

# The National Youth Advocacy Service

## Annual Return 2025/2026

---

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

## Contents

---

### [Provider: The National Youth Advocacy Service](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: National Youth Advisory Service](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

## Provider: The National Youth Advocacy Service

### Provider summary

The provider was registered on:	20/05/2020
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	All staff in NYAS have to renew compulsory training in safeguarding, information security, GDPR, confidentiality and advocacy. This takes place internally via our training department. We also ensure advocates are gaining or working towards level 4 City and Guilds in Advocacy which is achieved via Gower College. We also have provided bespoke anti-racism training during the last 12 months for our workforce along with leadership and management courses for managers.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	NYAS have implemented a pay policy which ensures staff annually are considered for a pay reward if in line with our policy (a successful APR and full completion of compulsory training.) This has supported retention of staff. We have strengthened our recruitment policy and ensure our jobs are advertised widely and where possible available in Welsh and English. We have included young people and service users as part of our interview process which has demonstrated our values to candidates.

### Regulated services delivered by this provider

Service name	Service type	Type of care
National Youth Advisory Service	Advocacy Service	None

## Service: National Youth Advisory Service

### Service summary

Service Type	Advocacy Service
Type of Care	None
Approval Date	20/05/2020
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none"><li>The National Youth Advocay Service is registered to provide an Advocacy Service in Wales.</li><li>The responsible individual for this service is Sharon Lovell</li></ul>
How many children did you provide advocacy services during the last financial year?	1269

### Service management

Responsible Individual(s)	Sharon Lovell
Manager(s)	Elly Jones

### Service contact details

Service Telephone Number	<a href="tel:01516498700">01516498700</a>
Service Contact Email Address	<a href="mailto:help@nyas.net">help@nyas.net</a>

### Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none"><li>Welsh</li></ul>
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

### Engagement with people using the service

During the advocacy case work we will review the care plans. At the end of the case, we ask advocates to complete the outcomes report and ask service user to complete feedback. This feedback is reviewed within the Quality Care Review which is undertaken by the Responsible Individual every 6 months.
---

### Compliance and quality statement

<b>Not Inspected - Strong Internal Checks</b> Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing. We are confident our service meets the standards set out under section 27(1) of the 2016 Act.
---

### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£0

### Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

## Staff working at the service

### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	26
--	----

### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Supervisory Staff (not providing direct care)	3	3
Other Staff	26	26

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

#### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Other Staff	Working towards all staff completing	Not relevant to this staff group

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	3	0	0
Other Staff	26	0	0

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Other Staff	0	0

### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Other Staff	9	17

### Staff qualifications

#### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Other Staff	25	1

#### Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Other Staff	0	0

