

# Advocacy



# What is Advocacy?

**Advocacy can support you to have a strong voice when you need to make an important decision or are facing issues you need help with.**

Our advocacy service is **free, confidential and independent.** Advocates work in partnership with you, which means we listen to what you want and act on your behalf at all times.

## Advocacy is:

- making sure your voice is heard
- helping you have more choice
- speaking out on your behalf

## Advocacy is not:

- crisis support
- counselling
- emotional support
- befriending
- giving advice

# How an advocate can help

- Helping you decide what to do
- Finding out information and who to contact
- Telling you about your rights
- Helping you to access health and social care services
- Going to meetings and appointments with you
- Helping you make a complaint
- Helping you write letters and fill in forms
- Challenging decisions that you do not agree with
- Making sure your rights are being respected
- Supporting you to feedback your experiences of using services



**“You were able to express my concerns and grievances in an assertive way that had to be listened to”**

# York Advocacy Hub delivers a range of specialist advocacy services

**NHS Complaints Advocacy** - Our NHS advocacy service can provide you with information on how to make a complaint. If you require additional support due to mental ill-health, learning disability or communication difficulties our advocates can help you to make a complaint.

**General Advocacy** - We can help if you are aged 18 or over, have a disability, mental ill-health or are a vulnerable person with an issue you need support with.

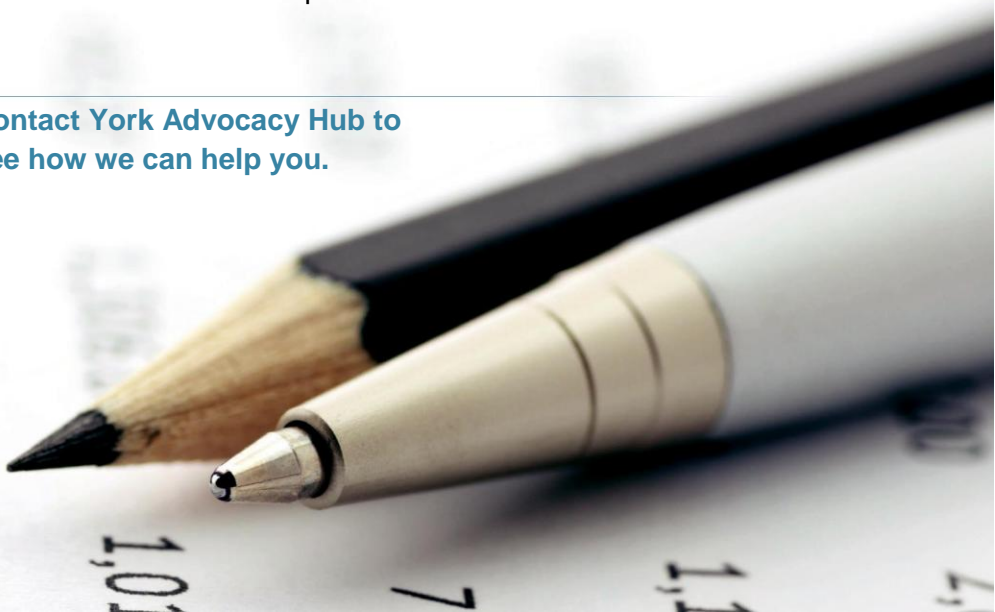
**Care Act Advocacy** – You may be entitled to advocacy support if you have substantial difficulty engaging in decisions your social worker is making about your care and support.

**Independent Mental Capacity Act Advocacy** – this advocacy service is available for people who have no appropriate person with which to consult, and who lack capacity to make decisions about either serious medical treatment or long term accommodation.

**Independent Mental Health Act Advocacy** – you are entitled to advocacy support if you are detained under the Mental Health Act 1983, conditionally discharged or on a Supervised Community Treatment or Guardianship Order.

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**Contact York Advocacy Hub to see how we can help you.**



# About us



## York Advocacy Hub provides advocacy support to people resident in the City of York.

York Mind has delivered a successful advocacy service since 1997. From April 1st 2017 we launched our new service called York Advocacy Hub, which brings together five specialist advocacy services; General Advocacy, NHS Advocacy, Care Act Advocacy, Mental Health Act Advocacy and Mental Capacity Act Advocacy.

We aim to provide a positive experience for people who use our services. We welcome your feedback and comments.

## Get in touch...

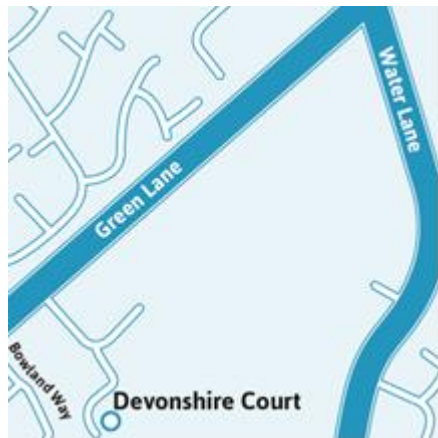
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**Please contact us for more information or if you would like to make a referral.**



**If you need this information in a different format please contact us**