



What is Advocacy?

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need

Advocates work in partnership with the people they support, listen to their situation, take their side and ensure their needs, wishes and choices are heard. Advocacy promotes social inclusion, equality and social justice.

Independent Professional Advocacy and Citizen Advocacy

This is where Advocates support people with specific issues. They meet the people they support face to face to gain an understanding of what they want to achieve.

Advocates listen, they do not judge, they do not make decisions for people or tell them what to do. Advocates work together with individuals to discuss options, choices, and consequences and support people to enable them to make their own decisions. Advocacy aims to empower individuals to ensure their voices are heard, their confidence grows and people take control of their own choices and actions.

Our team is made up of Professional Advocates who hold the National Advocacy Qualification and also Citizen Advocates, who are trained volunteers in the principles and techniques of Advocacy.

Care Act Advocacy

There is a legal requirement under the Care Act 2015 that any person whom has significant difficulty understanding any part of the care assessment, support plan or review process, including safeguarding must be offered an Independent Advocate. Our team of Professional Advocates are fully trained in providing Care Act Advocacy and referrals can easily be made by professionals through our secure, online referral form

<http://advocacyinsurrey.org.uk/general-advocacy-referral-form/>

Advocacy in Surrey is free, confidential and totally independent.

It is provided by SDPP and partners for adult residents of Surrey who have any kind of impairment, young people in transition and older people. The service is accessible in the following ways:

Telephone: 0300 030 7333

Text/SMS: 07561 392818

On-line: www.advocacyinsurrey.org

You can also pop into one of the **Surrey Hubs** to discuss your situation where the team can help you to make a referral www.thesurreyhubs.org.uk

This is what some of our customers have to say...

“Amazing service. My Advocate is nothing less than outstanding”

“This was a very helpful service and made my life easier and also less stressful”

“Thank you very much for the much needed support at the meeting today. You were great and made me feel much more confident to say what I wanted”

“Advocate showed compassion but was also very professional and had full knowledge related to the help which was needed”

“What an invaluable service. There is nothing else like this and the help has made such a positive difference to me. I cannot thank you enough”

