

# Community Advocacy Service in Staffordshire



We offer free, confidential and independent advocacy services to help people understand their rights, be treated equally and be heard.

# Community Advocacy Service

**This service is for people who need support to deal with an issue they are facing.**

## **We can help you if:**

- You are finding it difficult to say, explain your wishes and feelings
- You find it hard to get people to listen
- You want help to make choices about your life
- You are in a situation where you feel vulnerable or that you could be at risk of abuse

## **Your Advocate can:**

- Communicate with you in a way that meets your needs
- Help you to have your rights and choices and help you to have your voice heard
- Help you to say what you want in meetings
- Support you to access information and signpost you to other services where required

## **This service is available to people who:**

- **Live in Staffordshire,**
- **Are aged 18 years or above**

### **AND**

- **Have a learning disability**
- **Or physical disability**
- **Or sensory disability**
- **Or a long-term condition**
- **Or a mental health need**
- **Or they are an older person aged 65 years or over**

**You must also be a user of any adult social care service which is either arranged, supported or provided by Staffordshire and Stoke-on-Trent Partnership NHS Trust or the County Council.**

# Advocacy under the Care Act

**The Care Act places a duty on local authorities to involve people as much as possible when their care and support is being assessed or reviewed or when they may be subject to safeguarding concerns.**

**A person will be entitled to have an independent advocate under the Care Act if:**

- They are deemed to have “substantial difficulty” being fully involved in the process. This means they would have difficulty understanding, remembering, using or weighing up relevant information or in communicating their views, wishes or feelings
- There is no appropriate person available to support and represent the person’s wishes

**An advocate can be involved when the local authority is:**

- Carrying out a needs assessment
- Carrying out a child’s needs assessment
- Carrying out a carer’s assessment, child’s carer’s assessment or a young carer’s assessment
- Preparing a support plan or reviewing a care and support plan
- Making safeguarding enquiries or arranging for a Safeguarding Adults Review



# How to contact us:



telephone - 0300 456 2370 (8am to 6pm  
Monday to Friday, charged at local rate)



minicom - 0300 456 2364



text - send the word 'pohwer' with your name  
and number to 81025



email - [pohwer@pohwer.net](mailto:pohwer@pohwer.net)



Skype - [pohwer.advocacy](https://www.skype.com/name/pohwer.advocacy)



fax - 0300 4546 2365



post - PO Box 14043, Birmingham, B6 9BL

website - [www.pohwer.net](http://www.pohwer.net)



**Follow us on Twitter @POhWERadvocacy**

## Access to information

- We provide leaflets and information in a variety of languages and formats, Easy Read, audio and DVDs
- We have access to translation and interpreting services
- We use communication toolkits, Makaton and other signing techniques

