What does an advocate do?

Your advocate will:
- listen to what you want
- help you understand information
- explain your options
- plan with you about what to do next

Your advocate will not:
- offer counselling or befriending
- offer advice, legal advice or legal support
- make decisions for you

If you need some support that we cannot offer, we will help you find out who can help.

You can ask to stop advocacy support at any time.

“**You didn’t judge me. I felt like I was being heard.**”

Bea, who met with one of our advocates

Contact us

You can contact your advocate directly, if they have given you their details. Or, you can contact our helpline.

We’re open Monday to Friday, 9am to 5pm.
We’re closed on Bank Holidays.

**Phone:**

0300 303 1660

**Email:** helpline@voiceability.org

**Twitter:** @VoiceAbility

**Website:** voiceability.org/hampshire
voiceability.org/southampton

Please ask if you need this information in a different language or format. We have Easy Read information. We can provide interpreters. We can provide advocates qualified in British Sign Language.

About VoiceAbility

We make sure you’re heard when it matters most. We’ve been supporting people to have their say in decisions about their health, care and wellbeing for over 30 years. We’re an independent charity and one of the UK’s largest providers of advocacy and involvement services.
What is an advocate?

Advocates support you to have your say and make your own choices. Your advocate can help if you have a problem or you are not being listened to.

- Advocates don’t work for the council, the NHS or care providers.
- You don’t need to pay for an advocate.

Our promises to you

1. Decisions

Your advocate will:

- help you do things for yourself
- support you to make your own decisions
- always check you’re happy before they do anything for you

2. Confidentiality

We will keep things confidential. This means your advocate won’t tell anyone else what you have said to them, unless you agree.

- If you are at risk of harm, or the law says we need to, your advocate might need to break this rule and tell someone. If your advocate has to tell someone else, they will explain why.
- You have the right to meet your advocate in private. This means you can talk to them without anyone else in the room.

3. Medical records

Your advocate may need to see your medical records in order to help you.

- We will only look at information about you if you agree. There is a form to sign if you agree.

What we ask of you

1. Respect

Please treat VoiceAbility team members with respect.

2. Meetings

Please tell us as soon as possible when you need to cancel a meeting.

4. Our records

We will keep information we hold about you safe. You can ask to see it.

5. Feedback and complaints

We will listen and respond to any feedback you have about us and if you are unhappy with the work that we are doing with you, you can complain.

- You can complain by talking to your advocate, or you can contact complaints@voiceability.org or 0300 330 5454.