



gwasanaeth eiriolaeth
ieuenctid cenedlaethol
national youth
advocacy service

Our Presentation to You

A brief overview of our service

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NYAS Cymru Cardiff



Who are



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NYAS Cymru are a leading rights-based charity who provide **independent advocacy services** for children and young people aged between 5-25 in Cardiff

We ensure their rights are upheld and their views, wishes and feelings are **respected** and their voices are **heard**.

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Active Offer Advocacy Services

Children and young people are eligible for the active offer when they are new to the Looked After or Child Protection system.

This covers children of compulsory school age 5 plus

Issue Based Advocacy services

Children and young people who are on the Child Protection Register, Looked After, receiving Care and Support (including children and young people with disabilities) or care leavers are eligible.



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Types of Issues

1 Placement

2 Contact and Family Time

3 Support at Meetings

4 Education

5 Leaving Care

6 Support to make a Complaint

7 Access to Legal representation

Annual figures : Apr – Sept 2023

Referrals: 408

178 Issue based

230 Active offers

This includes:

- Supporting 24 CYP with disabilities and 10 Unaccompanied Asylum Seeking CYP
- 17 referrals were for children and young people placed out of county



*I'm happy to have had an advocate, if you are too scared to say something with your Mum or somebody that you can still tell someone **From a young person***

Annual figures : Apr – Sept 2023

178 Issue based advocacy referrals

We have worked with **244** issues
105 of these were for support at
CLA and CP Meetings.



I just want to say, thank you so much for everything that you have done for me. Thank you for all the support and for the meetings that you set up for me. Nothing would have changed if you weren't my advocate. You made sure everyone listened to me and you were the

Annual figures : Apr – Dec 2021

230 Active Offer referrals

141 Meetings were held and

88 Accepted



“ I am glad I had advocacy 'because I can tell stuff that I can't tell any other people.'”

QUOTE FROM YOUNG PERSON

Participation opportunities for CYP - practice matters workshops, Advocacy plans and staff & volunteer interviews

Children and young people provided positive feedback to the service on their experiences of advocacy



7 Deloitte bursary's have been awarded to young people to date

17 laptops have been gifted to children & young people from the Deloitte Charity Partnership

Case Study

- **23-year-old care leaver 'A' with a moderate learning difficulty was referred to NYAS by her PA with A's consent.**
- **5 years ago, A was referred to the Friendly Trust who acted as an Appointee to manage her finances. A was not fully aware of the nature of the service and decided that she no longer wished to use it. A communicated her feelings to her keyworker, however A's keyworker continued using the service on A's behalf, given the Appointeeship in place.**
- **In order for A to request her money, she had to telephone the keyworker and the keyworker would then make purchases on A's behalf. A felt that the process made her feel as though she had a lack of autonomy and caused her to experience anxiety over contacting her keyworker. A's PA recognised this and discussed the issue with the keyworker.**
- **The PA informed the keyworker that A no longer required the service, however the service provision continued.**

- The advocate contacted A to write a consent letter to enable them to ask questions on her behalf and to enable her to end the agreement with the Family Trust.
- The key worker responded and confirmed there was a formal procedure that needed to be followed, prior to ending the agreement with the Family Trust. Part of that procedure was that A would need to undergo a Mental Capacity Assessment (MCA) performed by a Social Worker.
- There was a delay in the completion of the MCA and therefore A was informed that she had a right to complain about the service she had received, if she so wished. A decided that she wanted to submit a stage 1 complaint with advocacy support.
- A had a positive response to her complaint and received confirmation from the disability team that they would perform her MCA. A's MCA was undertaken in the presence of her advocate 2 weeks after the initial complaint was raised.
- A's advocate provided support by liaising with the disability team to monitor the progress of the MCA.

Outcomes / Feedback:

- A received a positive outcome from the MCA, which confirmed her capacity to make independent financial decisions.
- The Friendly Trust confirmed that they would contact the DWP to end their appointee ship and enable A to access their benefits independently as well as access their savings and bank account.
- A had a positive response to their complaint apologising for the delay and gained access to their savings and benefits soon after this.
- A was very happy and told her advocate that she was very grateful for all his support.

Feedback From Young People, Parent, Carers and other Professionals:

YP

“ If I hadn't had advocacy, I wouldn't have been able to have people hear me in meetings”

Family member

“I said to my social worker that you're the only one that has consistently checked in with A while all the changes have been going on for him.””

Social Worker

“Thank you so much for your NYAS reports, I feel they were really powerful in conference, and made a difference to the final decision made”

Class teacher

“ It was definitely very helpful to have his views clearly expressed via a third party, so thanks for that.”

Parent

“ I'm glad to hear that you will be seeing him, his sister likes you”

Chair at RCPC

“it's always good to have an advocate at a meeting to hear from the children and young people”.

YP

“you're amazing, and you really help me, and I don't like a lot of people, so it says a lot that I actually like you”

YP

“ Thank you so much for your help with the complaint, it's been so helpful having someone able to advocate for my side -YP”



**Any final questions
or queries?**

Thank you very much for
joining us today.



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