

# Speaking up for you

Information about advocates  
and advocacy services

[www.rbkc.gov.uk](http://www.rbkc.gov.uk)



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

Sometimes it helps to have someone else who can speak on your behalf and represent your interests, especially in formal situations or when you don't feel very confident. A person who speaks on your behalf in this way is often called an 'advocate'.

**The Care Act puts into law for the first time a duty on your Council to ensure that in certain circumstances you have the support of an advocate when talking to us.**

## **What is an advocate?**

An advocate is someone who can speak on your behalf, if you are not able to do so yourself. They can help you get your views or wishes across about issues which are important to you, such as the care or medical treatment which you receive or the management of your finances.

## **Who can act as your advocate?**

A family member or friend can act for you if you are content for them to take on this role as your advocate. In this role they are known as an 'appropriate individual'.

If there is no appropriate individual to support you then your council must arrange an independent advocate for you.

When you are entitled to have an independent advocate appointed for you.

If you do not have anyone able or appropriate to support you, the Council must appoint an independent advocate to ensure that there is someone to support you to express your views and wishes if you would otherwise have 'substantial difficulty' in doing so yourself.

'Substantial difficulty' could mean that you have difficulty in:

- understanding the information you have been given - this could be about your assessment or the support planning visit, or your review
- remembering information - this could be about you needing the information to think about your options and to make a decision later
- using the information so that you can be as involved as possible in making any decisions and
- expressing your views, wishes or feelings.

If you have substantial difficulty in speaking for yourself, the advocate can support you during:

- the care assessment, support planning and review process when your support arrangements are being discussed with you
- a carer's assessment
- a young carer's assessment
- a safeguarding enquiry or a safeguarding adult review

- an appeal against a local authority decision under Part 1 of the Care Act (subject to further consultation)
- a child's needs assessment (when you are the person looking after the child)
- a child's carer's assessment (when you are the person looking after the child, and the child has a disability).

## **Who cannot act as your advocate**

The following people should not be considered by your council as an 'appropriate individual':

- someone who you do not want to support you
- someone who is providing care or treatment to you on a professional or paid basis
- someone who is unlikely to be able to, or available to, properly support you to express your views
- someone who has previously been found to have abused or neglected you, or has previously failed to stop other people abusing or neglecting you.

If you choose to, you can appoint an independent advocate yourself

# Organisations that provide independent advocates in your borough

## Your local advocacy services

The following local organisations can provide an independent advocate for you.

### For older people

#### **The Advocacy Project**

73 St Charles Square,  
London W10 6EJ

Tel: 020 89696 3000

Email:

[info@advocacyproject.org.uk](mailto:info@advocacyproject.org.uk)

#### **PohWER**

Tel: 0300 456 2370

Minicom: 0300 456 2364

Text: send the word 'pohwer'  
with your name and number  
to 81025

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

### For people living with dementia

#### **The Advocacy Project**

Contact details as above

### For people with physical disabilities (including sensory impairment)

#### **PohWER**

Contact details as above

### People with living learning disabilities

#### **The Advocacy Project**

Contact details as above

### For people with mental health issues

#### **The Advocacy Project**

Contact details as above

For information on advocacy rights for people who are admitted to hospital under the Mental Health Act please go to [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)'s webpage called Mental health care in hospital.

## **For people living with a learning disability, dementia, mental health issues**

Information about advocacy for people who may lack the mental capacity to independently make decisions about aspects of your lives can be found on [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)'s webpage Making Your Own Decisions ( Mental Capacity Act 2005).

## **For carers living in, or caring for someone in, Kensington and Chelsea**

### **Carers Kensington and Chelsea**

Carers UK  
20 Great Dover Street,  
London SE1 4LX  
Telephone: 020 7378 4961  
Email: [kandc@carersuk.org](mailto:kandc@carersuk.org)

## **Mental health advocacy for people in hospital**

People who are admitted to hospital under the Mental Health Act are entitled to help from an Independent Mental Health Advocate (IMHA) - you can find out more by searching for IMHA on [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)

## **More information on advocacy**

View [www.peoplefirstorg.uk](http://www.peoplefirstorg.uk)'s webpage called Someone To Speak Up For Me.

## Finding out more

**There are a number of ways (see below) in which you can find out more about recent changes under the Care Act, about how to access care and support, and about the care and support options which are available to you.**

### Online help and leaflets

The Government has produced a series of factsheets which explain the aims of the Care Act and how the changes may affect you. Visit **www.gov.uk** and search 'care act'.

They have also produced a series of leaflets in formats for people with learning disabilities. Search for 'care act easy read' on **www.gov.uk**

To find out more about the changes to care and support, visit **www.gov.uk/careandsupport**

## The People First website

The People First website is an easy-to-use online resource that puts you in touch with a wealth of information and local services that can help you live the life you want, be independent, and find the help you feel you might need. The website is provided by the Adult Social Care service of Hammersmith & Fulham Council, the Royal Borough of Kensington and Chelsea and Westminster City Council.

## Contact your council

To ask for more information about the Care Act or other care and support issues, or to request an assessment of your support needs contact your council direct:

Telephone: **020 7361 3013**

Email: **[socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)**

You can also ask questions specifically about the Care Act by emailing **[careact@lbhf.gov.uk](mailto:careact@lbhf.gov.uk)**

## Leaflets

There are a range of leaflets from your council on issues covered by the Care Act, and on other issues which may be of interest to you. To access leaflets telephone your council using the details above, or go to the Leaflets Library at the top of the home page at **[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)**



## Independent information and advice

The following organisations offer specialist advice on a wide range of issues including health and disability, care and support options, money, benefits and accommodation. *Those marked with an asterisk offer some level of information and advice about the Care Act.*

### **ADKC\***

*A user led organisation managed and controlled by disabled people, campaigning for the rights of disabled people, delivering accessible activities, information, advice and advocacy services.*

ADKC Action Disability  
Kensington and Chelsea  
Silchester Road,  
London W10 6SB  
Telephone: 020 8960 8282  
[www.adkc.org.uk](http://www.adkc.org.uk)

### **Age UK\***

*The country's largest charity dedicated to helping everyone make the most of later life through providing services and support to inspire, enable and support older people.*

Age UK  
Kensington and Chelsea  
(Incorporating Sixty Plus)  
1 Thorpe Close,  
London W10 5XL  
Telephone: 020 8969 9105  
[www.ageuk.org.uk/  
kensingtonandchelsea](http://www.ageuk.org.uk/kensingtonandchelsea)

## **Carers Kensington & Chelsea**

*The first point of contact for unpaid adult carers living in Kensington and Chelsea who need information, advice or support about being a carer.*

Carers Kensington & Chelsea  
Carers UK

20 Great Dover Street,  
London SE1 4LX

Telephone: 020 7378 4961

Free from landlines

telephone: 0800 032 1089

Email: [kandc@carersuk.org](mailto:kandc@carersuk.org)

## **Citizens Advice Bureau\***

*Helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.*

Kensington (London)  
Citizens Advice Bureau  
2 Acklam Road,  
London W10 5QZ

Telephone: 0844 826 9708\*  
(Advice line)

\*calls may be charged

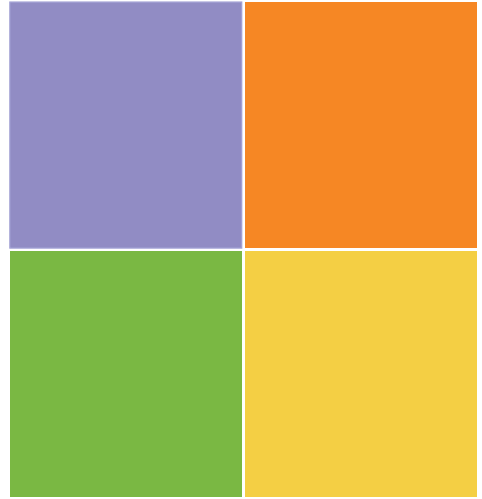
Telephone: 020 8962 3485  
[www.citizensadvice.org.uk/  
kensingtoncab.htm](http://www.citizensadvice.org.uk/kensingtoncab.htm)

## **Mind**

*Mind provides advice and support to people with mental health needs and their carers.*

Kensington and Chelsea  
Mind  
Office 1, 7 Thorpe Close,  
London W10 5XL

Telephone 020 8964 1333  
[www.kcmind.org.uk](http://www.kcmind.org.uk)



# Speaking up for you

Information about  
advocates and advocacy  
services



THE ROYAL BOROUGH OF  
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Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Postcode:

Telephone:

**Please return this section to:**

**Sensory impairment team**

Town Hall, Hornton Street,  
London W8 7NX

**Telephone social services:**  
020 7361 3013

**Voicemail:** 020 7361 2968

**Minicom:** 020 7937 7232

**Email:**  
sensoryteam@rbkc.gov.uk

**Fax:** 020 7361 2148

Advocacy: speaking up for you. July 2015.

## How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint, please contact:

### **Customer Feedback Team**

Adult Social Care, Floor 4,  
Hammersmith  
Town Hall Extension,  
King Street, Hammersmith,  
London W6 9JU

Telephone:  
0800 587 0072

Email:  
HSSCustomerCare@rbkc.gov.uk

**For further information on advocacy, please contact:**

## **RBKC social services line**

T: 020 7361 3013  
E: socialservices@rbkc.gov.uk

For more information about our services and publications view them on **www.rbkc.gov.uk** or **www.peoplefirstinfo.org.uk**



**www.peoplefirstinfo.org.uk**

for a wide range of information about what's available locally to help you stay independent.

