

## What is advocacy?

What you need to know  
about advocacy

# What is advocacy?

Buckinghamshire Council is required by law to provide an advocate to support you with your assessment and/or preparation of your care and support plan.

Advocacy is about helping people to speak for themselves and supporting them so that their wishes and views are included. Advocates are independent and are not part of your family or one of your friends.

You may be entitled to the help of an advocate if you find it hard to understand information and advice.

## How can an advocate help?

An advocate will:

- Help you to understand what is being said in meetings
- Make sure you are included within any decision making
- Make sure your rights are respected
- Help you to express your views and wishes
- Let you know what you are entitled to
- Inform you of where to go to for information, advice and specialist support

## When can advocacy help?

Advocacy can help in situations where:

- Others have more say in your life than you do
- People are making decisions for you
- You do not feel listened to
- You have difficulty speaking up for yourself
- You need help with making a complaint or getting help from social care services

## Who might need advocacy support?

The Care Act 2014 applies to adults with care and support needs and their carers as well as to young people aged over 16 years who are transitioning into adult social care services.

If you receive support from adult social care, an advocate can ensure you get the outcomes that are important to you. They will make sure that their voice is heard and your wishes are considered about any decisions involving you.

If someone does not have the support of someone to help them, and also lacks mental capacity, an advocate may also be able to help. Professionals and others involved in 'best interest' decisions can make a referral for IMCA support (Independent Mental Capacity Advocacy).


You also have the right to get support from an IMHA (Independent Mental Health Advocate) if you receive support for your mental health.

## How to get an advocate

You can be referred by your doctor or an adult social care worker to POhWER (People of Hertfordshire Want Equal Rights). This service is also available to residents of Buckinghamshire.

You can also contact POhWER directly:

 **Go online:** [www.pohwer.net](http://www.pohwer.net)

 **Call:** 0300 456 2370

 **Email:** [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**Use this space to write down things you need to remember to tell us**

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## **How to contact us**


### **Adult Care Services**

To get more information about adult social care services you can:


-  **Go online:** [buckinghamshire.gov.uk](http://buckinghamshire.gov.uk) and click on 'Care for Adults'
-  **Call:** 01296 383204

### **Are you worried about somebody?**



If you or someone you know is at risk of abuse or neglect:

-  **Call:** 0800 137915 (24 hours a day)

### **If you would like to give us feedback**

-  **Go online:** Please complete the online form at [buckinghamshire.gov.uk](http://buckinghamshire.gov.uk)

If you prefer you can:

-  **Call:** 01296 387844
-  **Email:** [complimentsandcomplaints@buckinghamshire.gov.uk](mailto:complimentsandcomplaints@buckinghamshire.gov.uk)