



gwasanaeth eiriolaeth  
ieuenctid cenedlaethol  
national youth  
advocacy service

## Our Presentation to You

### A brief overview of our service

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# Who are



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national youth  
advocacy service

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.



# 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 – Dec 2021

**608** referrals

**286** Issue based

**322** active offers

This includes:

Supporting 24 CYP with disabilities

and 21 Unaccompanied Asylum Seeking CYP



*Advocacy helped us to see our Nan and Grampy. It was good to see our grandparents, aunty and cousin”.*

**QUOTE FROM YOUNG PERSON**

Annual figures : Apr – Dec 2021

**286** Issue based advocacy referrals

We have worked with **333** issues  
**131** of these were for support at  
CLA and CP Meetings.

**27** Referrals were out of county



*I understand that the Advocate is no longer with NYAS, but I would like to tell you that her input made a huge positive difference to my son".*

**QUOTE FROM PARENT**

Annual figures : Apr – Dec 2021

**322** Active Offer referrals

**210** Meetings were held and

**99** Accepted



*“Advocacy helped quite a lot. It helped me to know what is going on. Thank you”.*

**QUOTE FROM YOUNG PERSON**

Successfully engaged with children and young people using alternative contact methods to face to face meetings

Quickly implemented necessary changes to work in partnership to deliver our services remotely.



Overcoming barriers/challenges with confidentiality

Reviewed Active Offer process to ensure we could engage effectively with cyp

## Case study :

Asaf is 17 years of age and is an unaccompanied asylum-seeking child who was living in hostel accommodation. He has been in this country since December 2020 and has no family here. Asaf developed some health issues since his arrival and asked if I could support him at his Child Looked After Review to help him express his views, wishes and feelings and to ensure he understood everything that was said around his care.

- Asaf explained that his Education Maintenance Allowance payments were being made to him via Children's Services and that despite having a very high attendance at college, he had not received any payments.
- Asaf had also asked for psychological support since his first Child Looked After Review but this had not been actioned nor had his request for an eye test.

**(Please note that the young persons name has been changed for this presentation )**

# Advocates actions & outcomes :

As agreed with Asaf, the Advocate contacted his Social Worker and raised these issues on his behalf. His Social Worker said that he would resolve these issues but again, this did not happen. The Advocate informed Asaf of his options and his rights, such as the right to make a complaint, contacting his Social Worker's Manager or his Independent Reviewing Officer.

After some time had elapsed, the Advocate contacted the Social Worker again for an update and progress had been made with his Education Maintenance Allowance payments which were finally received by Asaf.

Progress had also been made with an optician's appointment for him to be seen however no action had been taken around accessing psychological support.

The Advocate discussed this with Asaf and he decided to involve his Independent Reviewing Officer. The issue was then actioned soon after this.

The Advocate kept in contact with Asaf throughout with regular updates by phone and text.

## Feedback received:

Asaf is very keen on pursuing his education and is deciding what to do next year to work towards his goal of going to University. The Advocate also contacted a local school on his behalf to help get more information and signposted him to Careers Wales for careers advice.

Asaf appreciates the advocacy support he has received and gave the following feedback: -

**“thank you so, so much for all you do for me. You do so much for me all the time”.**

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

**YP** "I'm happy with the support I've had from my Advocate. I definitely know if I need any support I can go to him. He had understanding and compassion towards helping me"

**Head Teacher**  
"Thanks for your support X's attendance has improved a lot"

**Social Worker**  
"You've been absolutely brilliant with these siblings and the statement at the Conference was really powerful, so thank you for all your help"

**CAFCASS Officer**  
"Thanks for your fantastic work on this case, it has been a pleasure working with you. Looking forward to more opportunities to cooperate in the future"

**Mum**  
"In all the meetings I've gone to where you've been there giving the voice of the children, the difference has been phenomenal"

**Foster Carers**  
"Thankyou for all your help with this YP. Your help was greatly appreciated, and I hope I get the opportunity to work with you again in the future"

**Parent**  
"My son's voice was listened to and heard. Such an excellent service. Thanks for your support"

**YP** "It's helpful. If you don't want to say anything in a meeting, they can say it for you. Thanks for helping me make sense of everything"



**Any final questions  
or queries?**

Thank you very much for  
joining us today.



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