



TGP CYMRU ADVOCACY SERVICE

Service Guide

2023 | 24

www.tgpcymru.org.uk

CONTENTS

PAGE

Who are we?	two
What we do	two
What is advocacy?	three
How can we help?	three
Important info	three
The Active Offer	four
Issue Based Advocacy	four
New to TGP Cymru?	five
Who is my advocate?	five
Your records	five
Compliments and complaints	six

TGP Cymru Head Office,
SPARK, Maindy Road,
Cardiff, CF24 4HQ

Tel: 02920 396974

Email: admin@tgpcymru.org.uk

Responsible Individual: Rhiannon Beaumont-Walker
Registered Manager: Sarah Durrant

TGP Cymru is the working name of Tros Gynnal Plant,
Registered Charity No. 1099878. Registered as a company
limited by guarantee No. 04422485 (England and Wales).

Welcome to TGP Cymru's Advocacy Service

WHO ARE WE?

TGP was established in 2002. Today TGP Cymru is the leading Wales based Children's Rights Charity, which supports and represents vulnerable children and young people through a range of projects, training and campaigning.

TGP Cymru is committed to the full realisation of the UN Convention on the Rights of the Child. We believe that every child and young person:

- has the right to have their views and wishes considered when decisions are being made that affect their lives
- has their own understanding of their situation, their emotional health and wellbeing and their needs which should be taken into account and responded to
- has the right to be empowered, alongside their families and their carers to find their own solutions to welfare issues
- has the right to participate fully in their community.

TGP Cymru is a newly registered organisation which means we will have inspections every few years. You will find copies of our inspection reports on our website as and when these become available.

WHAT WE DO

TGP Cymru Advocacy Service is a free service for children and young people who are aged between 0 - 25 years and are:

- a looked after child
- a child who is not being looked after but may have needs for care and support
- a child in respect of which a Special Guardianship Order is in force
- an adopted child or a child who may be adopted
- a Care Leaver.

WHAT IS ADVOCACY?

Advocacy is:

- listening to you and your point of view
- informing you of your rights
- helping you to speak out and get your voice heard
- helping you sort things out with workers/carers
- giving you support and helping you to speak up at meetings
- empowering you to advocate for yourself.

HOW CAN WE HELP?

We can

- Help you make a complaint
- Help you speak out about what you want
- Help you speak out, with others, about what's good or what needs to be changed for children and young people in care.

Important Info

TGP Cymru's advocacy service is independent and confidential. That means we don't work for anyone but you and we won't share anything you tell us with others, unless we feel that what you tell us places you or someone else at risk.

TGP Cymru provides two types of advocacy service:

THE ACTIVE OFFER

This is a meeting with an advocate to learn about advocacy and how it can help. If during the meeting you decide you want an advocate then you can go on to have Issue Based Advocacy (see below). If during the meeting you decide you don't want advocacy support then you tell us. We won't mind at all. We want you to have the choice. We will leave you contact details so that if you change your mind in the future, you know where to find us.

1

ISSUE BASED ADVOCACY

Advocacy is different to support work. It is about giving you the skills to do things yourself. This is possible by advocating for you and with you to begin with and providing you with the skills and information to be able to do it yourself over time.

Issue Based Advocacy means that we will help you to resolve an issue and when the issue is resolved or when work comes to a natural end, we will stop working with you. You can get in touch with us again at any time in the future though.

2

For more information about what advocacy is and how it can help you, there is a great video on our website. The video was created by young people who have had advocacy and we think it explains it really well.



NEW TO TGP CYMRU?

You can start accessing TGP Cymru's advocacy service in a number of ways: you could be referred by your social worker, teacher, foster carer or parent – or any professional who knows you. If someone refers you to our service, they must ask your permission to do so.

You can also self-refer, which means you can contact us whenever you want and ask us for advocacy support.

It doesn't matter how you come to us, we will always treat you with respect. We won't ever judge you. We will help you to make informed decisions and we will be guided by you and only you.

WHO IS MY ADVOCATE?

When you access TGP advocacy service you will be allocated an advocate. Details about your advocate are included in the Advocacy Pack your advocate gives you in the first meeting. We try not to change your advocate too often, unless you want us to. However, it isn't always possible to keep the same advocate and we will always explain why to you.

You can tell us if you want a male or female advocate. You can also tell us if you want to speak Welsh, English or any other language with your advocate. We don't mind at all, we want you to feel comfortable with your advocate.

YOUR RECORDS

When you start to receive an advocacy service from TGP Cymru, your advocate will ask you to sign a couple of forms. These include a consent form and this form explains to you how we store information about you. We call it your file and keep it very safe. You can ask to look at it at any time. If you want to see your file and you have an advocate then please tell your advocate and he or she will show it to you. If you used to have an advocate, but don't anymore you can still see your file. You can ask Rhianon or Sarah by emailing admin@tgpcymru.org.uk

Compliments and Complaints:

We welcome feedback from all children and young people who use our advocacy service. Feedback helps us to make our service better. If you don't tell us when you are happy or unhappy, we don't know

If you are happy with your advocate and want to let us know you can do so by:

1. Telling your advocate
2. Completing and returning the feedback section of the Complaints Leaflet (you can find this in your Advocacy Pack which was given to you during your early meetings with your advocate).
3. E-mailing: feedback@tgpcymru.org.uk
4. Telephoning Sarah on: 029 2278 5146.

If you are unhappy with your advocate or TGP Cymru at all, you can:

1. Tell your advocate
2. Tell your social worker, teach, parent, carer and ask them to tell your advocate/ your local team manager
3. Complete and return the feedback section of the Complaints Leaflet (you can find this in your Advocacy Pack which was given to you during your early meetings with your advocate).
4. E-mail feedback@tgpcymru.org.uk
5. Telephone Sarah: 029 2278 5146.

Your complaint will be listened to and we will give feedback to you about the concerns you have raised.

If you have already complained to us and you are not happy with our response, you can tell:

Rocio Cifuentes, Children's Commissioner for Wales

Children's Commissioner for Wales • Llewellyn House • Harbourside Business Park •

Harbourside • Port Talbot • SA13 1SB

01792 765600 • 0808 801 1000 • post@childcomwales.org.uk

On request this information will be available in different languages and formats.

TGP Cymru can also explain this guide to you in person.

Please contact communications@tgpcymru.org.uk.

Get Involved

We are always looking for children and young people to get involved in helping to shape our services. If you have used our service and have some ideas on what we could do differently, or would like to help improve and change our service, please let us know. It doesn't matter where you live, we would love to hear from you.

Telephone Sarah: 029 2278 5146.

E-mail: admin@tgpcymru.org.uk