

# 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 HOPE funded?

HOPE is funded by Welsh Government under the Sustainable Social Services Grant until the end of March 2027.

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

- HOPE delivers independent advocacy support at a community level through a range of advocacy models by recruiting, then fully training and supporting project volunteers. We don't deliver paid advocacy or any form of statutory advocacy.
- HOPE promotes advocacy in all its forms to show how important it is and what a difference it can make.
- HOPE has established 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 supports older people (50+) and carers of older people 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 identifies, trains and supports Advocacy Ambassadors who promote awareness of rights and choices, and the importance, benefits and outcomes of advocacy.



## **4. Who benefits from HOPE?**

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Older people (50+) and carers of older people across Wales can receive independent advocacy support, volunteer to provide advocacy support and / or become Advocacy Ambassadors to promote awareness advocacy. HOPE supports 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 is 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.

## **7. How does the project work within any restrictions such as COVID-19?**

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HOPE adheres to Government advice and prioritises the safety of all involved. We'll continually review our processes and be as innovative as we're able to be.

Support will mainly be provided over the phone or via video call. Where appropriate, a hybrid approach based on the needs of clients can be applied, with some face to face contact arranged.

## **8. What types of advocacy are delivered?**

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HOPE delivers sustainable, co-produced community based peer, group and citizen advocacy services. HOPE only delivers advocacy by trained volunteers and at an early intervention and preventative level.

## **9. Does HOPE duplicate services that already exist?**

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

## **10. How does HOPE co-produce its work?**

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HOPE has established and implemented a range of methods to ensure that project development and activities are co-produced with a range of stakeholders.

## **11. What support does HOPE provide to the advocacy sector?**

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Hope conducts a Wales wide training needs analysis and then design and delivers a programme of continuing personal development events that are available to the advocacy sector in Wales.

The Hope team 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.

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

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Resources and contact details for each team members can be found on our webpages:

[www.agecymru.wales/advocacy](http://www.agecymru.wales/advocacy)

General enquiries can also be sent via e-mail to:

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

## 13. 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 project 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.

## 14. 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.

## 15. 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.

## 16. Is HOPE independent?

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



## 17. Does 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.

## 18. Can we still access GTAP resources?

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



### 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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