**Section 1: Competency framework for independent advocates with adults transferring into the role from qualified:**

* **Independent Mental Health advocate**
* **Independent Mental Capacity advocate**
* **Independent advocate with children**

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| **Learning outcome**1. Use legislation related to independent advocacy to inform practice
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| **You understand:** |
| **Criteria** | **Suggested actions** | **Suggested sources of evidence** | **Notes** | **Dated and initialed**  |
| 1.1 The specific role and responsibilities of an Independent Professional Advocate underthe Social Services and Well-being (Wales) Act 2014 | Guided readingSupport from mentor | Discussion in supervision or with mentor  |  |  |
| 1.2 The qualifying criteria for statutory advocacy support | Guided readingSupport from mentor | Discussion in supervision or with mentor  |  |  |
| 1.3 The requirements on local authorities to ensure that individuals and carers are able to access independent advocacy | Guided readingSupport from mentor | Discussion in supervision or with mentor  |  |  |
| 1.4 The care and support assessment and review processes and how these relate to the role of independent advocates | Guided readingSupport from mentor | Discussion in supervision or with mentor  |  |  |
| 1.5 Financial and charging regulations and how decisions associated to charging for careand support relate to the role of independent advocates | Guided readingSupport from mentor | Discussion in supervision or with mentor  |  |  |
| 1.6 Safeguarding processes and the role of independent advocates within these | Guided readingSupport from mentor | Discussion in supervision or with mentor  |  |  |
| **You are able to work in ways that:** |
| **Criteria** | **Suggested actions** | **Suggested sources of evidence** | **Notes** | **Dated and initialed**  |
| 1.7 Use the Part 10 of the Code of Practice (advocacy) to guide practice | Job shadowingSupport from mentor | Documents[[1]](#footnote-1) Feedback from individuals, colleagues and other professionalsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 1.8 Establish when individuals and/or carers have a right to statutory advocacy | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |

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| **Learning outcome**2. Support individuals and/or carers who are referred for independent advocacy  |
| **You understand:** |
| **Criteria** | **Suggested actions** | **Suggested sources of evidence** | **Notes** | **Dated and initialed**  |
| 2.1 How to identify and provide the most appropriate type of independent advocacy supportfor individuals and/or carers | Job shadowingSupport from mentor | Discussion in supervision or with mentor |  |  |
| **You are able to work in ways that:** |
| **Criteria** | **Suggested actions** | **Suggested sources of evidence** | **Notes** | **Dated and initialed**  |
| 2.2 Support individuals and/or carers to understand their rights and the processes thatshould be followed for decisions and/or care and support options | Job shadowingSupport from mentor | Reflection on practiceDiscussion in supervision or with mentor |  |  |
| 2.3 Support individuals and/or carers to explore their wishes and preferences | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 2.4 Support individuals and/or carers to explore the potential impact (positive and negative) of decisions and/or care and support options | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 2.5 Use strategies to support individuals and/or carers to engage with **others** who are involved in decisions about their lives | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 2.6 Promote the wishes and preferences of the individual and/or carer during the decision making process | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 2.7 Support the individual and/or carer to raise concerns where they do not feel that their views, wishes and preferences have been taken account of in the decision-making process | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| **Range:****Others:** professionals, family members |

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| **Learning outcome**3. Support individuals and/or carers to present their views, wishes and preferences atdecision making meetings |
| **You are able to work in ways that:** |
| **Criteria** | **Suggested actions** | **Suggested sources of evidence** | **Notes** | **Dated and initialed**  |
| 3.1 Support individuals and/or carers to:* understand the process and the roles and responsibilities of those involved

in meetings* identify the outcomes they want from the meeting
* identify information that will help them to present their views, wishes and preferences
* identify any specialist expertise or equipment needed to present their

wishes and preferences | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 3.2 Agree with individuals and/or carers own role and responsibilities in supporting them toplan, prepare for and present their views, wishes and preferences | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 3.3 Carry out agreed role in supporting individuals and/or carers to plan, prepare for andpresent their views, wishes and preferences | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 3.4 Support individuals and/or carers to review decisions and outcomes from the decision-makingprocess | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 3.5 Agree actions where the outcomes do not meet the views, wishes and preferences ofindividuals | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 3.6 Work with individuals and/or carers to review their experience of representingthemselves at meetings | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |

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| **Learning outcome**4. Present individual’s and/or carer’s views, wishes and preferences at meetings where theyare not able to do so themselves |
| **You are able to work in ways that:** |
| **Criteria** | **Suggested actions** | **Suggested sources of evidence** | **Notes** | **Dated and initialed**  |
| 4.1 Support individuals and/or carers to:* understand the process and the roles and responsibilities of those involved

in meetings* identify the outcomes they want from the meeting
* identify the views, wishes and preferences they want you to present and
* how they would like you to represent these
 | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 4.2 Access information about the meeting at which you will be presenting the views, wishesand preferences of individuals and/or carers | Job shadowingSupport from mentor | Reflection on practiceDiscussion in supervision or with mentor |  |  |
| 4.3 Prepare a case that represents the views, wishes and preferences of individuals and/orcarers | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 4.4 Support individuals and/or carers to understand the case that has been prepared toensure that their views, wishes and preferences have been clearly represented | Job shadowingSupport from mentor | Reflection on practiceDiscussion in supervision or with mentor |  |  |
| 4.5 Carry out agreed role in representing the views, wishes and preferences of individuals and/or carers | Job shadowingSupport from mentor | Reflection on practiceDiscussion in supervision or with mentor |  |  |
| 4.6 **Provide information** about, and support individuals and/or carers to understand the outcomes from the meeting | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 4.7 Support individuals and/or carers to review decisions and outcomes from the decision-makingprocess | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 4.8 Agree actions where the outcomes do not meet the views, wishes and preferences ofindividuals | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| **Range:****Provide information:** in preferred language and format |

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| **Learning outcome**5. Support individuals and/or carers to use informal and/or formal processes to challengedecisions |
| **You understand:** |
| **Criteria** | **Suggested actions** | **Suggested sources of evidence** | **Notes** | **Dated and initialed**  |
| 5.1 Informal and formal processes that can be used to challenge decisions | Guided reading Job shadowingSupport from mentor | Discussion in supervision or with mentor |  |  |
| **You are able to work in ways that:** |
| **Criteria** | **Suggested actions** | **Suggested sources of evidence** | **Notes** | **Dated and initialed**  |
| 5.2 Support individuals and/or carers to explore the advantages and disadvantages of using informal and formal processes to challenge decisions | Job shadowingSupport from mentor | Reflection on practiceDiscussion in supervision or with mentor |  |  |
| 5.3 Support individuals and/or carers to use informal and/or formal processes to challenge decisions | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |
| 5.4 Review outcome of course of action taken and if issue remains unresolved explore and agree any possible further action that can be taken | Job shadowingSupport from mentor | DocumentsReflection on practiceDiscussion in supervision or with mentor |  |  |

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| I confirm that ……………. has demonstrated achievement of the knowledge and practice learning outcomes set out in this competency frameworkSigned: (manager)Signed: (independent advocate) |

1. Documents could include reports, email correspondence, meeting minutes, and so on. Care must be taken to ensure that anything shared is done so in line with GDPR and confidentiality agreements, policies and procedures. This applies to the whole framework. [↑](#footnote-ref-1)