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CHILDREN AND FAMILIES



# TGP CYMRU ADVOCACY SERVICE

## Easy Read Service Guide



[tgpcymru.org.uk](http://tgpcymru.org.uk)

# Welcome to TGP Cymru's Advocacy Service

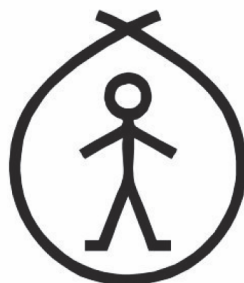
## Who are we?

TGP Cymru is a Children's Rights Charity in Wales. We work with children and young people who might want some extra help and support through advocacy.



## What we do

TGP Cymru Advocacy Service is a free service for children and young people who are aged 0 - 25 years. It is available to children and young people who have a social worker. It is also available to some children and young people who had a social worker when they were younger.



# What is advocacy?

## Advocacy is

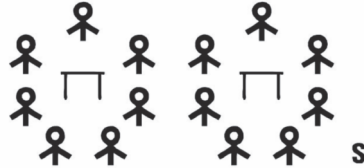
- Listening to you
- Talking to you about Children's Rights
- Helping you speak to grown-ups in your life
- Helping you sort things out with people who care for you
- Helping you in meetings



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## How can we help?

### We can

- Help you say if you're unhappy about something
- Help you share your wishes and feelings
- Help you tell other people what life is like for you.



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# Important info

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

**PRIVATE**

## **TGP Cymru provides two types of advocacy service:**

### **The Active Offer**

If you have not met an advocate before, this is where an advocate will meet with you and tell you all about advocacy and how it can help. It is then your choice whether you want the advocate to help you. You will get information about advocacy in a pack to keep too.

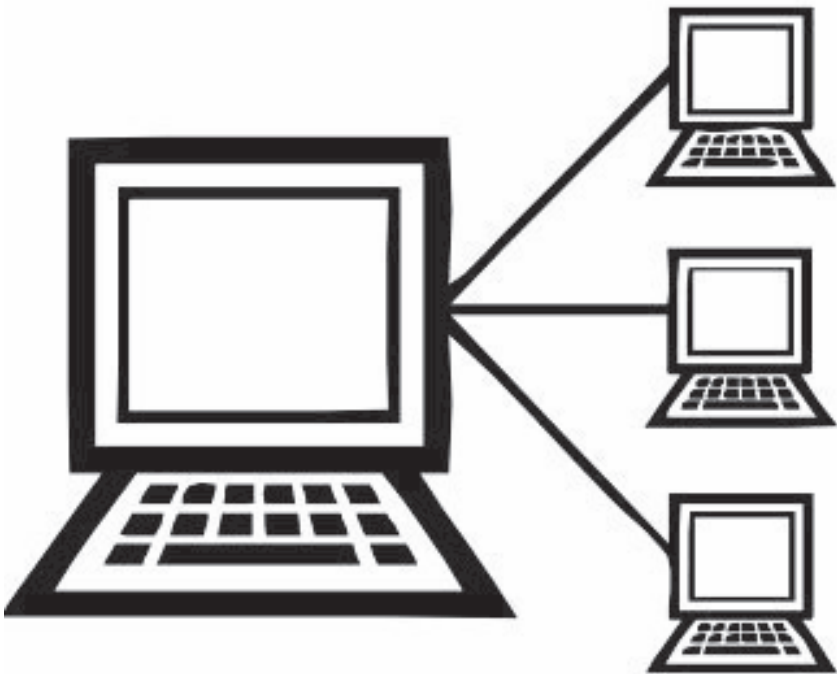


# Issue Based Advocacy

If you have an issue you would like an advocate to help you with, we call it issue based advocacy. Your advocate will help you to work out an issue and when this is done, we will stop working with you. You can get in touch with us again at any time in the future though.

Why not watch our video on our website to find out more about advocacy?

**<https://www.tgpcymru.org.uk/>**



# New to TGP Cymru?

If you want to access TGP Cymru's advocacy service, you can contact us. Sometimes other people, like your social worker or teacher might contact us for you, but they have to ask you if this is ok first.

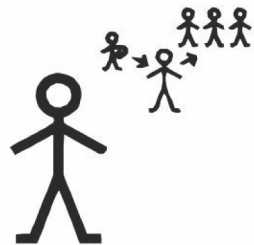
Advocacy is all about you; we will always treat you with respect and we will not ever judge you.



## Who is my advocate?

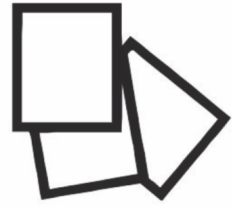
When you start working with us, we will tell you who your advocate is. When you meet your advocate for the first time, they will tell you how you can keep in touch with them.

You can say if you would like a different advocate to the one we give you. You can tell us if you prefer your advocate to be a man or a woman. If you want to speak to your advocate in a language that is not English, you can tell us this too.





# Your records

When you have an advocate, they may need to make some notes about you and they may ask you to write your name on a form, which they will explain to you. We call these notes and forms your file and we keep it very safe. You can ask to look at your file at any time by asking your advocate or getting in touch.



# Get involved

If you would like to tell us   might need to change about what we do, we would love to hear from you. Please get in touch as your thoughts and ideas can really help us help other children and young people.

# Compliments and complaints:

Feedback is like when your teacher marks your work at school. They tell you what is good and what might need to change. We like to hear feedback about our advocacy service and it helps us get better at what we do. Please get in touch if you have any feedback for us, good and bad.



## **Get in touch:**

**TGP Cymru Head Office  
Spark, Maindy Road, Cardiff CF24 4HQ**

**Tel: 02920 396974 • Email: [admin@tgpcymru.org.uk](mailto: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.

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](mailto:communications@tgpcymru.org.uk)