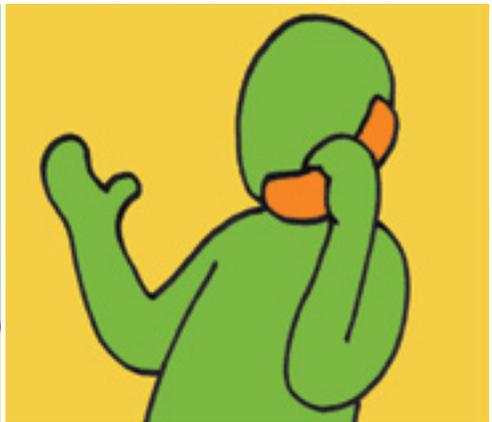


Speaking up for you



Information about advocates and advocacy services

Westminster City Council

westminster.gov.uk

Westminster City Hall
64 Victoria Street
London SW1E 6QP



City of Westminster

Sometimes it helps to have someone else who can speak on your behalf and represent your interests, especially in formal situations or when you don't feel very confident. A person who speaks on your behalf in this way is often called an 'advocate'.

The Care Act puts into law for the first time a duty on your Council to ensure that in certain circumstances you have the support of an advocate when talking to us.

What is an advocate?

An advocate is someone who can speak on your behalf, if you are not able to do so yourself. They can help you get your views or wishes across about issues which are important to you, such as the care or medical treatment which you receive or the management of your finances.

Who can act as your advocate?

A family member or friend can act for you if you are content for them to take on this role as your advocate. In this role they are known as an 'appropriate individual'.

If there is no appropriate individual to support you then your council must arrange an independent advocate for you.

When you are entitled to have an independent advocate appointed for you

If you do not have anyone able or appropriate to support you, the Council must appoint an independent advocate to ensure that there is someone to support you to express your views and wishes if you would otherwise have 'substantial difficulty' in doing so yourself.

'Substantial difficulty' could mean that you have difficulty in:

- understanding the information you have been given - this could be about your assessment or the support planning visit, or your review
- remembering information - this could be about you needing the information to think about your options and to make a decision later
- using the information so that you can be as involved as possible in making any decisions and
- expressing your views, wishes or feelings.

If you have substantial difficulty in speaking for yourself, the advocate can support you during:

- the care assessment, support planning and review process when you support arrangements are being discussed with you
- a carer's assessment

- a young carer's assessment
- a safeguarding enquiry or a safeguarding adult review
- an appeal against a local authority decision under Part 1 of the Care Act (subject to further consultation)
- a child's needs assessment (when you are the person looking after the child)
- a child's carer's assessment (when you are the person looking after the child, and the child has a disability).

Who cannot act as your advocate

The following people should not be considered by your council as an 'appropriate individual':

- someone who you do not want to support you
- someone who is providing care or treatment to you on a professional or paid basis
- someone who is unlikely to be able to, or available to, properly support you to express your views
- someone who has previously been found to have abused or neglected you, or has previously failed to stop other people abusing or neglecting you

If you choose to, you can appoint an independent advocate yourself

Organisations that provide independent advocates in your borough

Your local advocacy services

The following local organisations can provide an independent advocate for you.

For older people

The Advocacy Project

73 St Charles Square,
London W10 6EJ

Tel: 020 89696 3000

Email:

info@advocacyproject.org.uk

PohWER

Tel: 0300 456 2370

Minicom: 0300 456 2364

Text: send the word 'pohwer'
with your name and number
to 81025

Email: pohwer@pohwer.net

For people living with dementia

The Advocacy Project

Contact details as above

For people with physical disabilities (including sensory impairment)

PohWER

Contact details as above

People with living learning disabilities

The Advocacy Project

Contact details as above

For people with mental health issues

The Advocacy Project

Contact details as above

For information on advocacy rights for people who are admitted to hospital under the Mental Health Act please go to www.peoplefirstinfo.org.uk's webpage called Mental health care in hospital.

For people living with a learning disability, dementia, mental health issues

Information about advocacy for people who may lack the mental capacity to independently make decisions about aspects of your lives can be found on www.peoplefirstinfo.org.uk's web page Making Your Own Decisions (Mental Capacity Act 2005).

For carers living in, or caring for someone in, Westminster

Carers Network

Beethoven Centre,
Third Avenue,
London W10 4JL

Tel: 020 8960 3033

Fax: 020 8962 9461

Email:

info@carers-network.co.uk

Mental health advocacy for people in hospital

People who are admitted to hospital under the Mental Health Act are entitled to help from an Independent Mental Health Advocate (IMHA) - you can find out more by searching for IMHA on www.peoplefirstinfo.org.uk

More information on advocacy

View www.peoplefirstorg.uk's webpage called Someone To Speak Up For Me.

Finding out more

There are a number of ways (see below) in which you can find out more about recent changes under the Care Act, about how to access care and support, and about the care and support options which are available to you.

Online help and leaflets

The Government has produced a series of factsheets which explain the aims of the Care Act and how the changes may affect you. Visit **www.gov.uk** and search 'care act'.

They have also produced a series of leaflets in formats for people with learning disabilities. Search for 'care act easy read' on **www.gov.uk**

To find out more about the changes to care and support, visit **www.gov.uk/careandsupport**

The People First website

The People First website is an easy-to-use online resource that puts you in touch with a wealth of information and local services that can help you live the life you want, be independent, and find the help you feel you might need. The website is provided by the Adult Social Care service of Hammersmith & Fulham Council, the Royal Borough of Kensington and Chelsea and Westminster City Council.

Contact your council

To ask for more information about the Care Act or other care and support issues, or to request an assessment of your support needs contact your council direct:

Telephone: **020 7641 1175**

Email: **adultsocialcare@westminster.gov.uk**

You can also ask questions specifically about the Care Act by emailing **careact@lbhf.gov.uk**

Leaflets

There are a range of leaflets from your council on issues covered by the Care Act, and on other issues which may be of interest to you. To access leaflets telephone your council using the details above, or go to the Leaflets Library at the top of the home page at **www.peoplefirstinfo.org.uk**

Independent information and advice

The following organisations offer specialist advice on a wide range of issues including health and disability, care and support options, money, benefits and accommodation. *Those marked with an asterisk offer some level of information and advice about the Care Act.*

Action on Disability*

A user-led organisation managed and controlled by disabled people, campaigning for the rights of disabled people, delivering accessible activities, information, advice and advocacy services.

Action on Disability
The Greswell Centre,
Greswell Street,
London SW6 6PX
Telephone: 020 7471 8510
www.actionondisability.org.uk

Age UK*

The country's largest charity dedicated to helping everyone make the most of later life through providing services and support to inspire, enable and support older people.

Age UK Westminster
25 Nutford Place,
London W1H 5YQ
Telephone: 020 3004 5610
www.ageuk.org.uk/westminster

Carers Network*

Carers Network is the first point of contact for unpaid adult carers living in Westminster who need information, advice or support about being a carer.

Office 8, Beethoven Centre,
Third Avenue,
London W10 4JL
Telephone: 020 8960 3033
www.carers-network.co.uk

Citizens Advice Bureau*

Helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

Westminster

Citizens Advice Bureau

21a Conduit Place,

London W2 1HS

Telephone: 0844 477 1611

(calls may be charged)

www.westminstercab.org.uk

Migrant Resource Centre*

Offers advice and information on benefits, debt, housing, employment or immigration.

24 Churton Street,

London SW1V 2LP

Telephone: 020 7834 2505

www.migrantsresourcecentre.org.uk

Mind

Mind provides advice and support to people with mental health needs and their carers.

Wandsworth & Westminster
Mind

3rd Floor, Radstock House,
5 Eccleston Street,

London SW1 9LX

Telephone: 020 7259 8100

www.wmind.org.uk

Westminster Advice Services Partnership (WASP)*

WASP offers advice and information for people living in Westminster about benefits, debt, housing, employment or immigration in different languages.

21a Conduit Place,

Paddington,

London W2 1HS

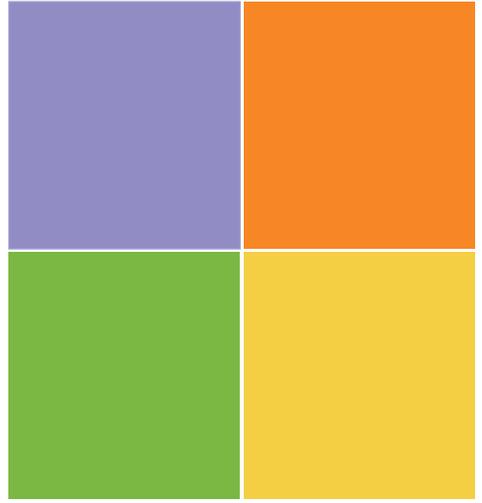
Telephone: 08444 771 611

www.westminsteradvice.org.uk

Advice Westminster

Online-only advice service.

www.westminsteradvice.org.uk



Speaking up for you

Information about
advocates and
advocacy services



City of Westminster

Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Postcode:

Telephone:

Please return this section to:
Westminster City Council Communications

Floor 18,
Westminster City Hall,
64 Victoria Street,
London SW1 6QP

Email:

communications@westminster.gov.uk

Telephone:

020 7641 1886

Advocacy: speaking up for you. June 2015.

How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint, please contact:

Customer Feedback Team

Adult Social Care, Floor 4,
Hammersmith
Town Hall Extension,
King Street, Hammersmith,
London W6 9JU

Telephone: 0800 587 0072

Email: ascustomerfeedback@westminster.gov.uk

For further information on advocacy, please contact:

Westminster adult social care

T: 020 7641 1444

020 7641 1175

E: adultsocialcare@westminster.gov.uk

For more information about our services and publications view them on

www.westminster.gov.uk or
www.peoplefirstinfo.org.uk



www.peoplefirstinfo.org.uk

for a wide range of information about what's available locally to help you stay independent.

