young people as a local priority. This should be developed locally with children and young people, and should be based on what children and young people

⁶ <http://www.wales.nhs.uk/sites3/home.cfm?OrgID=441>.

say they need and prefer. The CYP Partnerships will play an important enabling role in ensuring effective cooperation to ensure coherent development of advocacy services. Currently, a variety of models exist; some CYP Partnerships fund open-access advocacy services through various grants whilst other local partners make commitments through the pooling of core budgets. The development and commissioning of open-access advocacy services should be considered alongside the commissioning of independent professional advocacy services for vulnerable children and young people (see section 2).

- 1.4 **Raising awareness** and improving understanding of advocacy - every child and young person's entitlement to access advocacy services and every adult's role as an advocate for children and young people. This is most effectively promoted locally through CYP Partnerships and coordinated nationally by the Welsh Assembly Government.
- 1.5 **Training** courses on advocacy available for **formal advocates** i.e. adults who are paid to help and advocate on behalf of children and young people and may include people working as advocates as well as youth workers, teachers, school nurses, play workers, care workers etc. The Welsh Assembly Government will work with CYP Partnerships to coordinate this regionally and locally.
- 1.6 **Training** to also be available for **informal advocates**, if appropriate. This will be voluntary, and individuals not participating in the training should not be excluded or discouraged from advocating on behalf of a child/young person.
- 1.7 The Welsh Assembly Government will **research and consider ways to support, promote and publicise** local/sub-regional/regional open-access advocacy provision. This may be through websites, information, promotion, raising awareness, and a direct link to the Assembly Government's National Advocacy and Advice Helpline (MEIC) and the National Information and Advice Project for young people in Wales (CLIC). This must complement local arrangements and systems for referral, and make it easier for children and young people to access advocacy and easier for adults who work with or represent children and young people to refer.
- 1.8 **Children and young people will inform the work of the Welsh Assembly Government** in a variety of ways, including representation on the National Independent Advocacy Board, and a further e-group of children and young people to advise. Children and young people will be expected to inform the work of the CYP Partnerships in developing local advocacy services.

Q1 – Do you have any comments about this open-access advocacy section?

2. **Integrated specialist advocacy services** - Improved coordination and coherence of advocacy services for **vulnerable children and young people**. Currently a number of different services that work with vulnerable children and young people commission advocacy services to be available to certain groups of eligible children or young people. They usually have their own points of contact and referral routes. This can lead to confusion as to where to go to access advocacy and can deter children and young people. It can also confuse people who are trying to help vulnerable children and young people. This Model works to identify the various groups of eligible children and young people and pull together and integrating the arrangements for commissioning advocacy services for them. This will make it easier for vulnerable children, young people, and those referring them, to know where to go when they need advocacy, and easier to monitor for consistency of quality and effectiveness.

Annex 1 lists vulnerable groups of children and young people who have a statutory entitlement to an advocacy service under current legislation.

This will be achieved by:

- 2.1. Enabling **all advocacy services for vulnerable children and young people within a Partnership area to be procured (purchased)** through one lead agency in a coherent way, facilitated by the **Children and Young People's Partnerships** (CYP Partnerships). The CYP Partnership is not a legal entity and so cannot procure in its own right. Therefore one agency will need to be nominated by the CYP Partnership to be a lead agency to procure (purchase) or the partners involved will arrange to jointly procure the services. It is vital that children and young people believe and trust that the advocacy service they are accessing is truly independent from the service that they may want to stop, start or change. This is a fundamental part of this new Model and is critical to ensure the trust of children and young people. It will result in children and young people having more confidence in the advocacy service due to its increased independence i.e. the advocacy service not being provided or procured directly and only by the service that the child or young person may want to stop, start or change.
- 2.2. Commissioning agencies within each CYP Partnership will need to agree to **pool budgets** for advocacy service with partners. The Children Act 2004 allows for partners to establish and maintained a pooled fund (Section 25 (6b)).
- 2.3. It is expected that **children and young people will participate** in the planning and commissioning of advocacy services as well as the review processes.
- 2.4. CYP Partnerships will be expected to facilitate **collaborative commissioning arrangements**, encompassing two or more CYP Partnership. This will again increase the independence of advocacy services for children and young people as well as implementing policy

set out in both 'Making the Connections' and the 'Delivering Beyond Boundaries' agenda⁷.

- 2.5. The CYP Partnerships will be expected to provide robust **leadership, promote partnership participation and coherence** both across their local area and regionally or sub-regionally in order to facilitate the commissioning and delivery of integrated specialist advocacy services. This may involve building on or complementing existing regional or sub-regional commissioning partnership arrangements.
- 2.6. It is not assumed that the Model will inevitably lead to a single provider of all advocacy across a region or sub-region, but services will need to be effectively co-ordinated to ensure appropriate and ease of access for children and young people, and a clear understanding by those referring to them. To best achieve this, we will expect a single point of initial contact – **a one stop-shop approach**. For example, one agency may become the first point of contact for a consortium of providers, or an advocate may be allocated to the child/young person to co-ordinate the link to other advocates. A co-ordinated approach across services will reduce the risk of children and young people being passed from one service to another when they have complex needs, or being lost in the transfer. There is an assumption that children and young people with complex issues involving more than one agency i.e. health, education and social services, will be able to deal with a single advocacy provider.
- 2.7. The CYP Partnerships will need to oversee the commissioning of the integrated specialist advocacy services from a third party independent sector provider, or a partnership or consortium of providers. Advocacy service providers will be expected to report to the CYP Partnerships involved in the regional/sub-regional arrangement.
- 2.8. There are currently many tools available to assist in effective joint commissioning, pooling budgets, planning and procuring integrated specialist advocacy services. This is further explained later in this document. The Welsh Assembly Government will consider how it can support CYP Partnerships in taking forward collaborative commissioning and will look to hold regional training events.
- 2.9. A three year commissioning cycle is strongly recommended to allow stability and continuity for the children and young people accessing the service.
- 2.10. The practice of 'spot-purchasing'⁸ is not considered suitable or good practice for this kind of commissioning and is in fact in contrast to the principles of this Model. However, there are some exceptional instances when spot purchasing is the only approach that could be adopted, for

⁷ See Annex 3 for reference.

⁸ Spot purchasing - the one-off purchase of a service for a specific purpose - as opposed to a longer term contracted service.

example if a child or young person requires an advocate who had particular skill or expertise, when a contractor removes their services at short notice, or when the child or young person has specific special needs etc. CYP Partnerships would not be discouraged from providing advocacy on a spot purchase basis in these exceptional circumstances.

- 2.11. It is expected that children and young people will be involved in the commissioning process (see section 4)
- 2.12. The Welsh Assembly Government will consider the viability and need for commissioning **specialist targeted advocacy services** on a national basis for specific groups of children and young people or/and those who have highly complex complaints/issues.
- 2.13. To deliver the Welsh Assembly Government's model for delivering advocacy services for children and young people and specifically to implement the Integrated Specialist Advocacy Service, a number of legal changes have taken place to enable commissioning through the appropriate partner service providers. In one area of advocacy, to support Special Education Needs (SEN) appeals and Disability Discrimination claims by children and young people themselves to the Special Educational Needs Tribunal for Wales, a new duty to provide access to specialist advocacy has been imposed on local authorities through amendments to the law, made by the Education (Wales) Measure 2009⁹.

Q2 – Do you have any comments on this Integrated Specialist Advocacy Services section?

3. **Quality of advocacy services** - Ensuring the **quality and consistency** of advocacy provided to children and young people. This will be achieved by:

- 3.1 The promotion and cascading of the **nationally recognised Qualification - Level 3 Certificate in independent advocacy** to ensure children and young people's advocates have sufficient capacity, skills and experience. The Welsh Assembly Government, working with partners, has funded the development of course materials for a specific unit towards the qualification - *Independent advocacy for Children and Young People*. The course materials are underpinned by National Occupational Standards. There is an element within the unit and qualification on children's rights and participation. There is also an element on different types of advocacy such as peer-advocacy and self supporting advocacy. Independent professional advocates (those trained to be advocates) will be encouraged and supported to complete this training. The course materials are available on the City & Guild

⁹ A Measure of the National Assembly for Wales (informally, an Assembly Measure) is [primary legislation](#) in [Wales](#). It is a 'law' specific to Wales made in Wales.

website¹⁰. Arrangements for the roll out of such qualifications and financial and time implications will need more consideration.

- 3.2 The Welsh Assembly Government is currently considering the possibility of qualified advocates being able to **register with a professional body** who will regulate the workforce, monitor professional skills and maintain standards. This will support the Children and Young People's Workforce Development Strategy in its promotion of common and transferrable skills for the children and young people's workforce.
- 3.3 The Welsh Assembly Government is re-visiting the **National Standards** for Advocacy Services which sets out the policies and procedures to be followed in recruiting, selecting, training and assessing suitable advocates who work with children and young people. Partnerships should seek to ensure that any advocacy service they procure meets or is working towards the National Standards, and this is to be monitored. In revisiting the National Standards, the Welsh Assembly Government will consider their use as a measuring tool for the evaluation of advocacy services. Further information on the National Standards is available in Annex 4.
- 3.4 Advocacy Services will need to be inclusive, actively involve children and young people about how the service operates, and where appropriate be delivered in the language of the young person's choice such as Welsh and other languages spoken in Wales, or bilingually (Welsh and English). Services will also, where appropriate, need to take into account the needs of children and young people who have other specific **linguistic, learning or cultural needs**.
- 3.5 It will not always be possible for a child or young person to choose their advocate, especially if they are accessing independent/professional advocacy services. However, it is imperative that a child or young person is able to **change their advocate**, without having to explain, if they are not happy or comfortable with them. The process for changing an advocate should be simple and should not incur any consequences i.e. a delay in support or a lesser service.

Q3 - Do you have any comments on this Quality section?

4. **Involvement of children and young people** in the development of advocacy in Wales. This will be achieved by:

- 4.1 Including children and young people as **full members of the National Independent Advocacy Board** that will advise the National Assembly for Wales and the Welsh Assembly Government and influence the further development of advocacy in Wales.

¹⁰ <http://www.cityandguilds.com/48098.html?s=2>.

- 4.2 Having a **further e-group of children and young people** who will inform and provide opinions to take to the National Independent Advocacy Board. The Welsh Assembly Government will lead on this.
- 4.3 The general responsibilities of CYP Partnerships to ensure children and young people participate in planning and review processes, including **involvement in the commissioning** of advocacy services.
- 4.4 Advocacy providers **informing the Welsh Assembly Government of issues raised** by children and young people to inform national, regional and local planning and commissioning. The information will be anonymised. The Welsh Assembly Government will maintain an open dialogue with advocacy providers in order to access issues raised by the children and young people who use their services. The Welsh Assembly Government will liaise with various departments and services within and outside the Assembly Government to inform them of these issues and to make moves to resolve them strategically if possible.

Q4 - Do you have any comments on this Involvement of Children and Young People section?

5. Evaluation of advocacy services for children and young people to **ensure high quality, equity and effectiveness.**

- 5.1 It is essential that advocacy providers evaluate their work with children and young people. The outcome or decision made may not always be favourable to the child/young person and therefore the evaluation of the advocacy should include a focus on the process and if the child/young person felt they were truly part of this process and felt that they were listened to and their concern/opinion considered. An evaluation provides all stakeholders, including children and young people and advocates with information on how their service is working. The information can be used to identify what works well and areas for improvement. Feedback can also provide information on recurring issues affecting young people. Information of this kind should be used to inform policy and funding decisions. The Welsh Assembly Government will also have a role in disseminating good practice.
- 5.2 CYP Partnerships and advocacy providers should consider the National Standards when commissioning, providing and monitoring services. Regional and sub-regional arrangements for evaluating advocacy services will need to be agreed. There will also be an expectation for the CYP Partnerships to hold an evaluation of advocacy services, which could be done sub-regionally or regionally depending on the local arrangements, and the Assembly Government will expect CYP Partnerships to evaluate contracts/service level agreements against the National Standards.

- 5.3 The Assembly Government will also hold an evaluation / progress of the implementation of the Model possibly around the time of the next CYP Planning round. The National Standards will be considered as a measuring tool for the evaluation. Further information on the National Standards is available in Annex 4.
- 5.4 The Integrated Specialist Advocacy Service for vulnerable Children and Young People will be regulated under the Care Standards Act 2000 and inspected by Care and Social Services Inspectorate Wales (CSSIW). The Welsh Assembly Government will consult with regulatory bodies, including ESTYN, CSSIW and Health Inspectorate Wales (HIW), to consider the effectiveness of Open-Access advocacy services and the outcomes for children and young people within their overall framework for inspection.

Q5 - Do you have any comments on this Evaluation section?

Commissioning integrated specialist advocacy services

Part 2 of the Model is about Integrating Specialist Advocacy Services for vulnerable groups of children and young people as defined in Annex 1 of this document. The following sets the context to which the Welsh Assembly Government expects this commissioning to take place.

Commissioning

What is commissioning?

“The process of specifying, securing and monitoring services to meet people’s needs at a strategic level. This applies to all services, whether they are provided by the local authority, NHS, other public agencies, or by the private and voluntary sectors.”

Audit Commission, Making Ends Meet, October 2003

What is procurement?

“Procurement is the process of identifying and selecting a provider, and may involve, for example, competitive tendering and stimulating the market.”

What is purchasing?

“Purchasing is the process of buying or funding services.”

What is contracting?

“Contracting is the technical process of negotiating and agreeing the terms of a contract for services, and on-going management of the contract including payment and monitoring.”

J Woodin – Healthcare Commissioning and Contracting

Commissioning has been recognised as potentially valuable for effecting service reconfiguration and change for a number of years in Wales, and has been seen by the Welsh Assembly Government as a key tool in improving services. For example, in 2003, the Wanless Report recommended the development of ‘clear principles to drive evidence-based commissioning and delivery of health and social care services’. Since then, this lead has been followed by further directions on commissioning in:-The Children Act 2004 and associated guidance; The Children’s NSF; key reports of The Care Standards Inspectorate for Wales; The National Assembly’s Seven Core Aims for Children and Young People; The Beecham Review of Local Service Delivery and the Welsh Assembly Government’s response to ‘Making the Connections’.

All of these documents emphasise the importance of considering how effective joint commissioning can contribute to better and more cost effective outcomes. The

national guidance accompanying the Children Act for example states that 'Joint commissioning should be considered wherever identified need requires a contribution from more than one partner', including specifically 'where resources are scarce and costs are high, or where there are shared responsibilities across agencies, such as providing placements for looked after children'. The guidance also sets out the Assembly Government's expectations for local organisations to construct joint needs analyses, joint commissioning strategies, shared budgets which demonstrate best use of resources, and a common review system for all services to enable monitoring against strategic priorities.

But why jointly commission with other agencies/partnerships/organisations?

"Too often families experience un-coordinated services which do not work effectively together in the best interest of the child and his/her family".

Stronger Families, Welsh Assembly Government, October 2008

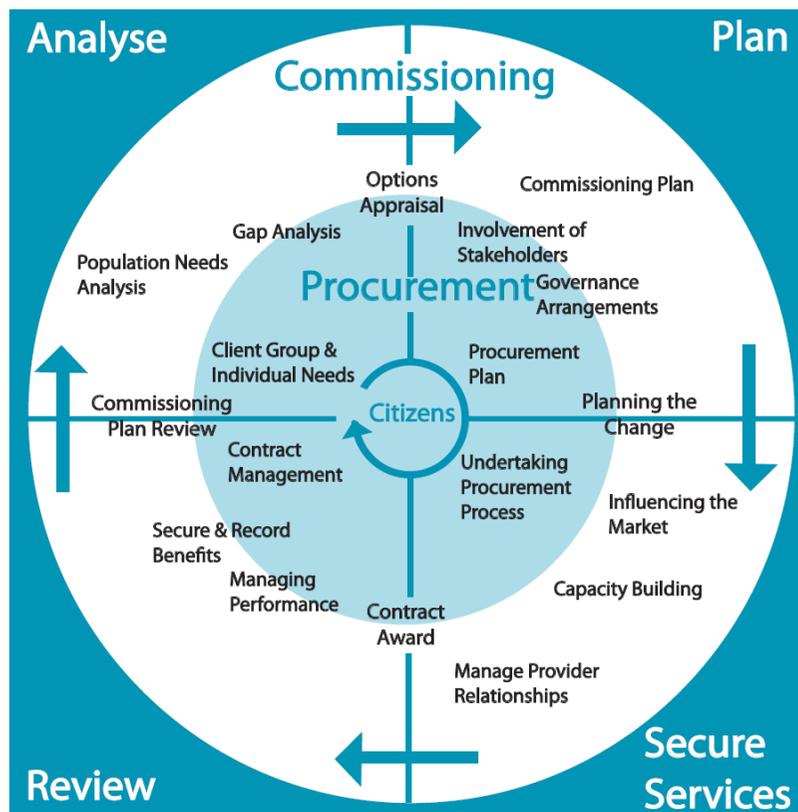
"No single agency can by itself deliver the outcomes set out in the 7 core aims. Joint commissioning should be considered wherever identified need requires a contribution from more than one partner".

*National Assembly for Wales,
Stronger Partnerships for Better Outcomes, August 2006*

This will require:

- Leadership.
- Shared commitment to improving outcomes.
- Joint preparation of commissioning plans.
- Balance between prevention and intervention.
- Shared processes such as needs analysis, policy, progress review, participation.
- Common objectives.
- Shared responsibility for managing delivery.
- Development of pooled budgets and resources.

As responsibility for commissioning services moves out of single agency control into partnership arrangements, a performance management approach to commissioning and purchasing must be adopted. This requires a sequential combination of all four of the following activities: Analyse, Plan, Secure Service and Review.



- Four Strategic Commissioning Activities -**
 In both commissioning and procurement, all four stages are equally important and follow sequentially;
- **Analysis** - of guidance/best practice, population needs, market, risks and resources, and establishing common service priorities between agencies.
 - **Planning** – undertaking gap analysis, designing services, and writing joined up commissioning plans with clear specifications and terms
 - **Securing services** – tendering, purchasing services, capacity building, developing good relationships with providers, ensuring service quality and day-to-day care and contract management.
 - **Reviewing** - the market & the success of the plan in meeting the needs of the Population/service user and in meeting the specifications.

Institute of Public Care- Oxford Brookes University

These Commissioning Activities will result in a commissioning plan that drives the procurement and service development.

Producing a commissioning plan is not a one-off task. It must respond to the joint priorities identified and be reviewed regularly to judge ongoing success in meeting the population needs and would therefore need on-going dialogue with service users, stakeholders and providers . Procurement and service development experience inform the ongoing review and re-development of the commissioning plan.

What should be in the commissioning plan?

- Agreed scope of joint working between agencies.
- Agreed protocol of joint-working between agencies.
- Agreed model and/or definition as a boundary and focus of the commissioning plan.
- Agreed process/methodology and project plan for the activities, including resources and timescales.
- Agreed personnel and stakeholder roles.
- Clear communication and engagement plan between partners agreed at an early stage. This helps ensure against the danger of work on the plan becoming controlled by a small group of commissioners at the expense of the wider group who will be affected by its findings. Also helps ensure that stakeholders have a number of opportunities to understand the direction of travel being developed by the plan, and to work out their response to it.
- Agreed monitoring and evaluation arrangements.

Who needs to be involved?

In principle, all of the stakeholders with an interest in the services for which a commissioning plan is being developed need to be engaged in the process. Pragmatic decisions are probably needed about the balance between involvement of as many people as possible to secure commitment, and detailed engagement of key decision makers. Ensure involvement is agreed at the very highest level by all key agencies before the project starts. There must be clear separation needed between commissioners and providers.

Commissioners:

- Should own the plan.
- Should have budgets and responsibilities for making and implementing strategic service development decisions on behalf of service users and the public.
- Should lead the project, ensuring work is open and transparent, and to the required quality and acceptability.

Providers:

- Are agencies with services which can be purchased by the commissioner to meet the needs of service users.
- Should contribute specialist knowledge and experience, add quality to the analysis and test its feasibility.
- Should be a primary source of reference throughout the project.

Other stakeholders:

- Such as service users (children and young people), potential service users, individual and groups of professionals delivering services, and the general public.
- They have knowledge and experience of services to add depth and quality to the analysis.
- Should be Partners in decision making.

Commissioning integrated specialist advocacy services

Section 2 of the Model clearly sets out what is expected in relation to commissioning integrated specialist advocacy services for vulnerable groups of children and young people.

The statutory duty for the provision of advocacy services for children in need and care leavers remains with Social services departments¹¹, and the LHB for those who have a right under respective health legislation¹². However, this Model places the responsibility for the facilitation of arrangements to deliver Advocacy services in an integrated and coherent way across a Partnership area on the Children and Young People's Partnerships (CYP Partnerships).

To this end CYP Partnerships are encouraged to systematically follow the four Strategic Commissioning Activities as outlined above.

Analysis –

CYP Partnerships should ensure that they understand and take account of this guidance when conducting their analysis. CYP Partnerships should analyse best practice, population needs (population as outlined in annex 3 of this document), market, risks, joint resources available, and establishing common service priorities between agencies.

¹¹ See – Section 26A of the Children Act 1989.

¹² An amendment to the Community Health Council Regulations 2004 is being made to make clear that CHCs will provide advocacy for people aged 18 and over. The intention is to then direct Local Health Boards to make arrangements for Children and Young People through CYP PARTNERSHIPS .

Planning –

CYP Partnerships should design the required advocacy services, and writing jointly agreed commissioning plans with clear specifications and terms for the groups of children and young people outlined in annex 3 of this document. The specification should reflect the statutory requirements as outlines in part 2 of this Model. CYP Partnerships are reminded that advocacy should be set within the context of participation. The specification could be split into 'lots' (an item or items that are grouped together as a collection) to encourage fair market competition and to enable those with the most expertise in certain areas to submit tenders for specific 'lots'.

Securing services –

A fair and open tendering process should be followed. While this is being done, CYP Partnerships should be ensuring capacity for the day-to-day care and contract management. The agreed commissioning plan should have identified how this is to be done and by whom. CYP Partnerships will need to develop good relationships with their commissioned providers to ensure service quality.

Reviewing –

Monitoring and evaluation should be on-going throughout the contract to ensure that the provider/s are meeting with the specification of the contract and that the service users are receiving the highest quality of service. This will entail monitoring quality of service as well as quantity. Monitoring quality will mean involving the service users in evaluating the services they receive and if in fact the service made a positive difference to them.

For more information on Commissioning within this context - access the Partnership Support Unit website (<http://www.psucymru.org.uk/index.cfm?articleid=4604>)

Q6 – Do you have any comments on this Commissioning section?

Conclusion

The need for partners to work together jointly to commission and provide advocacy services is supported by the existing requirements set out in guidance¹³ on Children and Young People's Partnerships and Plans. Consideration should be given to removing potential barriers by recognising:

- The benefit of investment of time to develop regional and integrated Commissioning Agreements that can deliver economies of scale;
- The benefit of investment of time in ensuring new services and approaches to advocacy provision to bed in effectively in order to sustain new development;
- The benefit of ensuring advocates complete the training and qualification in advocacy in ensuring delivery of a quality service;
- The economies of scale to be achieved through enabling current advocacy services to cooperate;
- The benefits and economies of scale achievable through pool funding and delegate responsibility;
- The benefits of engaging directly with children and young people to develop relevant and attractive advocacy services
- Promoting the culture change that is needed over a range of professionals and organisations working with children and young people to promote and raise awareness of advocacy.

To be aware of the challenges and to include and address them in planning is a first step to achieving them. Much of this work is already being done, especially in some areas, and it is often a need for reorganisation of what is already provided, rather than the development of a whole new service.

There are many cross-cutting policy areas that need to be considered when implementing the Model. Some of these are listed in Annex 2. The Advocacy jig-saw on page 7 also shows how other policy areas influence, and are influenced, by advocacy.

The level of advocacy support required will vary depending on a child or young people's individual circumstances, vulnerability, age and understanding as well as the nature of the concern. A range of approaches to advocacy and specialist skills

¹³ Shared planning for Better Outcomes (WAG) - wales.gov.uk/topics/educationandskills/publications/guidance/sharedplanningforbetteroutcomes?lang=en.

are likely to be required, in particular for very vulnerable children and young people with a disability or learning difficulties. The Model for Delivering Advocacy Services for Children and Young People is based on what children, young people and service providers have said, and the Welsh Assembly Government is confident that it will ultimately make a positive difference to their lives.

Annex 1 – Vulnerable children and young people

The term ‘vulnerable children and young people’ as defined within a Legislative Competence Order Relating to Vulnerable Children and Child Poverty¹⁴ is:

- Any child in need (including disabled or very sick children).
- Children on the periphery of care, in care, or who have left care.

The following table shows groups of children and young people who have a statutory entitlement to an advocacy service (usually for specified reasons) under current legislation;

Vulnerable children and young people	Legislation regarding advocacy
<ul style="list-style-type: none"> • Children and Young People up to the age of 18yrs in care of NHS i.e. in Hospital or primary care (family doctor, dentist, etc) 	<p>Statutory duty on the Welsh Ministers under Section 187 of the National Health Service (Wales) Act 2006 - provision of independent advocacy for people wishing to make a complaint about the health service Community Health Councils (CHC) in Wales already provide an advocacy service on behalf of the Welsh Ministers to anyone over the age of 18 years wishing to make a complaint. Arrangements for children and young people’s advocacy will need to be made via the new Model through the Children and Young People’s Partnerships. The intention is to issue Directions to Local Health Board to require them to make these arrangements.</p>
<ul style="list-style-type: none"> • Children and Young People Leaving Care 	<p>Children (leaving Care) Act 2000 – all care leavers can access advocacy services in making representations about a local authority’s leaving care services</p>
<ul style="list-style-type: none"> • Children and Young People Looked After • Children and Young People in need which includes children and young people..... <ul style="list-style-type: none"> • <i>with mental health problems</i> • <i>with a disability (within definition of Children Act 1989 opposite)</i> • <i>excluded from school</i> • <i>who are asylum seekers or refugees or</i> 	<p>Children Act 1989 (section 26A) – provision of advocacy for representation or complaints by a child in relation to services received either as a looked after child or a child in need. A “looked after” child is a child who is either in the care of a local authority or is provided with accommodation under a local authority’s functions under part 3 of the Children Act 1989. Those children who are “looked after” are set out in section 22. A child “in need” is defined in section 17 as follows - ...</p> <p>(10) For the purposes of this Part a child shall be taken to be in need if—</p> <p>(a) s/he is unlikely to achieve or maintain, or to</p>

¹⁴ The National Assembly for Wales (Legislative Competence) (Social Welfare & Other Fields) Order 2008 (S.I. 2008/3132).

<p><i>unaccompanied minors</i></p> <ul style="list-style-type: none"> • <i>in refuge due to homeless status</i> • <i>who are homeless or in unsatisfactory accommodation</i> • <i>away from home in residential accommodation, schools, Secure Units and custodial settings or independent Hospitals</i> • <i>who are in the Youth Justice System</i> • <i>Who are young carers</i> • <i>Who have been or who are at risk of being abused or neglected</i> • <i>Who are school aged mothers</i> 	<p>have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision of services by a local authority under this Part;</p> <p>(b) his/her health or development is likely to be significantly impaired, or further impaired, without the provision for such services; or</p> <p>(c) s/he is disabled,</p> <p>(11) For the purposes of this Part, a child is disabled if he is blind, deaf or dumb or suffers from mental disorder of any kind or is substantially and permanently handicapped by illness, injury or congenital deformity or such other disability as may be prescribed; and in this Part— “development” means physical, intellectual, emotional, social or behavioural development; and “health” means physical or mental health.</p>
<ul style="list-style-type: none"> • Children and Young People with Mental Health issues, including young people who are detained 	<p>The Mental Health Act 1983 (as amended by the Mental Health Measure (Wales) 2010) requires Local Health Boards in Wales to make independent mental health advocacy services available to patients of all ages detained under the Mental Health Act, and informal (those non-detained in hospital) patients receiving assessment or treatment for mental disorder in Wales.</p> <p>The duty to ensure the commissioning of these advocacy services in Wales, from independent mental health advocacy providers sits with the LHBs. This is in accordance with ‘Delivering the Independent Mental Health Advocacy Service in Wales: Guidance for Independent Mental Health Advocacy Providers and Local Health Board Advocacy Service Planners’ [attach footnote with hyperlink to guidance will attach this post consultation].</p> <p>Independent Mental Health Advocates who routinely work with children and young people are required under this guidance to have attained, or be working towards, the NAQ level 4 ‘Advocacy with Children and Young People’ unit as well as the ‘Independent</p>

Mental Health Advocacy' Unit.

- Children and young people with Special Educational Needs

Education (Wales) Measure 2009 (nawm 5). This extends the right of children and young people in their own right to have access to an advocate to appeal to the SEN tribunal against certain decisions made by Welsh Local Authorities (LAs) about either the assessment of, or provision made to meet their Special Educational Needs. There will be a two year pilot scheme within two local authorities from September 2011, this right will be rolled out across Wales following the completion of the pilot scheme in 2013.

Annex 2 – Links to key Welsh Assembly Government initiatives and policy areas

- Contribute to delivering the Assembly Government's 7 Core Aims for Children and Young people based on the UN Convention on the Rights of the Child.
- The Children Act 2004 which places emphasis on the Children and Young People's Partnerships as the vehicle for the planning and delivery of services for all children and young people from birth to 18 yrs, or to 25 yrs if they receive youth support services or are care leavers in certain circumstances.
- National Service Framework for Children, Young People and Maternity Services in Wales which sets standards to improve the quality of services that children, young people and their families have a right to receive
- Children and Young People's Workforce Development Strategy
- The Learning Country and Learning County II which sets out the Welsh Assembly government's vision for learning, the need to make sure all children reach their full potential, and policies to create the best environment for lifelong learning
- Contribute to implement the personal support element of the 14-19 Learning Pathways
- Complaints about the NHS Treatment and Care – A guide to making a complaint about the NHS in Wales
- 'Listening and Learning' : A guide to handling complaints and representations in local authority social services in Wales
- Youth Strategy as Youth Services are often involved in advocacy and supporting children and young people who need the support of advocates
- 'Common Core for Skills, Knowledge and Understanding'
- Children and Young People's Workforce Development Strategy
- 'Shared Planning for Better Outcomes'
- School Based Counselling Strategy
- School Effectiveness Framework
- Delivering the Independent Mental Health Advocacy Service in Wales: Guidance for Independent Mental Health Advocacy Providers and Local Health Board Advocacy Service Planners

Annex 3 – Research taken into account when developing the model for delivering advocacy services for children and young people

- **‘Lost in Care’**
Report on the Tribunal of Inquiry into Child Abuse in North Wales conducted by Sir R. Waterhouse. Department of Health (February 2000).
- **‘Too Serious A Thing’**
A review of safeguards for Children and Young People treated and cared for by the NHS in Wales by Lord Carlile. (2002)
- **‘Telling Concerns’**
A Report by the Children’s Commissioner for Wales. Review of the operation of complaints and representations and whistle blowing procedures and arrangements for the provision of Children’s Advocacy Services. (2003)
- **‘The Clywch Report’**
Report of the Examination of the Children's Commissioner for Wales into allegations of child sexual abuse in a school setting (2004)
- **‘A Study of Advocacy Services for Children and Young People in Wales.’**
Report by Andrew Pithouse et al, Cardiff University (July 2005)
- **‘Children Don’t Complain...’**
Children’s Commissioner for Wales’s review of complaints, representations and whistle blowing procedures, and arrangements for children’s advocacy services in local education authorities in Wales. (2005)
- **‘Red Kite Report on Consultations with Children and Young People’ - New Arrangements for Handling Complaints from Children and Young People in Health, Social Care and Schools – Children and Young People’s Consultation Framework Guide**
*Red Kite Research and Consultancy – (July 2005)
(Copies available from Advocacy development and performance Unit - Welsh Assembly Government)*
- **‘Making the Connections - Delivering Beyond Boundaries: Transforming Public Services in Wales’ - Welsh Assembly Government response and action plan to review of Local Service Delivery (November 2006).**
- **‘Keeping us Safe’.**
Report on the Safeguarding of Vulnerable Children. Review for Children and Young People. (2006)

Annex 4 - National Standards for the provision of children's advocacy services

The National Standards were developed to ensure that all advocacy services are of the highest quality efficiency and effectiveness.

The full version is available on -

<http://wales.gov.uk/topics/childrenyoungpeople/publications/nationalstandardsadvocacy/?lang=en>

Below is a summary....

Standard One	Advocacy is led by the views and wishes of children and young people.
Standard Two	Advocacy champions the rights and needs of children and young people.
Standard Three	All Advocacy Services have clear policies to promote equalities issues and monitor services to ensure that no young person is discriminated against due to age, gender, race, culture, religion, language, disability or sexual orientation.
Standard Four	Advocacy is well-publicised, accessible and easy to use.
Standard Five	Advocacy gives help and advice quickly when they are requested.
Standard Six	Advocacy works exclusively for children and young people.
Standard Seven	The advocacy service operates to a high level of confidentiality and ensures that children, young people and other agencies are aware of its confidentiality policies.
Standard Eight	Advocacy listens to the views and ideas of children and young people in order to improve the service provided.
Standard Nine	The Advocacy Service has an effective and easy to use complaints procedure.
Standard Ten	Advocacy is well managed and gives value for money.