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Llywodraeth Cymru
Welsh Government

Welsh Government
Consultation – summary of responses

Independent Professional Advocacy

National Standards and Outcomes Framework for Children and
Young People in Wales

May 2018

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

Overview	<p>This document provides a summary of the responses related to the Welsh Government’s approach to developing standards and outcomes for children and young people’s advocacy services in Wales.</p> <p>The Consultation introduced the National Standards and outcomes Framework for Children and Young People In Wales, by which advocacy service providers and those commissioning them can be sure that the standards are being achieved, and provide evidence that they are making a positive difference to children and young people’s lives.</p>
Contact details	<p>Ruth Akers Email: ruth.akers@gov.wales</p>
Further information	<p>Easy read, alternate language, large print and Braille versions of this document are available on request</p>
Related documents	<p><u>Independent Professional Advocacy - National Standards and Outcomes Framework for Children and Young People in Wales</u></p> <p><u>Social Services and Well-being (Wales) Act 2014 Part 10 Code of Practice (Advocacy)</u></p> <p><u>Part 10 of the Social Services and Well-being (Wales) Act 2014</u></p> <p><u>United Nations Convention on the Rights of the Child (UNCRC)</u></p> <p><u>Rights of Children and Young Person's (Wales) Measure 2011</u></p> <p><u>Regulation and Inspection of Social Care Act 2016</u></p>

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1. Introduction

The Social Services and Well-being (Wales) Act 2014 (“the 2014 Act”) came into force on 6 April 2016. The Act forms the basis of the new statutory Framework for social care in Wales.

The Act requires any persons exercising functions under the Act to have due regard to the United Nations Convention on the Rights of the Child. In addition the Act requires any persons exercising functions under the Act to have regard to the importance of providing appropriate support to enable the individual to participate in decisions which affect him or her to the extent which is appropriate in the circumstances.

A Local Authority’s duty to provide advocacy services (or assistance by way of representation) in relation to its social services functions originally came under section 26A of the Children Act 1989 which has been repealed and replaced under section 174 of the 2014 Act.

The Framework builds on the foundations of, and is cross-referenced to, the original National Standards for the Provision of Children’s Advocacy Services (2003) which it replaces. It identifies the outcomes children and young people can expect in relation to children and young people’s advocacy. It also sets out a Framework, by which advocacy service providers and those commissioning them can be sure those standards are being achieved, enabling them to evidence they are making a positive difference to children and young people’s lives.

In order to support the National Approach to Advocacy the Welsh Government has provided funding of £550k to support local authorities to deliver an “Active Offer” which is sharing information about their statutory right and entitlement with a child or young person in particular circumstances to access support from an Independent Advocacy Service. Local authorities should make an active offer of advocacy towards a child or young person at the earliest possible time following entry to the statutory care system or inclusion on the child protection register. This offer should take place through a face-to-face meeting between the child or young person and an Independent Professional Advocate so that they are fully informed of their rights and entitlements and are provided with information, advice and assistance on the role of independent advocacy. The active offer should remain ongoing throughout a child or young person’s time in care, and be monitored through their statutory reviews by the Independent Reviewing Officer.

All Local Authorities were signed up to deliver the active offer in June 2017.

2. Purpose of the consultation

The Welsh Government is aware that there is a need for standardisation of advocacy services for children and young people in Wales in order to be assured that those

advocacy services delivered are of a high quality, are accessible and are making a positive difference to children and young people's lives.

It is vital that advocacy service providers and those commissioning them are able to measure the quality of the work as well as the quantity and provide evidence that expected standards are being achieved.

The purpose of the consultation on The Independent Professional Advocacy – National Standards and Outcomes Framework for Children and Young People in Wales (The Framework) was to seek views on the standards and outcomes proposed.

3. Consultation period and distribution

A consultation was held on the Framework which ran for a period of 12 weeks from 31 March until 23 June 2017. The Consultation was published on WG's website and an email was distributed to a wide range of stakeholders notifying them of the consultation and inviting them to respond.

The consultation asked 8 questions relevant to the Framework. A children and young people's version was also produced asking the same set of questions.

4. Responses received

In total there were 35 responses received to the consultation, primarily from organisations with an interest in children and young people's advocacy services and also from groups of young people themselves. All comments received have been considered equally. Welsh Government and Voices from Care Cymru also held a joint Workshop with 8 young people, where they discussed the Framework and the impact it would have on young people. The feedback received from the young people in the group was that the proposed standards were already well prepared. They were interested in being kept informed of how the proposals were further developed following the consultation. The Welsh Government will facilitate a meeting with them when part 10 has been updated to reflect the Framework.

This report forms a summary of all the responses received through the consultation and also the joint workshop, and identifies proposed action to address the issues raised. A list of respondents is attached at Annex A.

5. Overall Summary of Responses

Overall, there was broad support for the principles behind developing advocacy outcomes with standards for eligible children and young people, with agreement that the Framework will help to deliver better outcomes for the children and young people who use advocacy services. Many welcomed the opportunity to update the standards and outcomes, stating that it was a positive step and much needed.

Some key positive comments received, included:

“The Framework is very welcome and will positively support LAs and children and young people to access advocacy services that provide high quality and consistent support.”

“I welcome the fact that a finalised children and young people’s version of the Framework was made available at the outset of this consultation process and I understand that children and young people have been consulted during the process. There is a clear message from the Missing Voices reports that awareness and understanding of advocacy is important to ensure that the service reaches those who need it at the right time, so the views of children and young people about the Framework will be an important part of this process.”

“The ‘child friendly’ version of the Framework offered a child or young person a clear explanation of what they should be expecting to receive and also provided them with advice as to how they should make a complaint if they felt dissatisfied with any of the services they received, this shows them that their opinions and values are respected and they are entitled to be treated in a respectful manner at all times”.

“It is set out well and easy to read. From a local perspective it is very clear what is expected already and in most cases makes a positive difference to those who use the service. The Framework would be enhanced if independent advocacy was branded the same throughout Wales.”

“The Framework sets a clear baseline for a consistent approach to independent and individual advocacy across Wales for those in receipt of social care support. The guidance is clear and shared in an outcomes based accountability approach meaning there is clarity as to what the child or young person should expect, and what both commissioner and provider should deliver – leaving no room for misunderstanding.”

Some negative comments received included:

“A respondent considered the Framework to be fairly robust but is not convinced it will ensure consistency across Wales. It will require monitoring by commissioners and service providers to ensure it is effective. The language is a little confusing which may result in different interpretations and the Framework is repetitive in places”

“We are not convinced that the Framework has the detail required to ensure high quality and effective advocacy provision, reflecting best practice and the range and depth of needs of this population of children and young people. We seek reassurance that the capacity of the professional advocacy workforce to deliver tailored advocacy provision for children and young people with speech and language needs is properly audited.”

“We think that you will have to make sure that you keep on telling people about it.

It's not enough to just talk about it once or twice or to talk about it in a PSE lesson."

The responses provided are responded to against each of the questions or, where they relate to the wider development and delivery of policy will be considered within the context of those programmes.

6. Responses to the consultation Questions and Welsh Government Analysis

There were a total of 35 responses and 1 workshop response.

Question 1:

Will this Framework help advocacy providers and advocacy commissioners ensure the consistent quality of their service across Wales?				
Total	Yes	No	Unsure	Not Specified
	20	0	6	9
<p>Summary 57% of those who responded said that the Framework will help advocacy providers and advocacy commissioners ensure the consistent quality of their service across Wales. Concern was raised that although all the proposed implementations sound positive and will give Wales a consistent service, the Framework fails to take into consideration the resources of each individual local authority, and does not state what support will be given to advocacy providers to make these changes to bring their services in line with the all Wales approach.</p> <p>There were concerns that there is no indication of how these Independent Professional Advocacy national standards will join up with the Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV) specialist sector with regards to the VAWDASV indicators, outlined in the National Strategy on Violence against Women, Domestic Abuse and Sexual Violence – 2016-2021. It needs to be considered how these standards will relate to the forthcoming VAWDASV statutory commissioning guidance, and whether the final guidance will recognise the rights of children and young people affected by their experiences of violence against women, domestic abuse and sexual violence, to access professional advocacy when pursuing their rights as children in need or in the care system. Clarity is needed on whether VAWDASV specialist services could be commissioned to provide this advocacy for children and young people impacted by abuse.</p> <p>Welsh Government Response It is reassuring to see that a significant proportion of the respondents who addressed this question agreed that the Framework will help advocacy providers and commissioners ensure the consistent quality of their service across Wales. There is a clear emphasis on the need to provide high quality and consistent support, with effective monitoring measures being established from the outset.</p> <p>The distribution of the funding for the active offer which is provided as a grant will be in line with the formula applied to children's services which has been agreed by</p>				

the Welsh Local Government Association ('WLGA') and the Association of Directors of Social Services Cymru ('ADSS Cymru').

Advice provided by the VAWDASV team is that the VAWDASV commissioning guidance to be published should not have any adverse impacts. The guidance is intended to provide a framework for commissioning of services to address violence against women, domestic abuse and sexual violence to meet needs effectively and fairly across Wales. If a need for advocacy and support services for children is identified then commissioners should be able to commission a service – dependent on funding and availability of course.

Children and young people throughout Wales, who are eligible for statutory advocacy services in line with the requirements of the 2014 Act, are supported to have their voices heard in decisions that are made about their life-circumstances. This is achieved through working alongside advocacy providers to raise awareness of, and access to consistently high quality, issue based advocacy services. To ensure this Tros Gynnal Plant have been award funding under the Sustainable Social Services Third Sector Grant for 2017-18 to support the implementation of any recommendations through adopting the National Approach to Statutory Advocacy.

Question 2:

Will this Framework help deliver a clear understanding of what can be expected of independent professional advocacy services for children and young people who use them, thereby making a positive difference to their lives?

Total	Yes 18	No 2	Unsure 7	Not Specified 8
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Summary

Two-thirds of those who specified an answer were in agreement that the Framework is clear on the standards to follow for providers and commissioners of advocacy services; and if fully implemented and monitored the standards would make a positive difference to the lives of children and young people who use the services.

51% of those who responded stated that there was a need for children and young people to be engaged, and that they should also be part of the monitoring arrangements to ensure positive differences are being made to their lives.

There was a suggestion that some of the language and terminology used in the Framework was confusing.

Welsh Government Response

The Welsh Government has noted the comment made as to language and terminology used in the Framework. This will be addressed as part of the ongoing work, which will include updating the Framework to reflect the comments received and ensure that the Framework is clear and comprehensible.

Welsh Government is confident that through the National Approach and in particular the Active Offer, there will be consistency of access to advocacy that will improve the experience of children and young people in care and promote positive outcomes for them.

Welsh Government will work with local authorities to ensure delivery of the active offer to the same level and standard of service, and have ensured that effective monitoring takes place by including this in the active offer arrangements.

Question 3:

Will this Framework help those who commission independent professional advocacy services to ensure the quality of their commissioning arrangements and provide a means of evidencing high quality and effective advocacy provision?

Total	Yes	No	Unsure	Not Specified
	16	2	8	9

Summary

16 of the 26 who answered this question did so positively and agreed that the Framework is clear on the standards to follow for providers and commissioners of advocacy services, and provides a means of evidencing good quality and effective advocacy provision. The focus on outcomes and the mapping to the well-being outcomes of the 2014 Act is necessary and welcomed.

However, some emphasised the need to ensure the Framework will be closely aligned with the regulation of advocacy services under the Regulation and Inspection of Social Care (Wales) Act 2016.

Welsh Government Response

A Technical Group has been set up to work with Welsh Government officials to inform the further development of the Part 10 Code of Practice (Advocacy) under the 2014 Act; and associated activity under the Regulation and Inspection of Social Care (Wales) Act 2016 ('the 2016 Act'). The Technical Group is scheduled to complete their work under the 2016 Act early in 2018 and this will also help refine the revised Code under Part 10.

Question 4:

Do you think the active offer of independent professional advocacy support will ensure children and young people are well informed about the availability of advocacy and better placed to access it when they need to?

Summary

On the whole there was a positive acceptance of the 'active offer', but from the responses received it is clear that many are concerned about the monitoring and evaluation of the active offer. These concerns were also reiterated in some of the responses to question 5.

Many felt there is still a long way to go in helping children and young people

understand how advocacy services can help them and build resilience. Disabled children and young people are particularly vulnerable due to their varying often complex needs, so having the opportunity to have independent professional advocacy services is welcomed and should be consistent across Wales rather than dependent on where they live.

Welsh Government Response

Welsh Government will continue to work with partners to ensure a collaborative approach to advocacy including ADSS Cymru, WLGA and the wider Senior Leadership Group (SLG) for advocacy to drive implementation and monitor progress of the Active Offer.

We will be monitoring and evaluating progression against delivery of the active offer to ensure that the provider/s are meeting with the specification of the Active Offer and that the services users are receiving are of the highest quality.

Question 5:

Do you think this Framework will help ensure the active offer of advocacy is delivered consistently and coherently across Wales?

Total	Yes	No	Unsure	Not Specified
	18	0	9	8

Summary

Two-thirds of the respondents were supportive of the Framework but there were questions relating to the active offer itself, in particular the need for the active offer to be made in an appropriate manner to each and every child. If it is not done appropriately the active offer could become tokenistic and detrimental to the child or young person. There was also a suggestion that it needs to be age specific and adapted to the specific needs of the child, particularly if they have any complex needs. While this will have resourcing implications, it is imperative for the system to be fair, efficient and equal.

Some responses stated that the process of notifying CYP of their entitlement is not robust. The process of facilitation is crucial, and a more prescriptive process for social workers to follow would help protect against any inconsistencies emerging.

Tros Gynnal Plant commented that they do not feel the Framework alone will achieve the above, and point out the Framework must be considered alongside all other aspects of the National Approach including the service specification and the active offer guidance. This was also iterated by 3 other respondents who recommended that the active offer guidance should be strengthened.

Welsh Government Response

The standards and outcomes framework is one of a number of components that are being put in place. Individually and collectively, these articulate and deliver clear rights and responsibilities for children and those that support them and secure their voices in determining the outcomes that matter to them. This is consistent with the commitments to secure strong voice and control through the 2014 Act. These consultation responses will inform and ensure clear and coherent rights and

expectations for children within the framework.

Consistent with the commitments to secure strong voice and control, the Code of Practice on Advocacy, supplemented by all relevant Codes of Practice issued under the 2014 Act, enables local authorities and individuals, in genuine partnership, to consider the range of advocacy support available and put the necessary arrangements in place. This will include the specific requirements on the local authority to arrange an independent professional advocate to support the individual wherever a local authority exercises a relevant function under the 2014 Act in relation to that person. The National Approach is being delivered on a regional basis.

Question 6:

The Welsh Government is interested in understanding whether the proposals in this consultation document will have an impact on groups with protected characteristics. Protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, and sexual orientation. Do you think that the proposals in this consultation will have any positive impacts on groups with protected characteristics? If so, which and why/why not?

Total	Yes 19	No 1	Unsure 1	Not Specified 14
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Summary

54% of the respondents were in agreement that the focus on valuing the diversity of children and young people is welcomed and the new advocacy outcome statements include a more explicit commitment to promoting and respecting diversity.

The Framework should have positive impacts on those with protected characteristics especially around age and disability. The Framework however, does not make specific reference to children who may be in residential schools or accommodation, many of who will have the protected characteristic of 'disability'. Without this specific reference the question of how advocacy services will be promoted to these children and delivered (particularly if the child is resident outside Wales) and how the quality of services will be evidenced and measured, remains unanswered.

One response suggested that the Framework be amended so that the measure is not just "access to interpreters" but to "access to good quality interpreters" as it was felt that certain areas with a diverse population would need this important requirement for services provided to be properly reflective of those needing services.

There was a strong response that Advocacy Services will need to have the necessary skills and knowledge to appropriately support individuals in these groups and be able to demonstrate that training has been completed in relation to this.

It is questioned that whilst accessible venue for young people with disabilities has been considered in the Framework, time of service delivery has not been mentioned, and this is of particular importance for young carers receiving social care support.

Again monitoring arrangements was a key focus response for this question.

Welsh Government Response

Regulations, Codes of Practice and Statutory Guidance are all underpinned by the principles set out in the 2014 Act which contains an overarching duty, within section 6(2)(c), that any person exercising a function under the 2014 Act must have regard to the characteristics of culture and belief of the individual which includes language.

The principles of the Well-being of Future Generations (Wales) Act 2015 ('the 2015 Act') are about improving the social, economic, environmental and cultural well-being of Wales. To make sure we are working towards the same vision the 2015 Act puts in place seven well-being goals, one of them being "A more equal Wales" ensuring a society that enables people to fulfil their potential no matter what their background or circumstances.

Question 7:

We would like to know your views on the effects that the guidance would have on the Welsh language, specifically on

- i) opportunities for people to use Welsh; and
- ii) on treating the Welsh language no less favourably than English.

What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated

Summary

There was general agreement that children and young people should be able to access services in the language of their choice. It was stressed by more than one organisation that provided a response to the consultation that it is important to note that there is a considerable challenge in recruiting Welsh speaking advocates with the necessary skills to undertake the role well. The need for Welsh speaking advocates varies considerably across Wales, as does the need for interpreters for children/young people whose first language is neither Welsh nor English. Advocacy services provide and need to continue to provide a service through a variety of languages which is reflected in outcome Statement 3.

Children in Wales were very specific in their response that commissioning processes must ensure that all Independent Professional Advocacy (IPA) services are compliant with requirements in respect of the Welsh Language, and that provision in Welsh is made available to all children and young people in line with their language of choice. However, one of their members has commented that there has to be a degree of flexibility given the complexity around language use, with another member noting the increased vulnerability of many young people if

they were to have to engage in a language not of their choice. As part of the monitoring process, it may prove helpful to capture case examples/good practice from IPA services and commissioners in helping to create bilingual services as a norm, and which help ensure that children are able to access services in line with their language of choice whatever their circumstances or geographical location. Consistency should also be secured in line with Article 30 of the UNCRC.

This aspect could be strengthened to reflect the 'active offer' of Welsh language provision which recognises that preferred language is a matter of need and not choice. Good quality social care provision needs to reflect and promote this approach as in [More than just words – A Strategic Framework for Welsh Language Services in Health, Social Services and Social Care.](#)

Tros Gynnal Plant felt that the guidance would not add value to current practice in terms of the Welsh language, as current commissioning process ensures that IPA services are compliant with requirements in respect of the Welsh Language; the Framework does not suggest anything more.

Welsh Government Response

Under the terms of the Welsh Government's former Welsh Language Scheme an assessment of the impacts of the 2014 Act was conducted during the Bill process. At the time the assessment identified that negative impacts on the Welsh language were considered unlikely and that the Act was designed to create a fairer and more equitable system for people eligible for care and support. The Welsh Language (Wales) Measure 2011 takes forward much of the content of the Welsh Language Act 1993 and it is this legislation which provides the overarching legal Framework for the Welsh language in public services: all people and organisations involved in the delivery of social services and social care must have regard to the right of people to communicate in Welsh and will be required to comply with the Welsh Language Standards published by the Welsh Language Commissioner. The Welsh Government published 'More than just Words' in 2012 to strengthen Welsh language services in health, social services and social care. A key principle is the Active Offer of providing a service in Welsh without someone having to ask for it.

Question 8:

We have asked a number of specific questions. If you have any related issues which we have not specifically addressed, please use this space to tell us about them

In addition to the points raised under specific questions the following issues were raised.

- Respondents emphasised the need to ensure compliance with the Framework is monitored and the views of children and young people contribute to this process.

The Children's Commissioner stated that the National Approach and all of its component parts will need to be reflected in the Part 10 Code of Practice to

ensure that it becomes part of the statutory requirements in relation to Advocacy and not just an “add-on” service that sits outside of the regulatory Framework. (Children’s Commissioner for Wales)

- Social Care Wales clarified that the standard relating to skills, knowledge and competence needs to be updated.
- There was a call for the standards to link to other standards such as those relating to VAWDA.
- Respondents’ questions what support would be available to implement the Framework.

Welsh Government Response

Having had further discussions with Social Care Wales (‘SCW’), to ensure quality services advocates will need to have the right skills, knowledge and competence. Learning and development is therefore an important aspect of providing high quality provision as recognised in the Framework. In addition to the National Occupational Standards (NOS) identified as relevant in the Framework, SCW would recommend incorporating further NOS in relation to advocacy which have been imported into the Health and Social Care suite of NOS <http://www.ccwales.org.uk/qualifications-and-nos-finder/n/health-and-social-careand-leadership-and-management-of-care-service/#sthash.NWixidVN.dpu>

The Framework refers to appropriate training for advocates which should also include training on legislation, specifically the 2014 Act and wider safeguarding requirements.

In relation to qualifications requirements set for advocates within the Framework document (advocacy statement 1 section f); the Level 3 City & Guilds (C&G) Qualification will be replaced in September 2019 by new qualifications that are being developed by Qualifications Wales as part of their review of Health and Social Care Qualifications in Wales. The new qualification will be set at level 4 rather than level 3 and an awarding body has been appointed to develop and deliver the qualification.

The previous qualification will become a predecessor qualification but it would be expected that advocacy services ensure that advocates undertake continuous professional development to keep their knowledge and skills up to date. Qualification Wales will be undertaking a formal consultation on the new suite of qualifications once the development work phase has been completed.

Support is available to implement the Framework via the six Local Authority regions Cardiff & Vale, Mid & West Wales, North Wales, Cwm Taf, Gwent and Western Bay who are fully committed to implementing the National Approach and all arrangements are in place to enable this. Welsh Government has agreed to provide up to £550k to the regions through a regional grant for years 2017/18 and 2018/19.

7. Conclusions and next steps

The level of advocacy support required will vary depending on a child or young person's individual circumstances, vulnerability, age and understanding as well as the nature of the concern. A range of approaches to advocacy and specialist skills are likely to be required, in particular for very vulnerable children and young people with a disability or learning difficulties. The Framework is based on what children, young people and service providers have said. Welsh Government is confident that the Framework will ultimately make a positive difference to their lives.

Many detailed comments were received which have been analysed. Some have been accepted and will be included in the Framework; however other recommendations will not be included but can be considered during the ongoing work relating to monitoring and implementation and will be shared for consideration by the relevant Welsh Government departments who have lead responsibility within their area of work. These include the distance travelled tool and extending the service for health and education.

The Welsh Government is committed to taking forward the standards within this Framework. However, this needs to be done in alignment with the development of regulations placing requirements on providers of advocacy services, under the 2016 Act (by April 2019) and necessary revisions to the Part 10 Code of Practice (Advocacy), under the 2014 Act (in spring 2018).

Officials intend to incorporate relevant parts of the Framework – those that apply to local authority commissioners of advocacy services for children and young people – into the Part 10 Code of Practice on Advocacy under the Social Services and Well-being (Wales) Act 2014, in order to give it statutory effect. As a point of process – the revised Code will need to be laid before the Assembly for a period of 40 days before it can be issued.

A Technical Group was set up and has completed its work on the development of the standards for Independent Professional Advocacy providers, required within regulations under the Regulation and Inspection of Social Care (Wales) 2016 (to be developed within phase 3 of implementation).

Much of the policy informing those regulations (and accompanying statutory guidance) will derive from the elements of the Framework that relate to providers of advocacy services. Initial policy instructions for regulations under the 2016 Act have been submitted to the Minister.

Welsh Government intends to complete this work and to update the Code on Part 10 as soon as practicable, alongside the development of draft regulations under the 2016 Act (which are due to be consulted on from May 2018).

Annex A – Full list of consultation respondents who gave permission for their responses to be shared

No	Confidential Y/N	Name	Organisation
1	N	Emma Roberts	Youth Panel - Community and Voluntary Support Conwy - CVSC
2	Y	Respondent requested anonymity	
3	N	Bethan Watkins	Youth Participation Worker / Gweithiwr Cyfranogi Ieuenctid
4	N	Mrs Dawn Pickering	Senior Lecturer in Physiotherapy / Part time PhD Student
5	N	Karen Richardson	Hywel Dda Health Board - Women & Children's Directorate
6	N	Sarah McCarty,	Director of Improvement and Development, Social Care Wales
7	N	Gerard E Kerslake HMI	Estyn
8	N	Sarah Ellis	Caerphilly County Borough Council
9	N	Sarah Capstick	Cardiff Third Sector Council (C3SC)
10	N	Rosie Raison	Royal College of Nursing Wales
11	N	Caroline Walters	Royal College of Speech and Language Therapists in Wales
12	N	Aileen Williams	Flintshire Integrated Youth Provision
13	N	Alison Jane Thomas	Flintshire Integrated Youth Provision
14	N	Stewart Blythe	WLGA
15	N	Rachel Thomas	Children's Commissioner for Wales Office
16	N	Sarah Durrant	Tros Gynnal
17	Y	Respondent requested anonymity	
18	N	Michelle Freeman	Conwy People's Partnership Support Officer
19	N	Mark Davies	Vale of Glamorgan Council
20	N	Ginger Wiegand	Ethnic Minorities and Youth support Team Wales
21	N	Emma Sparrow	Royal College of Paediatrics and Child Health
22	N	Carol Floris	Voices from Care Cymru
23	N	Hilary Watson	Welsh Women's Aid
24	N	Sean O'Neil	Children in Wales
25	N	Sean O'Neil	All Wales Children and Young People's Advocacy Providers Group

26	N	Carmel Costello	Ballynahinch Support Group
27	N	Zein Pereira	Afasic Cymru
28	N	Emma Roberts	CVSC Youth Panel
29	N	No personal details included	post mark Wrexham CBC
30	N	No personal details included	post mark Wrexham CBC
31	N	No personal details included	post mark Wrexham CBC
32	N	No personal details included	post mark Wrexham CBC
33	N	Mr R W Ebley	Not completed
34	N	Julie Webley	Student Health Visitor
35	N	Ele Hicks	Diverse Cymru
36	N	WG & Voices From Care Cymru	Workshop