

Agenda Item 7**NYAS Rhondda-Cynon-Taff****Children Services Quarterly Narrative Report****1st March-31st May 2015****1. Progress of service this period.**

- 26 new referrals were received in this period.
- From the 26 referrals, 38 issues were supported by the advocacy service.
- 38 cases were managed in this quarter.
- 24 of these cases have now closed.
- 93 referrals have been received to the service since September 2014 –May 2015.
- 148 issues have been supported by the service to date.
- The majority of young people we worked with this quarter were aged 11-16. (15).
- We have attended, supported and represented children and young people at 9 meetings this quarter. For further breakdown of the purpose of the meeting see RBA report card.
- Requests for Advocacy support at meetings was the highest referral issue this quarter.
- 7 referrals have been directly received from social workers.
- 7 referrals have been received from the Independent Reviewing Officers Team.
- The following table will provide information on the number of referrals received from each team.

Team	Number of referrals.
LAC Teams -Cynon(ACP 1 & 2)	0
LAC ACP 1 -TAF Team	2
LAC ACP 3 -TAF Team	2
Disabilities Team	3
Independent Reviewing Officers Team	7

- Please note included in figures above the young people referred to the service as looked after children include:-
5 young people with a range of severe physical disabilities
3 with SEN needs
2 with diagnosed mental health issues
- All information points within the local authority hold NYAS information leaflets.
- We attended our joint Advocacy contract service review meeting.
- The local Project Leader attended the NYAS Annual Conference and training event in Liverpool.
- New sessional advocates have completed the OCN level 3 training in advocacy.
- This quarter NYAS has continued to promote the advocacy service.
- Advocacy awareness raising sessions have been delivered to the disabled children's team and staff and young people in Beddau and Brynda community homes.
- NYAS Service Manager Emma Phipps-Magill now attends the corporate parenting panel

meetings.

- NYAS staff manned a stand at the Urdd Eisteddford in May.
- NYAS 'Have your say' feedback cards have been implemented within the Rhondda Cynon Taff advocacy project.

2. Themes and Issues this period

1. This quarter the highest number of advocacy referrals received, were for representation and support at meetings.
2. Contact with family members has remained a priority issue for children and young people this quarter. Children and young people are telling NYAS family contact is very important to them. NYAS will continue to advocate and recommend to Children's Services department that this is an area that needs prioritising when care planning for children.
3. We have seen an equal number of referrals this quarter for advocacy support around placement issues. The common issue here has been the lack of consultation with and lack of information provided to young people prior to moving placement.
4. There have been two complaints made to the advocacy service this quarter both were resolved at stage one.

2. Is anyone better off?

NYAS aim to achieve 100% feedback from children and young people at the point of case closure. This quarter NYAS Rhondda Cynon Taff closed 24 cases and received in total 100% verbal feedback.

From all feedback received, no areas of concerns were highlighted. All commented that they felt 'listened to' and advocacy had made their situation 'better.' All children and young people said they would recommend the service to others.

Please refer to the RBA card for feedback breakdown

The following feedback has been received directly from children and young people and ten professionals including 2 Independent Reviewing Officers, 3 Teachers, 2 Agencies, 2 social workers and 1 foster carer all offered professional third party feedback on the advocacy service. Collated from 'Have your say' feedback cards.

CYP 1-4 – "I was pleased to have the chance to talk to my advocate."

CYP 5-10 – "I was so pleased to have someone/independent to listen to my views/how I was feeling."

CYP 9 – "I was happy to see my advocate in my meeting then I didn't feel nervous."

CYP 10- "That's exactly right- what I wanted to say. Thank you so much."

CYP 11- "Although the outcomes were not everything I wanted. Thank you (Advocate) for starting things and now everyone is helping me."

Third Party professional feedback:-

Independent Reviewing Officer- "Advocacy has made a positive contribution to this Review."

Foster Carer- "The way you approached John helped him really open up to you and with his current family situation he really needed to be able to talk to someone independent."

Social Worker- "Now I understand more about what is important to Jenny at this time. We can discuss the issues she feels are most important." (On receiving the young person's views, wishes and feelings report).

Case Study 1 –Advocacy support in Meetings.

J is 14 years old and is a looked after young person placed out of county.

J has recently moved to a Residential placement for the first time. J is diagnosed with mild autism and the effects of foetal alcohol syndrome. J was referred by the Independent Reviewing

Officer who had made an active offer of advocacy to the young person. The young person accepted the offer and requested an advocate to take forward their views, wishes and feelings at the forthcoming LAC review.

What did the Advocate do?

- Contacted J and confirmed consent and arranged an initial advocacy visit.
- Allowed J to take control of visit dates and times.
- On the initial visit, fully explained the advocacy role including confidentiality and consent to share information.
- Allowed J to utilise the service to prioritise the issues.
- Allowed J to explore and discuss wishes and feelings to achieve desired outcome.
- Supported J to write a letter to the social worker to express views, wishes and feelings.
- J also requested that the advocate attend the next LAC review to share this information.
- As directed by J the advocate forwarded the letter to the social worker.

Prior to the LAC review arranged in Wales which the young person had chosen to attend. The placement broke down it was felt the existing placement could no longer keep the young person safe. The young person was placed in a new out of county placement which was further away. This meant that arrangements could not be made for the young person to attend their LAC review.

What did the advocacy service do?

- The local advocacy co-ordinator contacted the young person to reassure J that nyas could still offer advocacy representation in the LAC review meeting.
- As J requested the advocate arranged to telephone J prior to the meeting to update views, wishes and feelings.
- The advocate also fed back to the Independent Reviewing Officer that J would be happy for the LAC review to go ahead provided the IRO rang J prior to the meeting. Then “my advocate can speak for me at the meeting.”

Outcomes for J.

- Increased confidence
- Awareness of rights and entitlements
- Received a consistent advocacy service though moved to a new out of county placement.
- Improved communication skills through telephone discussion with both advocate and IRO.
- Remained able to participate in planning process.
- Enhanced skills in making informed choices.
- J commented “I’m really glad you are still going to my review for me. Thanks loads for that it means a lot to me as I can’t be there.”
- J fed back to the advocate “I felt that I could talk to both my advocates. You were great staying in touch with me when I moved. I would definitely tell other young people to use nyas advocacy to help them too.”

Case study 2 – Advocacy support in meeting.

Referral received from the Independent Reviewing Officer with consent of the young person. P is 15 years old and is placed out of county in a residential setting. P has global development delay and attends a school provision to meet educational needs.. The referral was received to provide P with the opportunity to voice views, wishes and feelings on current placement and to ask if the young person felt that their school provision met their needs.

What did the advocacy service do?

- Contacted P and confirmed consent to receive a service briefly reviewed the advocacy role and provided P with the name of the advocate.

- Allowed P to take control of visit dates and times.
This included P's direct request "I take time to get to know new people. The best way to work with me is to talk about bits of information –one at a time. Then I can remember things and say how I feel."
- Allowed P to utilise the service to meet their needs by prioritising their own issues.
- Allowed P to explore and discuss wishes and feelings and to achieve desired outcomes.
- Allowed the young person to manage their level of understanding and information. Meeting with P on three occasions to draft the views, wishes and feelings report.
- Supported P to write a letter to express views, wishes and feelings and requests.
- Attended P's LAC review as requested to take forward "my voice."
- The advocate agreed to keep P informed and provided feedback following the meeting.
- Met with P to feedback following the meeting.
- P was given all contact information for future reference and commented "I would definitely ring if I needed an advocate again."

Outcomes for P

- Increased confidence
- Awareness of rights and entitlements
- Enabled P to explore views, wishes and feelings.
- Allowed P to direct the frequency of meetings and prioritise the issues for discussion.
- Allowed P to manage the discussion in order to understand information.
- Enhanced skills in planning and decision making.
- Enhanced skills in making informed choices.
- Enabled P to participate in the LAC review. P chose to join the advocate towards the end of the meeting.
- Met with P to review and evaluate the outcomes from the Meeting.
- P commented "I was so pleased that you were prepared to listen to everything that was important to me. It helped me so much. I was really glad you were in my Meeting it made a difference to me."

Case study 3 – Complaint- Placement move.

D is 18 years old. D self-referred by coming into the local Advocacy office with a support worker. D's support worker from a private Residential unit said that D wanted to put in a formal complaint as the young person was being forced to move against their wishes by the local authority.

What did the advocacy service do

- Co-ordinator initially met with D accompanied by a support worker in the local office.
- Explained the role of independent advocate including confidentiality and consent to share information.
- At D's request explained the complaints process
- During the meeting D's support worker was relaying D's views.
- The co-ordinator reviewed the advocacy role to enable the young person to express views, wishes and feelings. D commented "I only knew this morning I had to leave –so it was a shock and I am upset."
- D was offered the opportunity to think about things in order to discuss with the advocate.
- The young person decided to wait would like to "wait a day or two to think about things and consider all my options for the future. Then my advocate to contact me to arrange a visit. I would prefer to have a male advocate."

What did the Advocate do?

- Telephoned D to arrange a visit.
- Allocated a male advocate as requested.
- Allowed D to control of visit dates and times.

- On the initial visit reviewed the advocacy role including confidentiality and consent to share information.
- D requested that the advocate reviewed the complaints procedure and helped the young person to draft a complaint letter.
- Allowed D to explore and express views, wishes and feelings in a stage one complaint letter.
- Submitted the complaint as requested by D.
- Agreed to contact D as an initial response to the complaint was received.
- Informed the young person that they could then decide if they were satisfied with the response to the stage one Complaint.

Outcomes for D.

- On this occasion the Complaints unit responded to say that whilst D's complaint was reviewed D could remain at the placement.
- D was pleased at this and contacted the advocate to say "I think that's fair while they have a look at my letter."
- Within 48 hours D contacted the advocate again to say "I've moved the placement told me I can't stay because there's a new bed now coming in Monday. That means another young person. I am staying with my Mum over the weekend so I can think about things."
- D was offered another supported living placement.
- D was allowed to decide on future living arrangements.
- D decided to remain at home with mum.
- D fed back to the advocate "To be fair they did listen to my Complaint. I'm happy with how things turned out, I feel safe now at home with my mum and its round the corner from my new work placement."

Cases now closed.

3. Independent Visitor Service

Progress during this quarter includes:-

- Links with partners continue to be developed to re-establish NYAS Independent Visitor Service and to advertise the Independent Visitor role as a Volunteering opportunity.
- To promote the independent visitor service to social care practitioners- This continues to be actively promoted through our awareness raising sessions.
- Currently we are receiving both new referrals for young people and enquiries from new Volunteers. We will continue to progress these during the next quarter.

4. Key recommendations

(*NYAS recommendations to LA's for service improvement*)

- NYAS has continued to ask children and young people of their understanding and involvement in their care planning. This quarter NYAS closed twenty four advocacy cases and received feedback from all young people. Fifteen of the young people reported they knew about and understood their care plan. Four had chosen to receive a copy. Twelve young people said that they had been consulted with regarding their care plan. NYAS will continue to highlight to children services departments the importance of children and young people's involvement in the care planning process. NYAS would welcome the opportunity in working with the local authority to develop a child friendly version of care plans. The positive feedback received from children and young people referred to the service indicates that both understanding of and involvement in the care planning process is slowly increasing.
- NYAS recommends that children and young people are consulted with early on in the planning process. For children and young people with disabilities or special educational needs that they are also equally encouraged to participate in the care planning process or any relevant meetings. Allowing them adequate time to work with an advocate.

NYAS has an extensive range of communication tools and trained advocates to support the local authority in this process.

- NYAS recommends that when changes are being considered with regard to placement that young people have as much information as possible. Direct feedback from young people this quarter indicates that when young people are informed they are “less afraid” of moving placement.
- NYAS recommends that when placements are being considered with regard to older young people placed on an independent living programme. That careful consideration is given to how the placement will work with the young person to enable them to develop their independent living skills and self- confidence. When this is neglected, often young people lack the confidence and skills to be able to live independently.
- NYAS would welcome the opportunity to work pro-actively with the local authority to improve this by sharing good practice.
- NYAS would like to work with the local authority in ensuring that all children and young people are aware of the advocacy service and how to access it. NYAS suggests that a pilot process of the active offer of advocacy be put in place within named child care teams. This will allow us to monitor the workability of this offer and its impact on referrals to the service.

ADVOCACY Report Card: Performance Accountability**Reporting period:** Quarter 3 (NYAS 2) 1st March 2015 – 31st May 2015 Rhondda Cynon Taff

	How much did we do?	Target	Q1	Q2	Q3	Result (Quarterly, unless otherwise stipulated)	Accumulative
	Male /female annual breakdown statistics inclusive of disability referrals Note * included in LAC referrals were 7 young people with disabilities. (See narrative report).	21	46	21	26	Male – 11 Female – 15	93
	Statistics by age						
	0 – 10yr olds		8	3	1	Male - 1 Female - 0	12
	11- 16yr olds		28	16	16	Male - 7 Female - 9	60
	17+		10	2	9	Male - 4 Female - 5	21
	Total		46	21	26		93
1.	Number of referrals received, broken down by source (Self, Children's Services – other sources of referral?)		2	2	7	Advocate/Coordinator	11
			16	8	6	Social Worker	30
			3	7	7	Social Services-IRO	17
			3	0	0	Children's Services	3
			3	2	0	Residential Unit	5
			1	1	1	Parent/Family	3
			15	0	2	Self-referral	17
			2	0	0	Foster Carer	2
			0	1	0	Support Worker	1
			1	0	1	Youth Organisation	2
			0	0	2	School	2
			46	21	26	Total	93

5	Issues presented for advocacy support						
	<p>Issues a child/young person needs advocacy representation on:-</p> <p>The information below highlights key issues brought to NYAS this quarter. The table will provide an indication of how many children/young people received advocacy support with this particular issue. A number of young people may seek support for further issues once advocacy support is in place.</p>						
	Contact		15	6	7	<p>Advocacy requests to support children and young people with family contact.</p> <p>All referrals were requests for family contact to be stopped, started or changed.</p>	28
	Placement Issues (breakdown, change etc)		16	6	7	<p>Referrals received for advocacy support around placement issues. The issues consisted of requests to move placement/remain in placement and requests for support to improve relationships within placement.</p>	29
	Relationship with social worker		5	3	2	<p>Referral received for advocacy support around issues with social worker this quarter. These issues were resolved during agreed meetings.</p>	10
	Education		7	2	3	<p>Referrals received for advocacy support around education issues. The issues were transition, lack of placement and unsuitable placement. (See narrative report)</p>	12

Health		1	0	1	Referral received for advocacy support to view personal medical files.	2
Leaving Care/Transition		4	0	0		4
Housing (Homelessness/Unsuitable accommodation)		2	0	0		2
NYAS Legal Services		0	3	0		3
Complaints Against Local Authority		2	2	2	Complaints resolved at stage 1 both regarding decisions made by social services.	6
Complaints Against Police		0	2	0		2
Disabilities		0	0	3	Referrals received for advocacy support from young people with disabilities. (See narrative report).	3
Immigration		0	0	1	Referral received for advocacy support with issues around immigration.	1
Other Appropriate services/Signposting		0	0	3	Young people were signposted to other appropriate services.	3
Representation at Meetings		19	5	5 LAC	Referrals were received for representation/support at LAC reviews to promote the general views, wishes and feelings around review topics.	29
Includes support, preparation and attendance for LAC reviews, CIN meetings, core groups & CP conference.		9	0	3 CP	Conferences/Meetings Additional support provided to understand CP procedures. Where The child/young	12

						person was unable to attend advocacy representation was provided and feedback given to ensure a fully inclusive process.	
			1	0	0 CIN	Child-In-Need Meeting.	1
			0	0	1 FGC	Family Group Conference.	1
	Total issues supported by advocacy this quarter		81	29	38	Total issues support year to date	148
	Legal status of referrals:						
	<ul style="list-style-type: none"> • Care Order <ul style="list-style-type: none"> - In County - Out of County 	In county Out of county	31 15	10 11	19 7	NYAS received 26 advocacy referrals for those children and young people known as looked after, seven of which were placed out of county.	60 33
	<ul style="list-style-type: none"> • Full care order –Section 31 		19	11	9		39
	<ul style="list-style-type: none"> • Interim care order – Section 30 		1	1	0		2
	<ul style="list-style-type: none"> • Accommodated – Section 20 		14	6	8		28
	<ul style="list-style-type: none"> • Section 17 CIN/CP and CWD 		10	3	7		20
	<ul style="list-style-type: none"> • Leaving Care 		2	0	1		3
	<ul style="list-style-type: none"> • Vulnerable Adult (See narrative report) 		0	0	1		1
	Total		46	21	26		93
6.	How well did we do it?						

19.	% cases where case was allocated to Advocate within 1 working day		77%	80%	90%	For 3 of cases, allocation could not take place within this time frame due to 1 in hospital, and Bank Holidays.	78%
20.	% cases where (when decided child needs to see an Advocate) child-Advocate meeting within 3 working days of allocation		90%	80%	73%	This target not possible due to holiday period.	85%
21.	% referrals acknowledged within 3 working days		100%	100%	100%	All referrals received were allocated and acknowledged with the child/young person within 3 working days.	100%
22.	% children matched to Advocate within 5 working days		100%	100%	100%	All referrals were matched to an advocate within 5 working days as outlined within NYAS allocation standards.	100%
23.	Number of referrals – at 21 per quarter or more?			21	26	26 referrals were received this quarter. 5 referrals above the target figure of 21.	47
24.	Is anyone better off? Did we make a difference? Based on Advocacy Standards.						
	Feedback on cases closed offered by young people.						
						NYAS closed 24 cases this quarter and received feedback from all young people. Further information on feedback including quotes can be found on the quarter 3 narrative report.	
1.	How happy were YP in the support that they received from NYAS?		Yes	Yes	Yes	All said they were happy with the support they received.	
2.	Did young people get enough information on what was happening from NYAS?		Yes	Yes	Yes	All commented- kept informed	

3.	How well did YP understand what was happening?		Yes	Yes	Yes	All young people feedback that they understood what was happening to them.	
4.	How well did YP feel listened to?		Yes	Yes	Yes	All children and young people said they felt listened too.	
5.	Were YP treated fairly by NYAS?		Yes	Yes	Yes	All felt they were included and treated fairly.	
6.	Would the YP recommend NYAS		Yes	Yes	Yes	All young people stated they would recommend NYAS others.	All
7.	Did NYAS make the situation better/worse?		Better	Better	Better	All reported that advocacy made their situation better.	
8.	Children with Disability reporting they were happy with services received?		N/A	N/A	N/A	No young people fed back to the service using the disability feedback forms.	N/A



NYAS Rhondda-Cynon-Taff

Children Services Quarterly Narrative Report

1st June -31st August 2015

1. Progress of service this period.

- 22 new referrals were received in this period.
- From the 22 referrals, 26 issues were supported by the advocacy service.
- 36 cases were managed in this quarter.
- 23 of these cases have now closed.
- 115 referrals have been received to the service since September 2014 –August 2015. This has exceeded the annual target set for NYAS advocacy referrals.
- 174 issues have been supported by the service to date.
- The majority of young people we worked with this quarter were aged 11-16. (13).
- We have attended, supported and represented children and young people at 8 meetings this quarter. For further breakdown of the purpose of the meeting see RBA report card.
- Requests for advocacy support at meetings was the highest referral issue this quarter.
- 12 referrals have been directly received from social workers.
- 3 referrals have been received from the Independent Reviewing Officers Team.
- The following table will provide information on the number of referrals received from each team.

Team	Number of referrals.
LAC Teams -Cynon(ACP 1 & 2)	3
LAC ACP 1 -TAF Team	2
LAC ACP 3 -TAF Team	2
Disabilities Team	5
Independent Reviewing Officers Team	3

- Please note included in figures above the young people referred to the service as looked after children include:-
- 2 young people with cerebral palsy.
- 3 young people with SEN needs
- All information points within the local authority hold NYAS information leaflets.
- The local Project Leader and advocates have completed the following training:-
Return Interviews.
An Introduction to the Social Services and Well Being Act 2014
- Newly recruited advocates have completed shadowing experienced advocates in their work locally.
- This quarter NYAS has continued to promote the advocacy service.
- An Advocacy awareness raising session was delivered to the LAC Education Co-ordinators.
- The annual target was met with 24 Advocacy awareness raising visits to young people in local authority residential units being completed during 2014-2015.

- Our annual publicity plan and promotion of the service has been reviewed.
- NYAS 'Have your say' feedback cards continue to provide valuable feedback within the Rhondda Cynon Taff advocacy project.

2. Themes and Issues this period

1. This quarter the highest number of advocacy referrals received, were for representation and support at meetings. This issue also received the highest number of advocacy referrals during the year.
2. Contact with family members has remained a priority issue for children and young people this quarter and a reoccurring theme throughout the year. Children and young people are telling NYAS family contact is very important to them. NYAS will continue to advocate and recommend to Children's Services department that this is an area that needs prioritising when care planning for children.
3. We have seen a lower number of referrals this quarter for advocacy support around placement issues. The common issue here has been the lack of consultation with and lack of information provided to young people prior to moving placement.
4. There have been three complaints made to the advocacy service this quarter which were resolved at stage one.

2. Is anyone better off?

NYAS aim to achieve 100% feedback from children and young people at the point of case closure. This quarter NYAS Rhondda Cynon Taff closed 23 cases and received in total 100% verbal feedback.

From all feedback received, no areas of concerns were highlighted. All commented that they felt 'listened to' and advocacy had made their situation 'better.' All children and young people said they would recommend the service to others.

Please refer to the RBA card for feedback breakdown.

The following feedback has been received directly from children and young people and ten professionals including 2 Independent Reviewing Officers, 6 social workers, 1 foster carer and the complaints unit all offered professional third party feedback on the advocacy service.

Collated from 'Have your say' feedback cards.

CYP 1-10 – "I was pleased/ happy to have the chance to talk to my advocate and my advocate listened."

CYP 11-14 – "Advocacy really helped me to explain my feelings/questions and social services did listen and explain things to me."

CYP 15-16 – "Advocacy helped me get more information and my care plan reviewed."

CYP 17- "That's exactly right- what I wanted to say. Thanks for helping me."

CYP 18- "Although the outcome was not what I wanted everything was done correctly this time. Thank you for helping me to be listened to I feel better."

CYP 19- "Thanks for helping me explain politely/clearly why I wanted to change my social worker."

CYP 20-23- "Advocacy helped me because I'm shy/I get nervous/my words muddled up in my meetings."

Third Party professional feedback:- 10 professionals provided positive feedback regarding the advocacy service this quarter these included:-

Independent Reviewing Officer- "Thanks to the advocate for a really positive input in supporting P and for attendance at the meeting."

Foster Carer- "N really appreciated that you let them decide when to meet you they said that it made them feel that what they had to say was important."

Social Worker- "You really helped R in being able to talk through and explore their wishes and feelings. R has positively engaged with the advocacy service."

Case Study 1 – Advocacy support in Meetings.

D is 12 years old and is a looked after young person.

D rang the local advocacy office as a recent service user to request advocacy support to take forward their views, wishes and feelings at a forthcoming LAC review. D also requested if possible to speak to the same advocate "as they really helped me last time and know the things I've gone through." D's mother had recently passed away.

What did the Advocate do?

- Contacted D and arranged an initial advocacy visit.
- Allowed D to take control of visit dates and times.
- On the initial visit, reviewed the advocacy role including confidentiality and consent to share information.
- Allowed D to utilise the service to meet their needs by prioritising their own issues.
- Allowed D to explore and discuss views, wishes and feelings.
- Supported D to write a letter to the social worker to express views, wishes and feelings. Which included being really happy in a new placement and an important request "I am ready to visit my Auntie now to choose a keepsake of my mothers."
- As directed by D the advocate forwarded the letter to the social worker.
- The advocate accompanied D in the LAC review and read out views, wishes and feelings as directed by D.
- At the end of the meeting reviewed outcomes with D.

Outcomes for D.

- D's request for the same advocate was met.
- Increased confidence
- Awareness of rights and entitlements
- Enabled D to discuss and explore views, wishes and feelings.
- Improved communication skills by writing a letter supported by the advocate.
- Enabled D to participate in the LAC review.
- Enhanced skills in making informed choices.
- D fed back to the advocate "It really helped me to talk about my feelings since losing my Mum and you just listening. I was really glad that you came to my meeting with me as I am shy and don't always want to speak up. I was pleased that everyone listened and I do feel that things are getting better. Thank you."

Case study 2 – Complaint- request to change social worker.

B is aged 14 and a looked after young person. B is a previous service user. B contacted their advocate direct to request advocacy support in making a Complaint about the social worker.

What did the advocacy service do?

- Contacted B to briefly review the advocacy role and complaints procedure.
- Allocated an advocate to support B in drafting a stage one complaint letter.

What did the Advocate do?

- Telephoned B to arrange a visit.
- Allowed B to control visit dates and times.
- On meeting with the young person reviewed confidentiality, consent to share information and the complaints process.
- Allowed B to explore and discuss the reasons for their complaint and desired outcome.
- Supported B to write a stage one complaint letter.
- As B requested submitted the letter to the complaints unit.
- Contacted B to review the complaint response as received.

Outcomes for B

- Increased confidence
- Awareness of rights and entitlements
- Enhanced skills in making informed choices.
- Enabled B to explore their views, wishes and feelings.
- Improved communication skills by writing the complaint letter supported by the advocate.
- Enabled B to take forward their complaint.
- B commented on receiving the response to their complaint "I was really pleased and surprised that the Team Manager has listened to me and the reasons why I was so disappointed in my social worker. I received an apology and I will be getting a new social worker"
- B's faith and trust in professionals within children's services was restored.

Case study 3 – Transition to Adult services.

A is a looked after young person aged 17 who was referred to the advocacy service following an offer of advocacy being made by their social worker. A is diagnosed with ADHD and Autism and also has cerebral palsy. The referral was to gain A's views, wishes and feelings with regard to the future and transition to Adult services. Including any support A felt they may need. One option A had been asked to consider by social services included attending a Residential College in the future?

What did the Advocate do?

- Telephone A to confirm consent and arrange the initial visit.
- Allowed A to take control of visit dates and times.
- On the initial visit, reviewed the advocacy role including confidentiality and consent to share information.
- Allowed A to utilise the service to meet their needs by prioritising their own issues.
- Allowed A to explore and discuss views, wishes and feelings.
- Supported A to draft a letter to the social worker to express views, wishes and feelings.
- A requested "A place to live and learn is important but I don't really understand quite what this means? Can I have more time to think about it and then finish my letter with you? Maybe in a week?"
- This was agreed by the advocate as an advocacy action plan with A.
- On the second visit in completing their views, wishes and feelings letter the young person requested to visit a residential college. "So I can understand more and see it for myself.." Also regarding Adult mental health services- "I know it's about my health but don't understand what that is."
- As directed by A the advocate forwarded the letter to the social worker.

Outcomes for A.

- Increased confidence.
- Awareness of rights and entitlements.

- Enhanced skills in making informed choices.
- Enabled A. to explore their views, wishes and feelings.
- Improved communication skills by writing a views, wishes and feelings letter supported by the advocate.
- Enabled A to manage information in order to process and understand it.
- Offered A the opportunity to explain the things not understood and to ask questions.
- On completing the feedback card with the advocate A commented “They are going to take me to see a Residential college and that’s good. My advocate (you) were nice. I would definitely tell other people to use an advocate.”

Cases now closed.

3. Independent Visitor Service

Progress during this quarter includes:-

- Links with partners continue to be developed to re-establish NYAS Independent Visitor Service and to advertise the Independent Visitor role as a Volunteering opportunity.
- To promote the independent visitor service to social care practitioners- This continues to be actively promoted through our awareness raising sessions.
- Currently we arranging visits with new Volunteers and young people. We will continue to progress these during the next quarter.
- One referral was received for the IV Service via the social worker. The young person aged 14 was visited by the IV Co-ordinator and did spend time discussing the role of an Independent Visitor. The young person declined the IV Service as they had “Not much time to spend with that person. Although I can see it would help some young people. I’m always out with my mates and play three sports.” However, the young person did take up the offer of an advocate.

4. Key recommendations

(*NYAS recommendations to LA’s for service improvement*)

- NYAS has continued to ask children and young people of their understanding and involvement in their care planning. This quarter NYAS closed twenty three advocacy cases and received feedback from all young people. Seventeen of the young people reported they knew about and understood their care plan. One had chosen to receive a copy. Eleven young people said that they had been consulted with regarding their care plan. NYAS will continue to highlight to children services departments the importance of children and young people’s involvement in the care planning process. NYAS would welcome the opportunity in working with the local authority to develop a child friendly version of care plans. The positive feedback received from children and young people referred to the service throughout the year indicates that both understanding of and involvement in the care planning process is slowly increasing.
- NYAS recommends that children and young people are consulted with early on in the planning process. For children and young people with disabilities or special educational needs that they are also equally encouraged to participate in the care planning process or any relevant meetings. Allowing them adequate time to work with an advocate. NYAS has an extensive range of communication tools and trained advocates to support the local authority in this process. The number of young people being referred to the service with disabilities or special educational needs has also increased during the year.
- NYAS recommends children and young people are consulted with early on in the planning process. When changes are being considered with regard to placement or family contact. Children and young people have fed back to NYAS, consistency in placement and family contact is very important to them and they would like to be involved/ consulted on the decisions around these themes and issues. NYAS recommends that when such changes are being considered that young people have as much information as possible. Direct

feedback from young people indicates that when young people are informed they are “less afraid” of moving placement and also “less worried” about their family. NYAS would be happy to share with the local authority good practice processes to support children and young people to have a say in these matters.

- NYAS continues to recommend that when placements are being considered with regard to older young people placed on an independent living programme. That careful consideration is given to how the placement will work with the young person to enable them to develop their independent living skills and self-confidence. When this is neglected often young people lack confidence in themselves to be able to live independently. NYAS would welcome the opportunity to work pro-actively with the local authority to improve this by sharing good practice processes.
- NYAS would like to work with the local authority in ensuring that all children and young people are aware of the advocacy service and how to access it. NYAS suggests that a pilot process of the active offer of advocacy be put in place within named child care teams. This will allow us to monitor the workability of this offer and its impact on referrals to the service.

ADVOCACY Report Card: Performance Accountability**Reporting period:** Quarter 4 (NYAS 2) 1st June 2015 – 31st Aug 2015 Rhondda Cynon Taff

	How much did we do?	Target	Q1	Q2	Q3	Q4	Result (Quarterly, unless otherwise stipulated)	Accumulative
	Male /female annual breakdown statistics inclusive of disability referrals Note * included in LAC referrals were 15 young people with disabilities. (See narrative report).	21	46	21	26	22	Male – 8 Female – 14	115
	Statistics by age							
	0 – 10yr olds		8	3	1	2	Male - 2 Female - 0	14
	11- 16yr olds		28	16	16	16	Male - 4 Female - 12	76
	17+		10	2	9	4	Male - 2 Female - 2	25
	Total		46	21	26	22		115
1.	Number of referrals received, broken down by source (Self, Children's Services – other sources of referral?)		2	2	7	5	Advocate/Coordinator	16
			16	8	6	12	Social Worker	42
			3	7	7	3	Social Services-IRO	20
			3	0	0	0	Children's Services	3
			3	2	0	0	Residential Unit	5
			1	1	1	1	Parent/Family	4
			15	0	2	0	Self-referral	17
			2	0	0	1	Foster Carer	3
			0	1	0	0	Support Worker	1
			1	0	1	0	Youth Organisation	2
			0	0	2	0	School	2
			46	21	26	22	Total	115

5	Issues presented for advocacy support							
	<p>Issues a child/young person needs advocacy representation on:-</p> <p>The information below highlights key issues brought to NYAS this quarter. The table will provide an indication of how many children/young people received advocacy support with this particular issue. A number of young people may seek support for further issues once advocacy support is in place.</p>							
	Contact		15	6	7	6	<p>Advocacy requests to support children and young people with family contact.</p> <p>All referrals were requests for family contact to be stopped, started or changed.</p>	34
	Placement Issues (breakdown, change etc)		16	6	7	4	<p>Referrals received for advocacy support around placement issues. The issues consisted of requests to move placement/remain in placement and requests for support to improve relationships within placement.</p>	33
	Relationship with social worker		5	3	2	0	<p>Referral received for advocacy support around issues with social worker this quarter. These issues were resolved during agreed meetings.</p>	10

Education		7	2	3	0	Referrals received for advocacy support around education issues. The issues were transition, lack of placement and unsuitable placement.	12
Health		1	0	1	0	Referral received for advocacy support to view personal medical files.	2
Leaving Care/Transition		4	0	0	1		5
Housing (Homelessness/Unsuitable accommodation)		2	0	0	0		2
NYAS Legal Services		0	3	0	0		3
Resources		0	0	0	2		2
Complaints Against Local Authority		2	2	2	3	Complaints resolved at stage 1 both regarding decisions made by social services. See narrative report.	9
Complaints Against Police		0	2	0	0		2
Disabilities		0	0	3	0	Referrals received for advocacy support from young people with disabilities.	3
Immigration		0	0	1	0	Referral received for advocacy support with issues around immigration.	1
Pathway Planning		0	0	0	1		1

Carer		0	0	0	1		1
Other Appropriate services/Signposting		0	0	3	0	Young people were signposted to other appropriate services.	3
Representation at Meetings Includes support, preparation and attendance for LAC reviews, CIN meetings, core groups & CP conference.		19	5	5 LAC	7	Referrals were received for representation or support at LAC reviews to promote the general views, wishes and feelings around review topics. See narrative report	36
		9	0	3 CP	1	Conferences/Meetings Additional support provided to understand CP procedures. Where The child/young person was unable to attend advocacy representation was provided and feedback given to ensure a fully inclusive process. see narrative report.	13
		1	0	0 CIN	0	Child-In-Need Meeting.	1
		0	0	1 FGM	0	Family Group Conference.	1
Total issues supported by advocacy this quarter		81	29	38	26	Total issues support year to date	174

	Legal status of referrals:							
	<ul style="list-style-type: none"> • Care Order <ul style="list-style-type: none"> - In County - Out of County 	In county Out of county	31 15	10 11	19 7	12 10	NYAS received 22 advocacy referrals for those children and young people known as looked after, ten of which were placed out of county. See narrative report.	72 43
	• Full care order –Section 31		19	11	9	13		52
	• Interim care order – Section 30		1	1	0	0		2
	• Accommodated – Section 20		14	6	8	4		32
	• Section 17 CIN/CP and CWD		10	3	7	5		25
	• Leaving Care		2	0	1	0		3
	• Vulnerable Adult (See narrative report)		0	0	1	0		1
	Total		46	21	26	22		115
6.	How well did we do it?							
19.	% cases where case was allocated to Advocate within 1 working day					100%	All young people referred were allocated an advocate within 1 working day.	
20.	% cases where (when decided child needs to see an Advocate) child-Advocate meeting within 3 working days of allocation					82%	This target not possible due to holiday period.	
21.	% referrals acknowledged within 3 working days					100%	All referrals received were allocated and acknowledged with the child/young person within 3 working days.	

22.	% children matched to Advocate within 5 working days					100%	All referrals were matched to an advocate within 5 working days as outlined within NYAS allocation standards.	
23.	Number of referrals – at 21 per quarter or more?					22	22 referrals were received this quarter. 1 referral above the target figure of 21.	
24.	Is anyone better off? Did we make a difference? Based on Advocacy Standards.							
	Feedback on cases closed offered by young people.							
							NYAS closed 23 cases this quarter and received feedback from all young people. Further information on feedback including quotes can be found on the quarter 4 narrative report.	
1.	How happy were YP in the support that they received from NYAS?					Yes	All said they were happy with the support they received.	
2.	Did young people get enough information on what was happening from NYAS?					Yes	All commented- kept informed	
3.	How well did YP understand what was happening?					Yes	All young people feedback that they understood what was happening to them.	
4.	How well did YP feel listened to?					Yes	All children and young people said they felt listened too.	
5.	Were YP treated fairly by NYAS?					Yes	All felt they were included and treated fairly.	

6.	Would the YP recommend NYAS					Yes	All young people stated they would recommend NYAS others.	
7.	Did NYAS make the situation better/worse?					Better	All reported that advocacy made their situation better.	
8.	Children with Disability reporting they were happy with services received?					N/A	No young people fed back to the service using the disability feedback forms.	

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