

## National Approach to Statutory Advocacy

### Local Authority Report - (RCT) 2020 - 2021

#### Collated Quarterly Report

#### Quarter 4: Jan - March 2021

#### Headline Report

During quarter four, 46 children and young people accessed Issue Based Advocacy (IBA), presenting with 50 issues. This represents a significant increase on all previous quarters. However a slight decline in Active Offer referrals has been noted.

##### Active Offer

105 children and young people became eligible for the Active Offer of Advocacy in RCT during quarter four, which are made up from:

CLA:	12 x 5-9 year olds	7 x 10-15 year olds	4 x 16 plus
CP:	47 x 5-9 year olds	31 x 10-15 years olds	4 x 16 plus

Of these 105 children and young people, 13 Active Offer referrals were received, representing an slight decrease from quarter three. The majority of these related to the Child Protection arena, (11 referrals); nine were female and four male. Two young people did not want to talk to advocates therefore meetings did not take place leaving 11 Active Offer meetings taking place during the quarter, with ten young people accepting the offer of support and progressing to IBA. Nine Active Offer meetings were carried out within five working days. Two visits could not be carried out within the timescale. One was due to young person moving between parents and not having relevant contact details. The second was due to a young person being on holiday at time of referral and a subsequent request for a face to face visit at school.

##### Issue Based Advocacy

Of the 46 children and young people accessing the issue based service, 30 were first time users. This is a significant increase on the 35 referrals received last quarter. Both self-referral and referrals from Social Services were high this quarter with 21 referrals each. IRO's and foster carers also made two referrals each.

Of the 46 referred, 24 were CLA, 15 in the Child Protection arena, six were open to Care and Support and one was a Care Leaver. The gender split this quarter saw 20 males and 26 females while the age category with the highest referrals was the 6-11 group (22 referrals), closely followed by the 12-16 year category (18 referrals). Four referrals were received for the 0-5 age group and two for the 17-19 age group. A total of 11 young people lived out of area, residing in Ross on Wye, Abertillery, Cardiff, Swansea, Birmingham, Bridgend, Taunton, Neath and Presteigne.

During quarter four 50 issues were presented, and in keeping with previous quarters the largest reason for request was support to attend meetings, with 18 requests made up from:

Core Group x 2	LAC Review x 7	Initial CPC x 5
Review CPC x 3	Care and Support Review x 1	

## Headline Report Cont'd

Placement issues was the second highest (12 referrals), with emotional and well being having six. Both contact and Social Service issues had five referrals each, with home life having three and complaints one. The complaint on this occasion related to a young person not feeling listened to regarding their placement.

Of the 46 children and young people who accessed the service, five were not met within the expected five working days. Four of these were unavailable to meet within the timescale, meeting on days six and seven. No contact information was received for the other young person, so advocates were unable to contact straightaway, with the meeting taking place on day eight.

### Service Information

During quarter four Advocates took part in several training events including Housing Law Level 1 and 2, social media training and Non-Instructed Advocacy.

Visiting advocacy continues in four residential homes across RCT. Support continues to be virtual at present with weekly contact. During this quarter 48 telephone contacts were made across the four units.

During quarter four, 33 children and young people were closed to the service, of whom 18 completed feedback with their advocate. Of these 18 :

18 stated the advocate had done what they had agreed to do

18 stated they found the service helpful

15 felt the service made a difference to their situation

18 felt they now know more about their rights

18 felt more confident since receiving support

17 felt they were included in decisions

17 felt their views were considered

18 agreed they would use the service again.

### Case Study - Dan aged 19

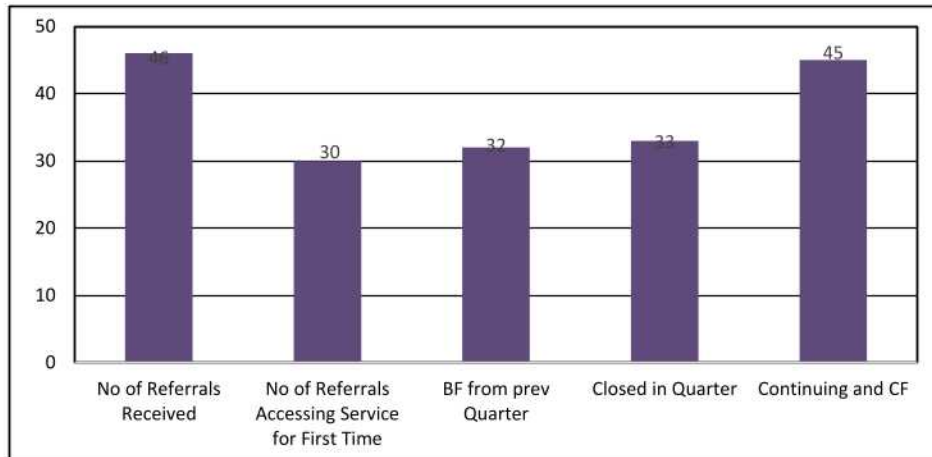
Please find below a case study of advocacy undertaken during the quarter within RCT. The name has been changed to protect the young person's identity.

**Situation:** Dan is going through the asylum appeals process. He is scared and uncertain about his future and unclear on the legal advice he has been given, what is happening next in his case, what his options are and the potential consequences of these options. He has raised concerns around his placement and he wishes to be moved elsewhere where he feels safe and has a support network. He feels that he is not being listened to and his wishes are not being taken seriously.

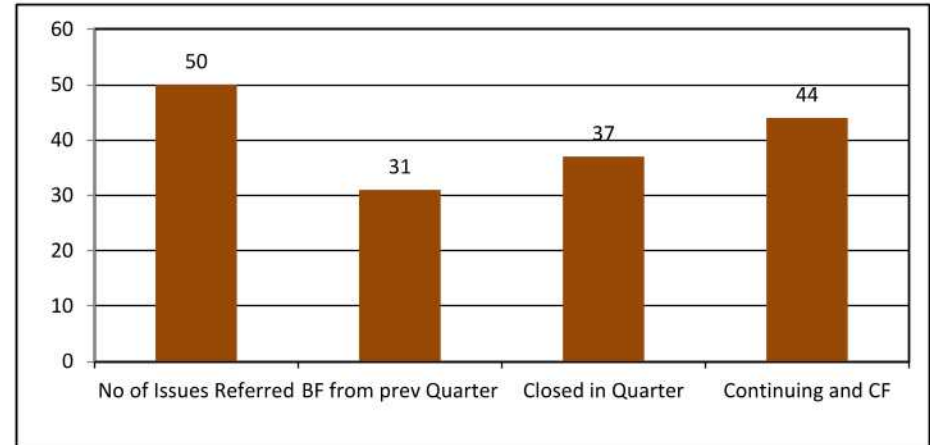
**Action:** Advocate made contact with Dan's solicitor on his behalf and was able to get a comprehensive update on his case which was shared with Dan, with the support of an interpreter. The information was broken down so that he was able to fully understand his position and what to expect next in his case. Dan was informed of his right to make a complaint and the process as explained to him. The Advocate later supported Dan to write and submit his complaint to the LA.

**Outcome:** Dan has a clear understanding of what is happening with his asylum claim and what the possible outcomes are. He is waiting for a resolution meeting during which he will have advocacy support.

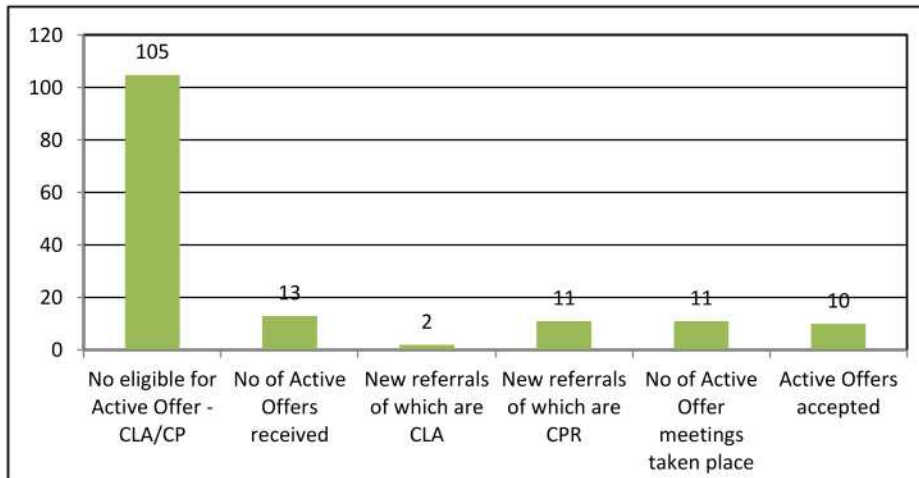
### 1a. Advocacy Cases - Young People - Issue Based Advocacy



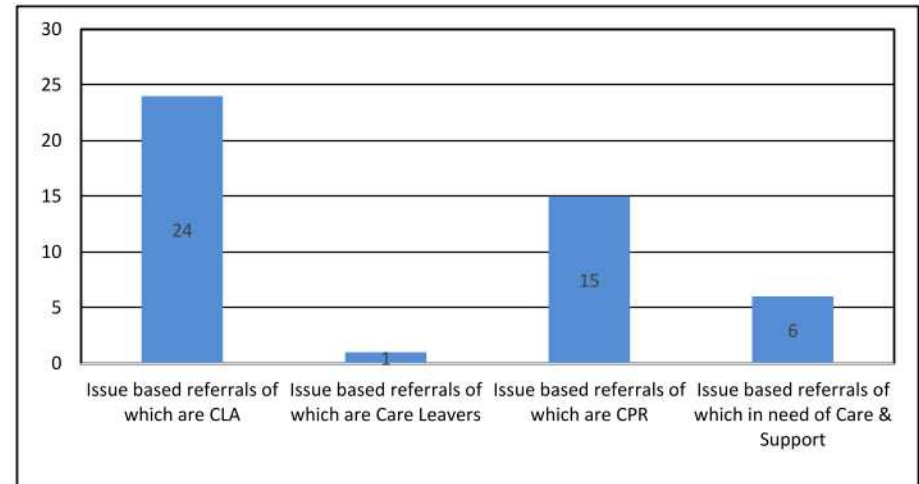
### 1b. Advocacy Cases - Interventions - Issue Based Advocacy



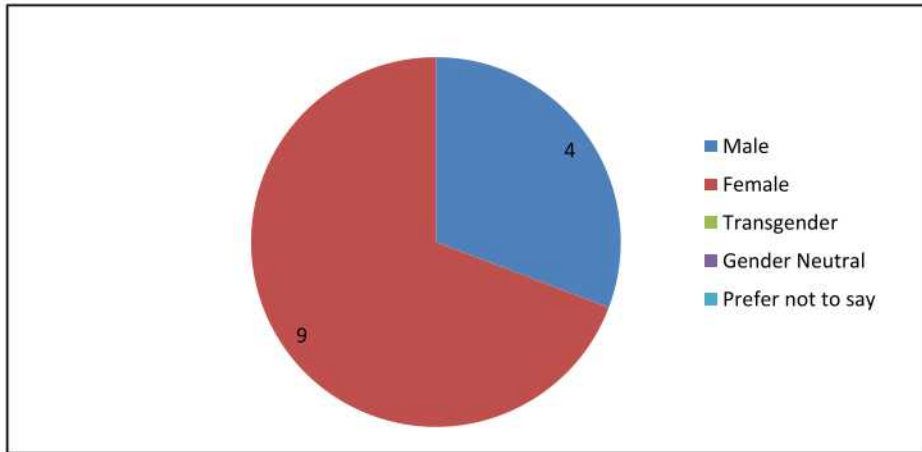
### 2a. Eligibility Criteria: Active Offer



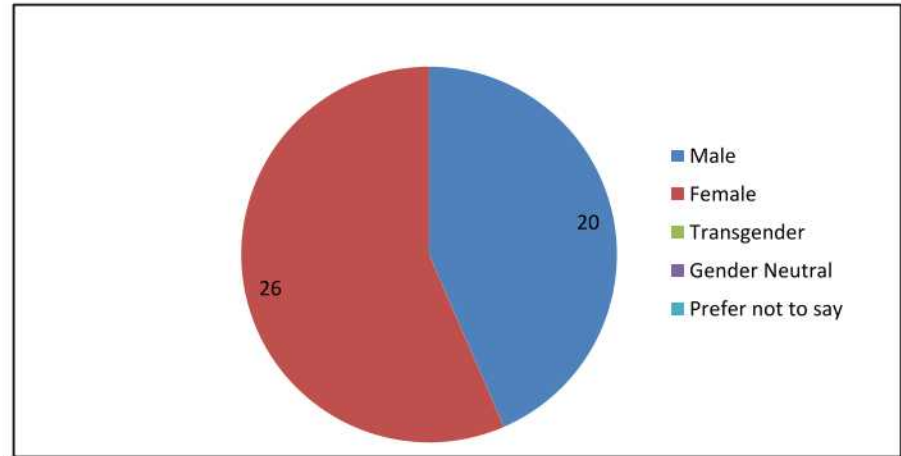
### 2b. Eligibility Criteria: Issue Based



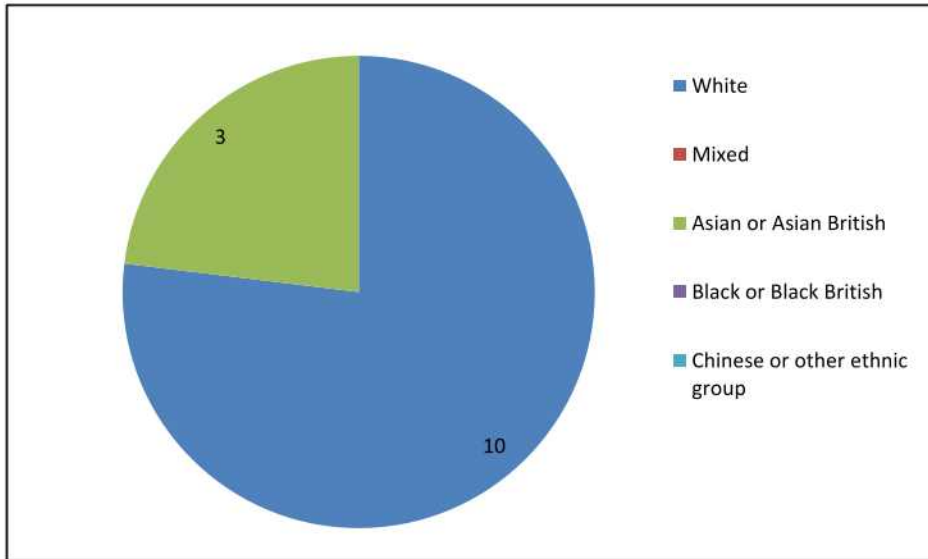
3a. Demographics: Gender - Active Offer



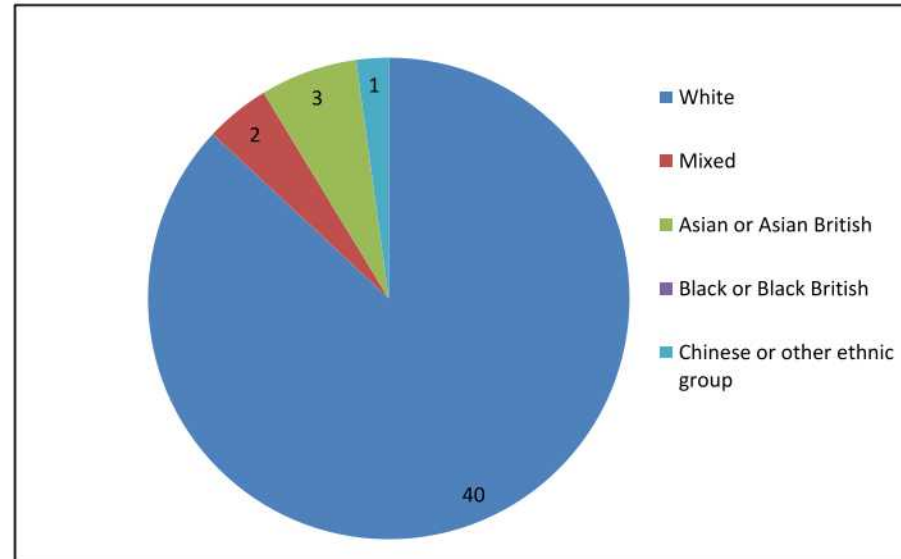
3b. Demographics: Gender - Issue Based



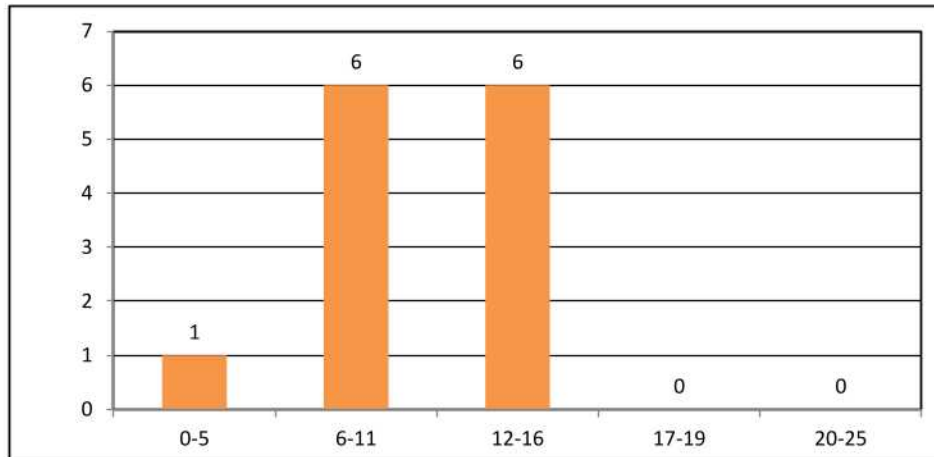
3c. Demographics: Ethnicity - Active Offer



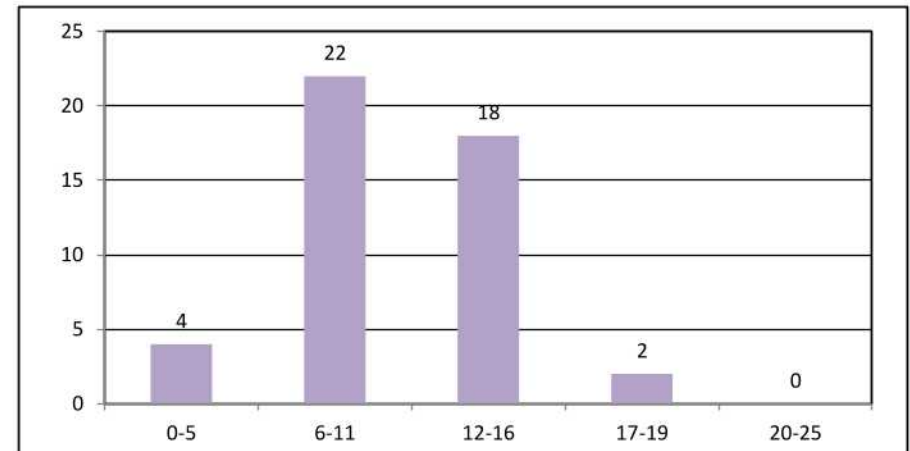
3d. Demographics: Ethnicity - Issue Based



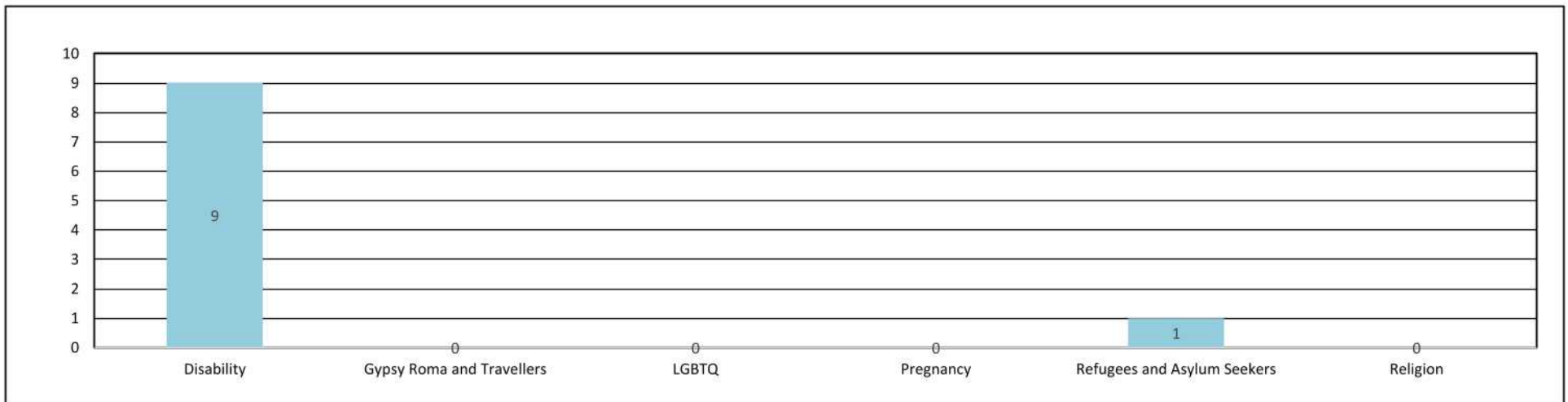
### 3e. Demographics: Age - Active Offer



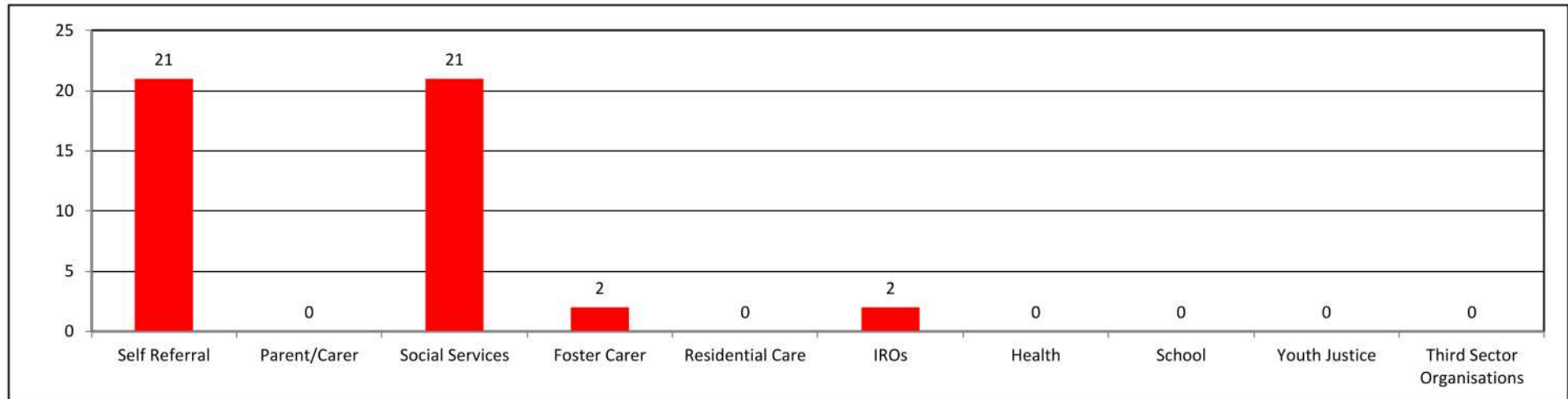
### 3f. Demographics: Age - Issue Based



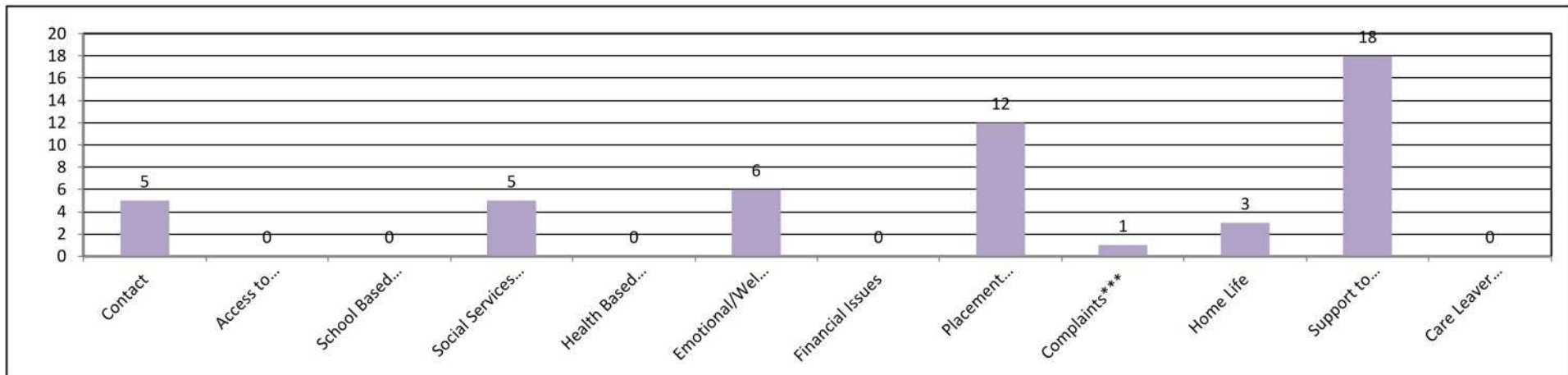
### 4. Protected Characteristics



### 5. Referral Source per young person - Issue Based only



### 6. Issues Presented

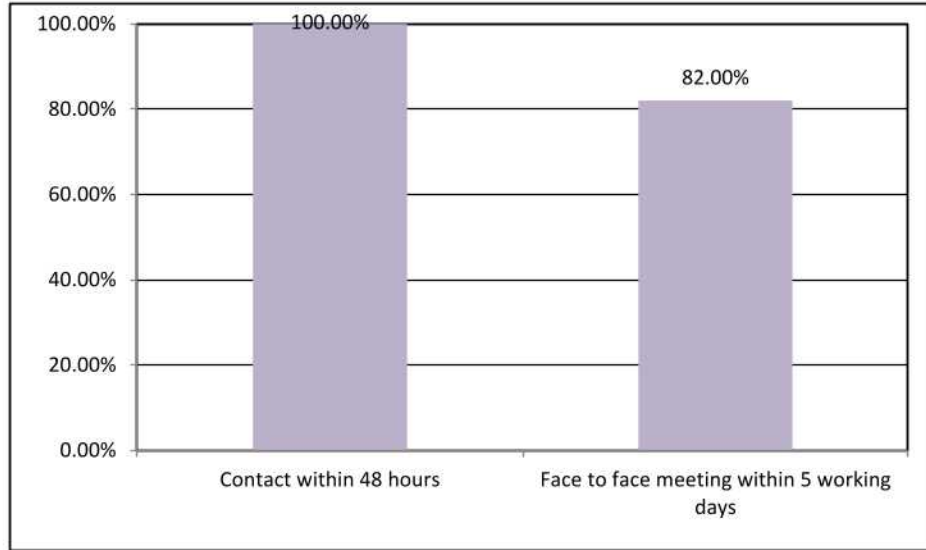


\* School based issues including: SEN/ALN, exclusions, bullying, transport.

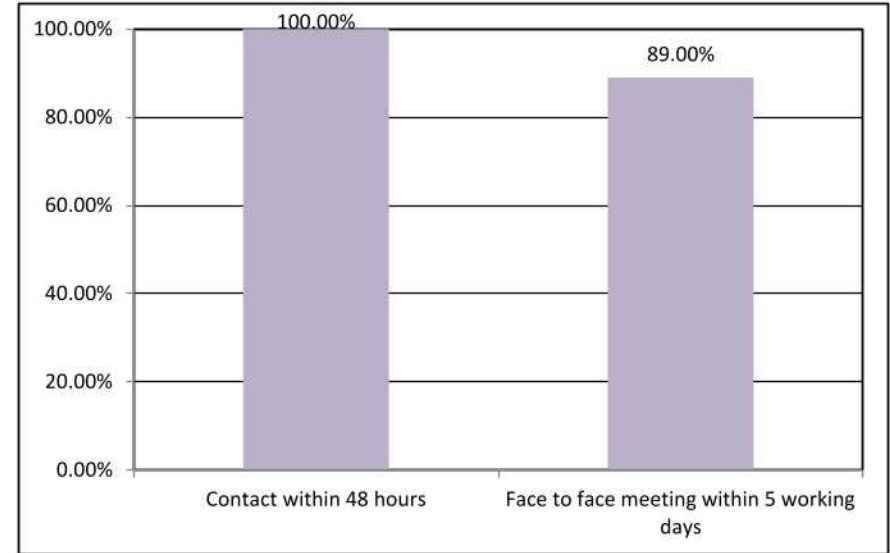
\*\* Social Services based issues including: relationship with worker, care plan, service provided.

\*\*\* Complaints refer to any complaints made against statutory services, including Social Service, Police, Health, YJS

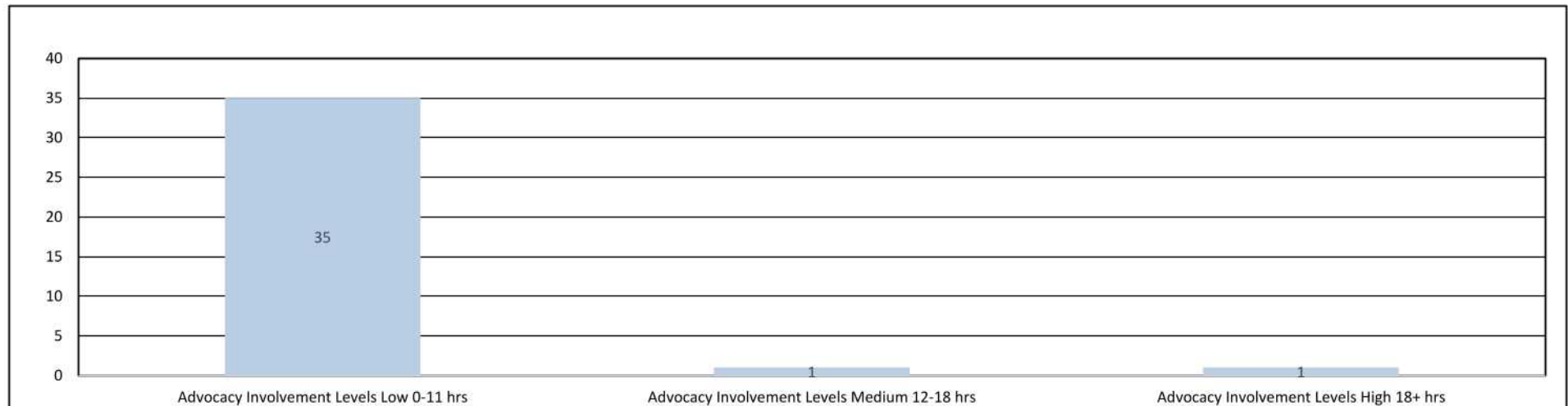
### 7. Service Performance - Active Offer



### Service Performance - Issue Based



### 8. Level of Advocacy Intervention at point of Issue Closure



## 9.Outcomes: linked to The National Advocacy Standards & Outcomes Framework

		Comments
<b>Outcome 1</b>	<b>Children and young people find good quality independent advocacy easily available and accessible.</b>	<p>During this quarter, achievements against the service performance target for contact within 5 days for both Active Offer and IBA has remained the same.</p> <p>Adapting our service to the changing COVID regulations enabled some face to face visits to be undertaken. These were mainly requested by young people who did not want to access virtual meetings, or where it was felt that face to face contact would be better for the young person (privacy, ability to engage, age).</p> <p>Advocates have remained flexible throughout the quarter, which includes being available outside of usual working hours.</p>
<b>Outcome 2</b>	<b>Children and young people have their privacy and confidences respected and their wellbeing safeguarded and protected.</b>	<p>Confidentiality and safeguarding continue to be explained to all new children and young people accessing the service and throughout the advocacy intervention. During the quarter, face to face visits in schools have been requested and agreed where we feel a child/ young person's confidentiality cannot be guaranteed via virtual visits or where sharing their feelings may cause difficult or uncomfortable home situations. Both primary and comprehensive schools across RCT have been very accommodating.</p>
<b>Outcome 3</b>	<b>Children and young people are valued for their diversity, treated with respect and all forms of discrimination against them are challenged.</b>	<p>During this quarter, nine young people were described as having a disability. These include ASD, ADHD, mental health , Autism and learning difficulties.</p> <p>Of the 46 children and young people supported, three identified as Asian, two described their ethnicity as mixed and one as Kurdish.</p> <p>Advocates continue to offer the service through the medium of Welsh and English. Advocates also supported one asylum seeker who requested a Kurdish Sorani translator.</p>



<p><b>Outcome 4</b></p>	<p><b>Children and young people are empowered to take the lead in relation to advocacy services and their rights, wishes and feelings and championed.</b></p>	<p>During this quarter, two young people have successfully advocated for themselves in meetings, with one person deciding she was confident enough to advocate for herself in future meetings.</p> <p>Feedback from children and young people has again been positive this quarter, as evidenced from a selection of quotes highlighted below.</p> <p>"S did all the things we discussed and talked through all options with me."</p> <p>"My advocate T kept me up to date with what was going on"</p> <p>"It was good to have someone speak for me."</p>
<p><b>Outcome 5</b></p>	<p><b>Children and young people participate in the design, planning, delivery, monitoring and evaluation of advocacy services.</b></p>	<p>During this quarter all young people who have received TGP Cymru services this year were contacted and asked to take part in a participation project. A written report will be available shortly.</p> <p>All children and young people continue to be asked for feedback in order for TGP Cymru to monitor the services provided and make improvements where needed. Collecting feedback virtually continues to be a challenge, however plans are underway to improve the feedback process making it more independent and streamlined.</p>