

# Helping others participate and engage (HOPE)

## Frequently Asked Questions (FAQs)

This document is intended to provide answers to questions from the stakeholders we're working with. The answers are not necessarily exhaustive and if you have further queries or questions please don't hesitate to get in touch. Contact details can be found at the end of this document.

### 1. How is the HOPE project funded?

HOPE is funded by Welsh Government under the Sustainable Social Services Grant for three years until the end of March 2023.

### 2. What is the purpose of HOPE?

- HOPE will deliver independent advocacy support at a community level through a range of advocacy models by recruiting and then fully training and supporting project volunteers. We'll not be delivering paid advocacy or any form of statutory advocacy.
- HOPE will promote advocacy in all its forms to show how important it is and what a difference it can make.
- HOPE will establish a programme of training, workshops and events enabling advocates and other professionals across Wales to develop their skills and knowledge.

### 3. What support can HOPE provide?

- HOPE is an exciting new project that will support older people (50+) and carers to; engage, participate, gain information, have their voices heard, understand their rights, make choices, be involved, share experiences, raise awareness of advocacy, and develop skills and knowledge.
- HOPE will engage with communities who can guide us to make sure the service we provide is right for the needs of older people and carers in their areas.
- HOPE will develop forums to support us to engage with communities or will work with existing ones where they exist.
- HOPE will identify and support Advocacy Ambassadors through the forums, who will promote awareness of rights and choices, and the importance, benefits and outcomes of advocacy.

## 4. Who will benefit from HOPE?

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Older people (50+) and carers across Wales will have opportunities to receive independent advocacy support, volunteer to provide advocacy support and/or become Advocacy Ambassadors to promote awareness advocacy. HOPE aims to support people at an early stage in their issues or concerns to prevent them slipping into crisis.

Advocates and professionals across Wales will benefit from training, workshops and events.

## 5. Who has responsibility for HOPE?

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HOPE is a partnership project. The partners are; Age Cymru, Age Cymru local partners and Age Connects Wales partners and they make up the project board which oversees the strategic direction and implementation of the work. Age Cymru is the lead organisation and as such employs the team.

## 6. Where will HOPE be delivered?

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This is a Wales wide project but we'll be working across regions with regional staff in place. These regions are:

- Bridgend, Cardiff, Merthyr Tydfil, Rhondda Cynon Taff and the Vale of Glamorgan.
- Dyfed Powys
- Gwent
- North Wales
- Swansea and Neath Port Talbot

## 7. Where will the HOPE team be based?

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The regional staff will be hosted by either an Age Cymru local partner or an Age Connects partner in the region that they're working in.

The team members with a national remit will be based within Age Cymru offices. Please note that during the Covid-19 pandemic the staff will be based at home until guidelines and safe working practices allow.

## 8. When will HOPE be delivering its services?

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We started this work on the 1 April 2020, but the current COVID-19 pandemic has impacted on the work we've been able to do so far and the way we've been able to do it.

As this is a new project, we'll need some time to get it all up and running across some very large areas, so even within the regions we'll have to focus our attentions on specific areas of most need in the early stages. We'll then be rolling HOPE out across the regions. Please bear with us as we do this. We'll be promoting the regions we are starting with through various methods including social media and through our networks.

## 9. How will the project work within COVID-19 restrictions?

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HOPE will adhere to Government advice and prioritise the safety of all involved. We'll continually review our processes and be as innovative as we're able to be with a mix of online and virtual engagement to begin with. We'll initiate face to face engagement only when it's safe to do so.

We want to help people to get the help and support they need at the earliest point and we know that the current COVID-19 pandemic will have had a big impact on the lives of older people so they might need more support than ever to reengage with their communities and to get access to services as restrictions are lifted.

## 10. What types of advocacy will be delivered?

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HOPE will deliver sustainable, co-produced community based peer, group and citizen advocacy services. HOPE will only deliver advocacy by trained volunteers and it'll be at an early intervention and preventative level.

## **11. Will HOPE duplicate services that already exist?**

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We don't want to duplicate existing services but rather we want to make sure we work with and complement the existing advocacy providers and forums across Wales.

## **12. How will HOPE co-produce its work?**

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HOPE will establish, develop and support advocacy co-production forums in each of the regions, taking account of existing local arrangements. These forums will enable the HOPE team to engage with communities to make sure the services provided are right for the needs of older people and carers in their areas.

## **13. What support will HOPE provide to the advocacy sector?**

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Hope will conduct a Wales wide training needs analysis and then design and deliver a programme of continuing personal development events that will be available to the advocacy sector in Wales.

The Hope team will also continue to offer some of the support provided previously by Age Cymru including; supporting networks and advisory groups; undertaking assessments; mapping services and producing awareness materials. Further details of these can be found later in this document.

## **14. How do we access the support of HOPE and its resources?**

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The team can be contacted in the following ways:

Email: [advocacy@agecymru.org.uk](mailto:advocacy@agecymru.org.uk)

Website: [www.agecymru.org.uk/advocacy](http://www.agecymru.org.uk/advocacy)

## **15. How can we make comments, compliments or complaints if we have any?**

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We'd be delighted to hear your feedback on the work of the programme and this can be done by contacting any member of the team using the contact details above. Age Cymru also have a comments, compliments and complaints policy which is available on request.

## **16. How will the team communicate with us?**

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The team will be happy to contact you in the medium of your choice. Much of our contact is via email, telephone and video conferencing however if preferred we can also arrange to meet face to face when safe to do so.

The team also has first language Welsh speakers and if you'd prefer to speak to us in the Welsh language please let us know. All of our published resources are bilingual.

## **17. How can we be assured of confidentiality when working with the team?**

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HOPE is a partnership of three well-established partners with excellent reputations. The HOPE team are subject to the organisational policies and procedures of the lead partner, Age Cymru. These set out clear expectations on confidentiality at both individual and organisational levels. The team recognise the vital importance of assuring confidentiality as a basis for establishing and maintaining trust with partners across sectors, and will treat sensitive information in the strictest confidence at all times.

## 18. Will HOPE continue any of the work of the Golden Thread Advocacy Programme (GTAP)?

Some HOPE team members have a national remit and will be able to support some of the work undertaken by GTAP. This includes:

- Working with and supporting the continued development of regional and national advocacy networks.
- Promoting a strategic approach to advocacy by working with a range of stakeholders regarding the Framework for Commissioning IPA in Wales.
- Engaging with expert technical or advisory groups as required.
- Monitoring progress of independent professional advocacy in Wales through the networks, events and through ongoing surveys.
- Undertaking assessments of advocacy provision across Wales, identifying gaps/ duplication and using this to maintain a comprehensive database of advocacy service provision.
- Producing reports, good practice guides, advocacy toolkits and advocacy awareness materials.
- Promoting the benefits and encouraging collaborations between service providers.

## 19. Will we still be able to access GTAP resources?

Yes. All the GTAP resources will remain available on our webpages - [www.agecymru.org.uk/advocacy](http://www.agecymru.org.uk/advocacy)

## 20. Will HOPE be independent?

HOPE will be structurally independent from statutory organisations. The HOPE team will be as free from conflict of interest as possible, both in design and operation of advocacy services, and seek actively to reduce conflicting interests.



### How can I find out more?

For more information or if you have any queries please contact us:  
[advocacy@agecymru.org.uk](mailto:advocacy@agecymru.org.uk)

### Follow us on:

 [facebook.com/agecymru](https://www.facebook.com/agecymru)

 [twitter.com/agecymru](https://twitter.com/agecymru)

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