

**advocacy**

The Golden Thread Programme

Enabling views, wishes and feelings



Creu Cymru oed gyfeillgar  
Creating an age friendly Wales

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## **IMPLEMENTING THE CODE OF PRACTICE ON ADVOCACY**

**SELF ASSESSMENT TOOL FOR PROVIDERS**

**Golden Thread Advocacy Project – funded by the Welsh Government**

September 2016

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Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
**Welsh Government**

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# SELF ASSESSMENT TOOL - INTRODUCTION

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## Purpose

**The purpose of this Self Assessment Tool is to ascertain organisational readiness to comply with the Part 10 Code of Practice (Advocacy) and its strategic intent.** The Self Assessment Tool itself is structured in four sections reflecting the different stages of the commissioning cycle: analyse, plan, do, review.<sup>1</sup> It should be noted that is not an audit instrument through which a 'performance management' assessment might be made, but rather it should help the Golden Thread Advocacy Project (GTAP) support you to achieve the aspirations of the Act.

Key points that we would like to underline:

- This tool is for you to use in an iterative way. It can be adapted and revisited as time passes
- We suggest you complete it in collaboration with your team and with partners where possible
- This tool is not designed to question you about facts and figures relating to commissioning of advocacy services – we are interested in your professional judgment on the key statements included in the tool.

## About the Golden Thread Advocacy Programme

The Golden Thread Advocacy Programme (GTAP) has been funded by Welsh Government for 3 years to run alongside and support the implementation of Part 10 (Advocacy) of the Social Services and Well-being (Wales) Act 2014.

The programme's key aims are:

- To support the commissioning of independent professional advocacy through a sustainable, strategic approach.
- To improve the availability of advocacy services to adults across Wales
- To improve the well-being of individuals through advocacy and to give them a stronger voice

## This national programme will:

- Support strategic health and social care management/commissioning teams and front line professionals in understanding their responsibilities regarding advocacy under the Act.
- Support the development of sustainable models for advocacy service delivery.
- Work with new and existing service providers to ensure they are tender ready for statutory advocacy commissioning processes.
- Create a framework for collaboration between statutory bodies and service providers in using resources more efficiently to support well-being outcomes.
- Work with representative groups of potential service users and carers to raise awareness of advocacy in all its forms, in exercising control over their well-being outcomes

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<sup>1</sup> It builds on the work of SCIE and IPC in England who produced a similar self-assessment tool for independent advocacy – see <https://www.scie.org.uk/care-act-2014/advocacy-services/commissioning-independent-advocacy/tasks/self-assessment-tool/self-assessment-tool.pdf>

- Promote positive approaches to well-being and support improvements to safeguarding by giving people with protected characteristics a stronger voice.

## Guide to assessment

There are challenges in ensuring that there is consistency of scoring in self-assessment exercises. We have tried to provide a structure that will ensure a standard approach to scoring as far as possible. The Table on the following page describes the assessment system.

**It is important to note that whenever you are making an assessment within the Tool, you are judging your readiness to comply with a series of good practice statements regarding the commissioning of independent advocacy.**

Once you have considered the currently available evidence, you will select which of the following four levels best matches your assessment, and ascribe a score within the range available for that level as below:

- Green = good evidence to suggest you comply with the good practice statement
- Yellow = sufficient evidence to suggest you comply with the good practice statement
- Amber = insufficient evidence to suggest you comply with the good practice statement
- Red = poor evidence to suggest you comply with the good practice statement

The top two of these might be described as being ‘above the line’, and the other two sit below, by which we mean that if you are assessing yourselves as amber or red there is clearly much more work to be done in order to comply with the good practice statements than for assessments in the yellow or green ranges. Within each of these ranges there is also a scale which allows you to tell us where in that range you think you are (see table 1). For each good practice statement, a score should be placed in one of the boxes.

Table 1: Self Assessment scoring guide for providers

ASSESSMENT	RANGE OF SCORE THAT CAN BE GIVEN	WHAT THIS SCORE MEANS?
<b>Good</b> Green	Between 76 and 100	You have <b>good</b> evidence to suggest that you comply with the good practice statement.
<b>Sufficient</b> Yellow	Between 51 and 75	You have <b>sufficient</b> evidence to suggest that you comply with the good practice statement.
<b>Insufficient</b> Amber	Between 26 and 50	You have <b>insufficient</b> evidence to suggest that you comply with the good practice statement.
<b>Poor</b> Red	Between 1 and 25	You have <b>poor</b> evidence to suggest that you comply with the good practice statement.

## Completing the self assessment tool

### Who should make the assessments?

This is very much down to you, and it may well be relevant for any number of different people to complete the self-assessment from within an organisation.

### Who will see the assessments that have been made?

In addition to the GTAP team, an anonymised version of your self-assessment will be shared with independent evaluators of the GTAP project from the Welsh Institute of Health and Social Care. No identifiable information will be shared.

To ensure clarity and transparency it is important for respondents to understand that Age Cymru's Golden Thread Advocacy Programme does not deliver front line advocacy services of any kind. It works strategically to support the implementation and aspirations of the Social Services and Well-being Wales Act only. The aim is for the information collected from this survey to support the commissioning of Independent Professional Advocacy services and not for commercial gain.

### By when do you need to complete the self assessment tool?

If possible, we'd like to receive completed self-assessments from you by Friday 9 December 2016.

### Where to return your completed self assessment

Please complete this document and return it to the GTAP team via email:

**[goldenthreadadvocacy@agecymru.org.uk](mailto:goldenthreadadvocacy@agecymru.org.uk)**

The profile questions do not require you to submit your name and contact details, but you can do so if you wish to be contacted by GTAP

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## **SELF ASSESSMENT TOOL**

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## SELF ASSESSMENT TOOL · GOOD PRACTICE STATEMENTS ON PROVIDING ADVOCACY

GOOD PRACTICE STATEMENTS		Your assessment of whether you have evidence to suggest you comply with the good practice statement			
		Poor evidence 1-25	Insufficient evidence 26-50	Sufficient evidence 51-75	Good evidence 76-100
<b>1</b>	<b>ANALYSE</b> – “As providers...”				
1a	...we collect and analyse information to help us and commissioners understand current and future demand for advocacy under the SS&W-B Act.				
1b	...we have a systematic process of co-producing our analysis with the local authority (or other statutory sector staff) who plan and commission these services.				
1c	...we know what resources we have available for providing advocacy services and the profile of service users most likely to require support.				
1d	...we can confidently project our future financial commitments.				
1e	...we analyse and measure advocacy performance against agreed standards, establishing good practice.				
<b>2</b>	<b>PLAN</b> – “As providers...”				
2a	...we are aware of and understand the commissioning strategies and intentions of commissioners in order to meet their advocacy duties under the SS&W-B Act.				
2b	...we engage in ongoing dialogue with key stakeholders and commissioners in order to build a consensus on the implications of their plans in the local area.				
2c	...we have a person-centred approach which enables the people we support to contribute to the design of services and maximises control over services once established.				

GOOD PRACTICE STATEMENTS		Your assessment of whether you have evidence to suggest you comply with the good practice statement			
		Poor evidence 1-25	Insufficient evidence 26-50	Sufficient evidence 51-75	Good evidence 76-100
<b>3</b>	<b>DO</b> – “As providers...”				
3a	...we understand and can demonstrate how our services meet local need and deliver against commissioning plans.				
3b	...we have developed services that are flexible, evidence-based, clear about requirements and outcome-focused.				
3c	...we deliver our advocacy services against agreed standards.				
3d	...we are tender ready.				
<b>4</b>	<b>REVIEW</b> – “As providers...”				
4a	...we bring together relevant data on the activity and outcomes of our services to judge whether they demonstrate cost effectiveness and impact.				
4b	...we provide to commissioners exemplar case studies that evidence the impact of our service, to help inform future commissioning.				
4c	...we have contract monitoring processes in place that focus on developing positive and collaborative dialogue with commissioners to improve performance.				

Please use the boxes below to record any key strengths and/or areas for development identified after completing the self- assessment exercise above.

<b>Key strengths</b> (for green or yellow assessments) Please indicate which good practice statement your key strength corresponds to (using the numbered list in the self –assessment tool above).	<b>Areas for development</b> (for amber or red assessments) Please indicate which good practice statement your area for development corresponds to (using the numbered list in the self – assessment tool above).

## SELF ASSESSMENT TOOL · PROFILE QUESTIONS

**Where do you work?**

Blaenau Gwent  
Bridgend  
Caerphilly  
Cardiff  
Carmarthenshire  
Ceredigion


Conwy  
Denbighshire  
Flintshire  
Gwynedd  
Isle of Anglesey  
Merthyr Tydfil


Monmouthshire  
Neath Port Talbot  
Newport  
Pembrokeshire  
Powys  
Rhondda Cynon Taf


Swansea  
Torfaen  
Vale of Glamorgan  
Wrexham  
All-Wales  
Other:  
\_\_\_\_\_


**In which sector/s do you provide advocacy?**

Local authority  
Health  
Other: \_\_\_\_\_


**Have you formally tendered for local authority and/or health boards in the past?**

Local authority  
Health  
Both


**Who do you provide for?**

Children  
Adults  
Both


**If you'd be interested in finding out more about the work of GTAP and how they might be able to support you in your role please provide an email address and contact phone number.**

Name \_\_\_\_\_  
Email \_\_\_\_\_  
Phone \_\_\_\_\_



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