Serving the people of Ashford, Tenterden, Hythe, Folkestone, Lyminge and New Romney

A Guide to Professional Advocacy
Advocacy is about working together to have your views heard…

- Advocacy involvement is short term, independent. Advocates work with people on their specific issues.
- Advocates listen to what you want.
- Advocates remain independent – to support you to express your views and wishes.
- Your Advocate will support you to understand and exercise your rights.
- Your Advocate will support you to research information.
- Your Advocate will treat you with respect and dignity.
- Your Advocate will enable you to be kept informed of progress.
- Age UK Advocacy is free of charge.
The Principles of Professional Advocacy

- Your Advocate works for you. Our job is to help you to express the issues that are most important to you.
- Advocacy promotes your independence
- Advocacy helps you to make informed choices based on factual, quality information
- Advocates are totally independent. They do not work for a Local Authority, or the providers of care services.
- Advocacy is a confidential service.
- Your Advocate should offer you a choice about the type of advocacy that suits you best. Some people like one person to act on their behalf, others the support of a group. Some prefer a minimum of support and will advocate for themselves.
A Professional Advocate Can …

- Help you to speak up and get heard
- Help you to explore choices and options
- Help you to challenge decisions that you do not feel are in your best interests
- Help you to challenge discrimination and abuse
- Help you to understand and exercise your rights
- Help you to make a complaint where you feel badly treated

A Professional Advocate Cannot…

- Give you advice or personal opinions
- Make choices for you.
- Work with you long term
- Complete forms or support work tasks
- Transport you to appointments
- Support or condone discrimination
Confidentiality

- Unless you request otherwise, all information shared with the Advocate will be kept confidential.
- Advocates must disclose information if they believe that the person disclosing the information is at risk or putting others at risk.
- Confidentiality cannot be maintained if a Court or the Police tells the Advocate to disclose the information.

Complaints

- If you are not happy with the quality of the advocacy you have the right to complain.
- We have a complaints procedure. In the first instance however please address your concerns to the Chief Executive of Age Uk Ashford who will investigate your concern.
- If you are still unhappy you can complain to a member of the Board of Trustees.
How to make a referral

Anybody over the age of 55 is eligible for our advocacy scheme. We can send you a referral form through the post please write to:

David Chadwick
Age Uk Ashford
The Eldercare Centre
Stanhope Road
Ashford, Kent

By email – davidageukashford@gmail.com

By phone – 07912 179 951

Via our website www.

We also run Advocacy Clinics at The Eldercare Centre, The Joe Fagg Pop In Centre, Tenderden Day Opportunities Service please call for dates
Thank you for reading this leaflet we look forward to hearing from you.