

## York Advocacy Hub Information Sheet

### What is Advocacy?



Advocacy is helping people say what they want.

An advocate will work together with you.

Advocacy makes sure that you have a voice and a say in important decisions about your life and care.

### About York Advocacy Hub



**Free:** You do not have to pay for our service.

**Confidential:** This means we don't share information with other people or services if you don't want us to.

**Independent:** This means that it is your voice that is important. Only you will tell your advocate what you want them to do.

### What Do We Do?



#### Care Act Advocacy.

If you have a social work helping you with a -

- Needs assessment
- Review
- Care planning
- Carer's assessment
- Safeguarding processes

Then you may be able to have a Care Act Advocate.



A Care Act Advocate is there to help people who may struggle to understand or express what support they need and have no one else to support them with decisions about their care.

We can support you through the process with your social worker.

## How can York Advocacy Hub help you?



Is no-one listening to you?

You don't agree with decisions that are being made about you?

You can't get the help you need?

You need information to help you make a decision

## We Can:



Find out information for you

Go to meetings and appointments with you

Speak out on your behalf

Help you to fill in forms

Tell you about other services that could help you

## What we won't do:

Give advice, opinions or tell you what to do

Give legal or medical advice or opinions

Advocates are not counsellors, social workers, support workers or mediators

We don't have a drop-in service and are an appointment based service only.



## Confidentiality:



We don't share any information with other people unless you want us to.

Sometimes we may need to share information. This may happen if we are worried about your health or if a court tells us we need to do this.



### Information and record keeping

We keep records because they help us to remember things you have told us. It also means we can check we are giving you a good service.

There are rules to make sure your records are private

We keep your records safe. If you want to see them please let us know.



### Closing Cases

When we have finished the advocacy work you asked us to do we will close your case. We will send you a feedback form. Your feedback is important and tells us what we are doing well and when we need to make changes.

A feedback form titled 'Questions' with two speech bubble icons containing question marks. The first question is '1. What do you think about it?' with three radio button options: 'Good', 'Bad', and 'Not sure'. The 'Not sure' option is selected with a blue checkmark. A hand holding a black pen is shown writing on the form.

### What happens next?





York Advocacy Hub  
Tel: 01904 414357  
Email: [office@yorkadvocacy.org.uk](mailto:office@yorkadvocacy.org.uk)

If you would like to see an advocate, you or someone who knows you, with your permission, can call us on **01904 414357** or email [office@yorkadvocacy.org.uk](mailto:office@yorkadvocacy.org.uk)

We will make an appointment to see you

You can bring someone you know and feel comfortable with to any appointments you have with an advocate.



## What do we expect from you?



If you cannot attend an appointment please let us know by calling us on **01904 414357**.

If you miss an appointment and we cannot contact you we will write to you. If we do not hear from you we will need to close your case.

Please do not attend advocacy appointments under the influence of drugs or alcohol.

Physical or verbal aggression towards staff, other clients or property will not be accepted.



If you are not happy with how we work with you please tell the advocacy manager.



**York Advocacy Hub**  
Tel: 01904 414357  
Email: [office@yorkadvocacy.org.uk](mailto:office@yorkadvocacy.org.uk)

If you are not happy with how they deal with your concerns you can make a formal complaint to our Chief Executive, Alyson Scott on [01904 643364](tel:01904643364).

Please read through this information and if you have any questions please let your advocate know.

When you have read through this information please sign below to show you understand the information.



**Your Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Advocate's Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_