



## Inspection Report on

**TGP Cymru**

**Sparc  
Maindy Rd  
Cardiff  
CF24 4HQ**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

09/04/2024

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## About TGP Cymru

|   |  |
|---|--|
| Type of care provided                                 | Advocacy Service   |
| Registered Provider                                   | Tros Gynnal Plant  |
| Registered places                                     | 0  |
| Language of the service                               | Both   |
| Previous Care Inspectorate Wales inspection           | First Inspection   |
| Does this service promote Welsh language and culture? | The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service. |

### Summary

TGP Cymru is an advocacy service for children and young people. The registered office is located in Cardiff. The service provides three regional advocacy services commissioned in the North Wales, Mid and West Wales and Cwm Taf Morgannwg regions. Each team is managed by a designated team manager with oversight from the service manager and responsible individual.

Children and young people receive a service to support and empower them to express their views, wishes and feelings. Advocacy support enables them to participate and have their views represented in decisions which affect and impact upon their lives. Children and young people are treated with dignity and respect by advocates who have a range of skills, experience and knowledge and who are motivated and enthusiastic to deliver a quality, comprehensive service. Advocates have a clear understanding of their responsibilities and the significance of their role to support children and young people to meet their advocacy needs.

The overall governance of the service supports a culture of inclusivity, empowerment and a rights-based approach in providing high quality advocacy to children and young people. Systems are in place to support the delivery of a high-quality independent advocacy service for children and young people, which supports them to achieve their well-being outcomes.

## Well-being

Children and young people are treated with dignity and respect and their rights and entitlements are upheld. Advocates are passionate about their engagement with children and young people. They ensure their voices are heard and they receive the right support and representation to contribute to decisions that affect their lives and have their confidences respected. The service contributes to children and young people's happiness and supports their mental and emotional health and well-being to promote improved outcomes and make a difference in their lives.

Children and young people are supported to enjoy safe and healthy relationships. Advocates ensure they provide consent to what information they wish to share and what they choose to keep confidential. This supports children and young people to have confidence in their advocate and trust the service provided. Their feedback about the service indicates they form positive relationships with their advocates, feel their views are represented and are able to talk about their concerns, worries and what would help them achieve their well-being outcomes. Some children and young people return to use the service and have established positive relationships with their advocates.

The service adopts clear and safe working practices in their engagement with children and young people to ensure they are safeguarded. Advocates are familiar with the service's safeguarding policy and procedure and receive safeguarding training. Advocates are confident to escalate safeguarding concerns and make referrals where the need arises. Case records reflect safe working practices and risk assessments are requested at the point of referral, and if not received, information is actively pursued to support safe working practices. The service's safeguarding policy is aligned to national guidance and Welsh safeguarding procedures.

## Care and Support

Children and young people's advocacy needs are clearly identified at the point of referral to the service. A commencement of service policy is in place and the statement of purpose outlines the timescales for children and young people to be contacted by the service. Case records indicate this is routinely achieved. Any delays are explained by children and young people's availability or decision to not engage with the service.

Referrals to the service outline the reason for the advocacy intervention and whether this is as an 'active offer' or 'issue based' advocacy request. Information on how children and young people wish to be contacted, including any specific requirements to support their engagement with the service is requested. This ensures the need for an interpreter or the delivery of the service in English or Welsh to be identified at the referral stage to enable children and young people to communicate and express themselves in line with their choice and need. The service provides the 'active offer' of the Welsh language and all information and literature is available bi-lingually.

Children and young people receive information about the service which is available in a range of accessible formats to support their understanding of the provision of an advocacy service. This is mostly provided to them following receipt of a referral with a pen picture of the advocate who is to contact them. Advocates ensure children and young people have written information about the service at their first visit. This supports them to understand their rights and their expectations of what the service can provide. Advocates inform children and young people of their rights, an understanding of confidentiality and privacy notice, safeguarding responsibilities and their right of complaint. This is routinely provided by advocates as this is included in some child and young person's records. The RI has developed a template to be rolled out to ensure advocates consistently record this information to verify the information children receive at the initial point of contact.

Advocates support children and young people to develop plans which outline the reasons and aims for the support they provide. These are produced in a way which meets children and young people's needs and ensures they are purposeful and understood. The views, wishes and feelings of children and young people are gathered and the information they agree to share is detailed and recorded to be shared on their behalf. Advocacy plans are reviewed once the aims and objectives are achieved or unable to be pursued further. New plans are established if new issues arise or no further support is required. At the end of the advocacy intervention, children and young people are provided with an evaluation form to provide feedback on the service provided.

## Environment

The service operates from a head office with satellite offices located in the three regions in which it operates. The inspection did not undertake a site visit to satellite offices as these are used as meeting areas, when required, and no information is stored on the premises. The head office is located in a large, modern multi-level building which provides safe and suitable accommodation for the provision of the service. A shared reception area ensures visitors are safely received and checked on entry to the building. Arrangements for co-ordinating and managing the building security, safety, maintenance and welfare of all the occupants is undertaken by the service operator of the premises.

All service information is stored electronically and securely. A case record and human resource information system is in place to support the operation of the service. There are no paper records and the storage of all records now being held electronically enables managers, advocates and administrative staff to work flexibly across the service. The use of virtual communication is used to enable communication between offices and facilitate attendance at virtual meetings.

## Leadership and Management

The overall governance of the service supports a culture of inclusivity, empowerment and a rights-based approach in providing high quality advocacy to children and young people. Policies and procedures place children and young people at the centre of the service and supports them to express their views and ensure their wishes are heard and respected. The statement of purpose outlines the values, aims and objectives and provides information about the delivery of the service. Effective systems are in place at an organisational level to provide good oversight of the service with some regional variation in practices across the service. Feedback from commissioners is positive with comments received such as the *“Service is a reliable provider of high quality, focused advocacy ....Overall service is excellent in helping CYP (children and young people) achieve their outcomes.”*; *“The service has a clear and simple referral system, with clear timescales.”* and *“Overall service is excellent in helping CYP (children and young people) achieve their outcomes”*.

The service operates safe recruitment practices and advocates receive support to ensure the service they provide is consistent, well-informed and professional. Following appointment, advocates complete a thorough induction process and complete a six-month probation period. Supervision is provided at regular intervals; however, they do not fully demonstrate compliance with regulatory requirements in relation to timescales as there are regional variations in how these are logged and stored electronically. Some consistency would ensure oversight and access to all records. Some supervision notes have been included in children and young people’s advocacy files and the service manager confirmed these would be removed. A training officer ensures good oversight of advocate’s training needs and organises and / or facilitates specific training for all staff from the point of their induction. A comprehensive overview of staff training, renewal and attendance is in place and advocates have or are working towards an advocacy qualification to ensure the service achieves the standards required to achieve children and young people’s advocacy needs. Appraisals have not been consistently undertaken on an annual basis which was attributed to the merging and development of information systems but have been completed in the last year.

Children and young people are supported by advocates who are skilled, competent and have the knowledge to provide the level of support required to achieve their advocacy needs. Advocates are enthusiastic and committed to the service they provide to ensure a high quality advocacy service. Feedback from advocates was overwhelmingly positive about access to the management team and the organisations focus on their well-being and actions to promote and ensure all staff are supported. The staff group have a sense of cohesion despite the wide geographical area of the service and supports a unified team with a strong, shared value base.

The service has systems in place to monitor the number of 'advocacy based issues' and 'active offers' of advocacy as part of the commissioning arrangements with local authorities. We saw evidence of feedback from children and young people is routinely gathered at the end of an advocacy intervention and the manager informed us this information is used for auditing purposes and commissioning arrangements.

The service has systems in place to monitor, review and improve the quality of service provided. Visits to the service by the responsible individual have been undertaken as required by regulation. Opportunities to meet with children and young people are not directly available and feedback is sought through the use of feedback forms. This information is collated and audited to ensure the service is effective and meeting their advocacy needs and standards. Complaints and representations are considered and responded to in line with the service complaints policy and procedure.



### Summary of Non-Compliance

| Status              | What each means   |
|---------------------|---|
| <b>New</b>          | This non-compliance was identified at this inspection.  |
| <b>Reviewed</b>     | Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection. |
| <b>Not Achieved</b> | Compliance was tested at this inspection and was not achieved.  |
| <b>Achieved</b>     | Compliance was tested at this inspection and was achieved.  |

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

| Regulation | Summary  | Status |
|------------|--|--------|
| N/A        | No non-compliance of this type was identified at this inspection | N/A    |

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

| Regulation | Summary  | Status |
|------------|--|--------|
| N/A        | No non-compliance of this type was identified at this inspection | N/A    |

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