



Advocacy

The Sheffield Guide

2007

Sheffield
Primary Care Trust 
Advocacy Development

Foreword

Sheffield has a history in advocacy to be proud of.

One of the first advocacy projects for people with learning difficulties in the country was born in Sheffield. It has also been the home of the biggest mental health advocacy network in the UK for fifteen years. Advocacy, A Code of Practice (1994), The Advocacy Directory (1997), A Clear Voice Advocacy Reader (2001), and Advocacy Standards (2004) were all '**Made in Sheffield**'. These examples of excellence have inspired the adoption of advocacy in most areas of health and social care.

Today the city has a number of advocacy projects and Sheffield Primary Care Trust (PCT) is pleased to have been able to support many of these. It provides probably the only Primary Care Advocacy Service in the country which has adopted most of the standards found in the Independent Sector, as well as commissioning other services. Over the last two years it has worked jointly with other advocacy providers in the city, holding a successful conference 'Developing Advocacy in Sheffield' and supporting the Sheffield Advocacy Network.

This guide has been produced by the PCT to provide service users, carers and health and social care professionals with information about what advocacy is and where it can be accessed in the city.

Liz Skelton, Jan 2007

For copies of this guide please contact:

Carole Wood, Sheffield PCT

Tel: 0114 226 3034,

Email: Carole.Wood@sheffieldpct.nhs.uk

Introduction

“Advocacy is the process of speaking out for individual people or groups, to make sure that people’s rights are respected, their voices heard and that their needs are met in a dignified and equitable way.”

“Healthy Sheffield Action Plan for a Healthy City 1996”

This guide is aimed at bringing together details of advocacy services in the health and social care field of Sheffield. It focuses mainly on organisations that provide a specific advocacy service to people in Sheffield, but also includes some further information on advocacy and national contacts at the end of the directory. This section is particularly helpful if advocacy is new to you as a subject.

Advocacy is organised in different ways across the city, so projects may have specific age, client group or geographical restrictions. These are identified in their main entries with abbreviations in the index where possible to indicate this. With the exception of the five Primary Care Services listed all the organisations are independent from the NHS.

Although we have been as comprehensive as possible, there may be other organisations that we have missed. Many projects also have time limited funding so this information changes rapidly. Please therefore bear in mind that details, are as accurate as possible in January 2007, but may change.

There is also separate information at the back about the two kinds of statutory advocacy, the already established Independent Complaints Advocacy (ICAS) and the forthcoming Independent Mental Capacity Advocacy (IMCA).

Contents

	Page
Foreword	1
Introduction	2
Alphabetical List of Sheffield Organisations	4 -28
About advocacy:	29-34
What is advocacy?	30
What are the types of advocacy?	31
When can an advocate help?	32
What will an advocate do?	32
What an advocate is not!	33
ICAS (Independent Complaints Advocacy Service)	34
PALS (Patient Advice & Liaison Service)	34
More Information, National Contacts & Help Yourself	35
Index of Sheffield Organisations	41-2

Alphabetical List of Sheffield Organisations

Organisation Name	ARAB TRAINING AND INFORMATION CENTRE (ATIC)
Description	Provides advocacy, training and guidance to the Arabic speaking community, including Algerians, Iraqis, Syrians, Yemenis etc.
Languages	Arabic

Contact Address

The Old Firth Park Library
Firth Park Road
Sheffield
S5 6WS

Contact Name: Mohamed Alsahimi

Venue and Meeting Times

The Old Firth Park Library
Firth Park Road
Sheffield
S5 6WS

Office Address & Opening Times

The Old Firth Park Library
Firth Park Road
Sheffield
S5 6WS

Contact Name: Mohamed Alsahimi

Mon-Fri 9am-4pm

Tel: 0114 243 6093 - and answerphone

Fax: 0114 243 6093

Mobile: 07880 607348

Email: aticuk@yahoo.co.uk

Organisation Name BURNGREAVE ADVOCACY NOW (BAN)

Description Description: An independent community advocacy project, set up to provide a culturally appropriate service to Burngreave residents. Paid and volunteer advocates provide support around health, social care, education, housing and other issues. This support may involve reading/writing letters, making phone calls, accompanying residents to appointments and referrals/signposting to other services,

Languages English, Urdu/Punjabi, Arabic, Somali, Lingala, French.

Publications Leaflets, Annual Review, posters

Office Address and Opening Times

Floor 3, SADACCA
48 Wicker
Sheffield
S3 8JB

Contact Name: Fouzia Ali, Project Co-ordinator
Mon –Fri 9am to 4.30

Tel: 0114 2750262

Fax: 0114 2750249

Email: admin@advocacynow.org.uk

Venues and Meeting Times:

Please contact for details.

(Burngreave Library, Yemeni Community Centre, Pitsmoor Surgery.)

Organisation Name **BURTON STREET ADVOCACY PROJECT**

Description Burton Street Advocacy Project aims to help people who have particular communication difficulties. This may include people with learning difficulties, mental health problems and older people. The project works with groups of people as well as individuals. They offer assessments with a follow up review and short term involvement of 8 sessions to follow up particular issues. Where someone has complex needs, longer term involvement can be considered.

Local Website

www.burtonstreet.org.uk

Office address

The Burton Street AdvocacyProject
57 Burton Street
Sheffield
S6 2HH

Tel: (0114) 233 2908 ext 240/213

Email: glyn.mansell@burtonstreet.org.uk

Organisation Name **FATHER FIGURES**

Description Citywide project aimed at supporting fathers and their families of all ages and backgrounds. Providing groupwork, one-to-one support, social events, creative arts activities, advocacy, advice and information.

Office Address

Father Figures
70 Earl Street
Sheffield
South Yorkshire
S1 4PY

Tel: 0114 2722319 ext 59

Contact Name:

Paul Elsworth
Ray Voyse, Project Administrator

Email: ray.voyse@nacro.org.uk

Website: www.fatherfigures.co.uk

Venue and Meeting Times

Please contact for details

Organisation Name MAAN - SOMALI MENTAL HEALTH

Description Helps the Somali population in Sheffield to access mental health services. provided by the voluntary and statutory sectors. We provide information and support to service users and carers through the referral process, assessment, sectioning and CPA. Trained staff provide outreach support, advocacy, basic counselling and assistance with housing, benefits, interpreting and floating support. We support the Sheffield NHS in delivering appropriate and culturally sensitive services to the community.

Languages Somali, Amharic, Arabic, Creole, Italian.

Publications General pamphlets; Leaflets

Office Address & Opening Times

Volserve House
14-18 West Bar Green
Sheffield
S1 2DA

Contact Name:

Saeed Abdi, Development Worker
Cynthia Thomas, Admin Officer
Mohamud Ege, Senior Mental Health Worker
Mon-Fri 9.30am-4.30pm

Tel: 0114 275 8556

Fax: 0114 275 0888

Email: saeed.maan@tiscali.co.uk

Organisation Name	NATIONAL SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN (NSPCC)
Description	Provides counselling and therapy services for children and young people aged 9-18 years, who have experienced abuse. Also provides Childrens Rights and Advocacy Service for 5-24 year olds, and information, advice and support provided in partnership with Sheffield Connexions.
Languages	Punjabi (by arrangement)
Publications	Leaflets

Office Address & Opening Times

35 George Street
Sheffield
S1 2PF

Contact Name:

Permala Sehmar, Children and Young Peoples
Service Manager
Justine Skeats, Practice Manager
Mon-Fri 9am-5pm

Tel: 0808 800 5000 - Helpline, Mon-Sun, 24h

Tel: 0114 228 9200 **Fax** :-0114 228 9229

Email: sheffield@nspcc.org.uk

Organisation Name NSPCC SHEFFIELD YOUNG PEOPLES CENTRE

Description City centre resource for young people aged 9-18 years (24 years if a care leaver). Provides a One 2 One drop-in service for young people to access the services within the centre. Encourages self referrals, but will accept assisted if the young person attends the centre with a professional. Provides counselling, a children's rights and advocacy service, an independent visiting service for Looked After Children. Also provides other opportunities for young people to participate in activities and group work, on a rolling programme.

Office Address & Opening Times

35 George Street
Sheffield
S1 2PF

Contact Name: Permala Sehmar, Children and Young Peoples Service Manager/Justine Skeats, Childrens Services Manager

Mon-Fri 9am-5pm

Tel: 0114 228 9200**Fax** :-0114 228 9229

Email: sheffield@nspcc.org.uk

Venue: For times please contact us.

35 George Street
Sheffield
S1 2PF

Organisation Name **PAKISTAN MUSLIM CENTRE (PMC)**

Description Involved in training, education, cultural and leisure activities for the Pakistani community in and around Sheffield. Holds Pakistani Independence Day celebration and Eid celebrations. Also provides mental health advocacy service for women.

Languages **Punjabi, Urdu**

Publications **Annual Report**

Contact Address

Woodbourn Road
Sheffield
S9 3LQ

Contact Name: Irshad Akbar

Office Address & Opening Times

Woodbourn Road
Sheffield
S9 3LQ

Contact Name: Irshad Akbar

Mon-Thurs 9am-12.30pm, 1-5pm, Fri 9am-12.30pm, 1-4.30pm

Tel: 0114 243 6091

Fax: 0114 261 9330

Email: irshadakbar@pmcuk.org

Organisation Name PRIMARY CARE ADVOCACY SERVICE,
Darnall & Tinsley

Description Supports patients of Darnall Community Health, The Prince of Wales Medical Centre, Darnall Health Centre, Practices at York Road, Highgate & Whitehouse Surgeries to access health and social care services. Aims to empower users with information and support, enabling them to have more control over their lives, to increase their confidence and to be aware of their health needs and how to meet them.

Publications Leaflets

Office Address

246 Darnall Road
Sheffield
S9 5AN

Contact Name: Yvonne Wells, Advocacy Worker

Tel: 0781 575 4411

Email: yvonne.wells@sheffieldpct-nhs.uk

Venue and Meeting Times

Darnall Community Health
246 Darnall Road
Sheffield
S9 5AN

Please ring to make an appointment

Tel : 0845 1214313

Venue and Meeting Times

All other Surgeries

Please ring to make an appointment

Tel: 0781 575 4411

Organisation Name PRIMARY CARE ADVOCACY SERVICE,
Fox Hill & Palgrave Road

Description Supports patients of Foxhill Medical Centre and The Health Care Surgery, Palgrave Rd, to access health and social care services. Aims to empower users with information and support, enabling them to have more control over their lives, to increase their confidence and to be aware of their health needs and how to meet them.

Publications Leaflets

Office Address

The Healthcare Surgery
63 Palgrave Road
Sheffield
S5 8GS

Contact Name: Lynne Worth, Advocacy Worker

Tel: 0114 2344811 - and answerphone

Email: lynne.worth@sheffieldpct-nhs.uk

Venue.

The Healthcare Surgery
63 Palgrave Road
Sheffield
S5 8GS

Please ring to make an appointment

Venue.

Foxhill Medical Centre
363 Halifax Road
Sheffield
S6 1AF

Please ring to make an appointment

Tel: 2322055 or 2855788

Organisation Name PRIMARY CARE ADVOCACY SERVICE,
PAGE HALL & UPWELL STREET

Description Supports patients of Page Hall Medical Centre and Upwell Street Medical Centre to access health and social care services. Aims to empower users with information and support, enabling them to have more control over their lives, to increase their confidence and to be aware of their health needs and how to meet them.

Languages Punjabi, Urdu

Publications Leaflets

Office Address

Upwell Street Medical Centre
93 Upwell Street
Sheffield
S4 8AN

Contact Name: Yasmin Saddiq, Advocacy Worker

Tel: 0114 226 2646 - and answerphone

Email: yasmin.saddiq@sheffieldpct.nhs.uk

Venue.

Upwell Street Medical Centre
93 Upwell Street
Sheffield
S4 8AN

Please ring to make an appointment

Tel: 0845 120 2826

Venue.

Page Hall Medical Centre
101 Owler Lane
Sheffield
S4 8GB

Please ring to make an appointment

Tel: 0844 415 7999

Organisation Name PRIMARY CARE ADVOCACY SERVICE,
Manor & Arbourthorne

Description Supports patients of Northern Avenue Surgery, Manor Park Medical Centre, Dovercourt Surgery and Heeley Green Surgery, to access health and social care services. Aims to empower users with information and support, enabling them to have more control over their lives, to increase their confidence and to be aware of their health needs and how to meet them.

Publications Leaflets

Office Address

Northern Avenue Surgery
141 Northern Avenue
Sheffield
S2 2EJ

Contact Name: Lorna Knowles, Advocacy Worker

Tel: 0114 2645206 - and answerphone

Email: lorna.knowles@sheffieldpct.nhs.uk

Venue and Meeting Times

Northern Avenue Surgery
Manor Park Medical Centre
Dovercourt Road Surgery
Heeley Green Surgery
Please ring to make an appointment
Tel: 0114 2645206

Organisation Name	PRIMARY CARE ADVOCACY SERVICE, Sharrow Lane Medical Centre
Description	Supports patients of Sharrow Lane Medical Centre to access health and social care services. Aims to empower users with information and support, enabling them to have more control over their lives, to increase their confidence and to be aware of their health needs and how to meet them.
Languages	Punjabi, Urdu
Publications	Leaflets

Office Address

Sharrow Lane Medical Centre
129 Sharrow Lane
Sheffield
S11 8AN

Contact Name: Ayesha Zaman

Tel: 0845 123 8891

Email: Ayesha.Zaman@sheffieldpct.nhs.uk

Organisation Name **ROSHNI SHEFFIELD ASIAN WOMENS RESOURCE CENTRE**

Description A resource centre run by and for Asian women in Sheffield, which actively promotes the needs of local Asian women through self-help, education, advocacy, information provision, cultural, health and wellbeing activities. Aims to actively encourage Asian women to be self-reliant through empowering them to identify their own needs, make their own choices and create their own solutions. Ongoing youth work and Young Asian Women's Mentoring Project. Facilities available include creche, meeting rooms, office equipment. Organises conferences, courses, workshops, leisure activities and summer activities.

Languages Bengali, Gujurati, Hindi, Punjabi, Urdu

Publications Annual Report; Publicity leaflets

Office Address & Opening Times

444 London Road

Sheffield

S2 4HP

(Mon – Fri, 10-3pm)

Contact Name: Ghazala Razzaq, Co-ordinator

Tel: 0114 250 8898 **Fax** :-0114 258 4008

Email: roshnisheffield@btconnect.com

Email: advocacy@roshnisheffield.org

Organisation Name **SACMHA (SHEFFIELD AFRICAN-CARIBBEAN MENTAL HEALTH ASSOCIATION)**

Description Offers support and advice for individuals of African-Caribbean origin who are experiencing mental health difficulties. Organises a number of groups. Offers advice and supported accommodation, runs a day centre and offers home and hospital visiting. Provides an advocacy service especially around health care issues and aims to train, inform and act on a consultancy basis to health care professionals. Also provides a forensic advocacy service.

Languages Caribbean Patois

Publications Newsletter; Information packs

Office Address & Opening Times

84 Andover Street
Sheffield
S3 9EH

Contact Name: Ashton Wynter, Project, Patrick Anyomi, Forensic Advocate/Manager/Sadie Palmer, Carers Co-ordinator

Mon-Thurs 9am-5pm, Fri 9am-4.30pm

Tel: 0114 272 6393 - and answerphone

Fax :-0114 270 6836

Email: admin@sacmha.org.uk

Venue and Meeting Times

Community Resource Centre
Andover Street
Sheffield
S3 9ED

Mon 10am-1pm (Breakfast Club), Wed 10am-3pm (Lunch Club), Fri 10am-2pm (Lunch Club)

Organisation Name SHARING CARING PROJECT

Description Project supporting the information, advocacy and advice needs of family carers of adults with learning disabilities. Part of Sheffield Mencap and Gateway. Company limited by guarantee no 3168775.

Languages Punjabi, Urdu

Publications Newsletter

Local Website www.sheffieldmencap.org/scp.htm

Office Address & Opening Times

c/o Sheffield Mencap
Norfolk Lodge
Sheffield
S2 3QF

Contact Name: Dalia Magrill, SCP Co-ordinator,
Mon-Fri 9am-4.30pm

Tel: 0114 275 8879 - Mon-Fri 9am-4.30pm, and
answerphone

Fax: 0114 273 1227

Email: sharingcaringproject@hotmail.com

Venue and Meeting Times

Various venues and times
please contact for details

Organisation Name SHEFFIELD BLACK DRUGS SERVICE

Description An outreach service which aims to respond to the needs of problematic drug users in black and minority ethnic communities, their families, partners and carers, by promoting harm minimisation, good health and safer communities. Provides education and information regarding drugs and drug awareness. Also offers basic counselling, advocacy and support and referral to other specialist drug agencies. Clients are seen in the environment in which they feel comfortable. All services are free and confidential. Company limited by guarantee no 4344752.

Languages Arabic, Bangladeshi, Gujurati, Punjabi, Pushto, Somali, Urdu

Publications Leaflets; Drug information

Office Address & Opening Times

84 Guernsey Road
Sheffield
S2 4HG

Contact Name: Hardeep Pabla, Service Manager
Mon-Fri 9.30am-5.30pm, client meetings by appointment

Tel: 0114 249 3700 - Mon-Fri 9am-5pm

Fax: 0114 249 3703

Mobile: 07957 386597, 07946 703147

Email: blackdrugs@sbds.org.uk

Organisation Name SHEFFIELD CITIZEN ADVOCACY (SCA)

Description Develops partnerships between independent advocates and people with learning difficulties. Advocates are ordinary people who work, on a voluntary basis, with their partner, responding to their needs and representing their interests in any way which is needed. Does not automatically accept referrals, but works to a system of priorities. SCA is entirely separate from statutory services.

Publications Newsletter; Annual Report; Leaflets; Posters

Contact Address

Unit 9

Edmund Road Business Centre

Sheffield

S2 4ED

Contact Name: Siobhan Boyle, Stacey Heritage

Tel: 0114 276 3110

Fax: 0114 270 6577

Email: shiv.sca@tiscali.co.uk

Organisation Name	SHEFFIELD DOMESTIC ABUSE FORUM
Alternative Name	SHEFFIED DOMESTIC VIOLENCE FORUM
Description	<p>Multi-agency partnership organisation promoting a more consistent and co-ordinated response to domestic abuse. Manages the Domestic Abuse Floating Support Service and delivers the Step by Step children's group work programme.</p> <p>Has strategic and co-ordinating role, distributes information resources and develops and delivers training. Hosts working groups for those working with women and children who experience violence and abuse or with men as perpetrators of domestic abuse. Has a resource library.</p> <p>Independent Domestic Violence Advocacy Service (IDVAS) being developed to start delivery April 2007, to support women classed as high risk victims, alongside specialist court initiative.</p> <p>Charitable Company ltd by guarantee no 4405173.</p>
Languages	By arrangement
Local Website	<p>www.sdaf.org.uk</p> <p>Venue and Meeting Times: Please contact for details of Domestic Abuse Working Groups and Full Forum meetings</p> <p>Office Address & Opening Times 100 London Road, Sheffield S2 4LR</p> <p>Contact Name:- Maureen Storey, Co-ordinator Mon-Fri 9am-5pm, by appointment</p> <p>Tel: 0114 275 0101 - and answerphone</p> <p>Fax: 0114 249 0999</p> <p>Email: admin@sdaf.org.uk</p>

Organisation Name SHEFFIELD MENTAL HEALTH ADVOCACY SERVICE

Description Provides a free and confidential advocacy service for users of mental health services in Sheffield. Assists and enables people to put their views to their mental health service providers. The projects is part of Sheffield Mental Health Citizens Advice Bureau limited by guarantee no 4275776

Publications Annual Report

Office Address

The Longley Centre
Norwood Grange Drive
Sheffield
S5 7JT

Contact Name: Lesley Faithful, Manager

Tel: 0800 035 0396 – Freephone (There is a voicemail facility if no one is there to take your call and messages are checked regularly.)

Fax: 0114 226 1671

Email: smhas@cabnet.org.uk

Organisation Name	SHEFFIELD SICKLE CELL AND THALASSAEMIA FOUNDATION
Alternative Name	SSCAT FOUNDATION
Description	Provides information, advice, education, support and advocacy to individuals with the disorders, their families and carers. Delivers awareness raising presentations free of charge to groups and organisations. Facilitates support groups for individuals and carers.
Languages	Punjabi, Urdu
Publications	Leaflets
Local Website	

Office Address & Opening Times

SYAC Centre
110-120 Wicker
Sheffield
S3 8JD

Contact Name: Carol Jarrett/Nighat Khan,
Community Development Workers/Randolph
Prime, Chair

Mon-Fri 9am-5pm

Tel: 0114 275 3209 - and answerphone

Fax: 0114 279 6870

Email: sscatf1@btconnect.com

Venue and Meeting Times

Please contact for details.

Organisation Name SHEFFIELD YOUNG CARERS PROJECT

Description Provides information, advice, support and advocacy for children and young people (aged 8-21 years) who care for, or who share the care for, someone (usually in their family) who is ill, has a disability, has mental health problems, or who is affected by alcohol or substance use. Aims to reduce the isolation often experienced by young carers and give them increased access to a range of social, educational and employment opportunities.

Languages By arrangement

Publications Leaflets; Video

Office Address & Opening Times

Unit 7b
Riverside Block
Sheaf Bank Business Park
20 Prospect Road
S2 3EN

Contact Name: Tanya Chan-Sam,
Manager/Denise Anderson, Administrator
Mon-Fri 9am-5pm (by appointment only)

Tel: 0114 2584595 and answerphone

Email: information@sheffieldyoungcarers.org.uk

Organisation Name SHIPSHAPE

Description Sharrow Community Forum and Sheffield PCT joint project. Aims to improve Sharrow resident's ability to access local services, particularly health services. A central point for information on different services. Also offers a range of training opportunities and different classes for local residents. ShipShape is also be a base for local workers including Health Promotion staff, , Stop Smoking Advisors, Patient Advice & Liaison, Service, Diabetes Specialist Nurse Drop In Provides a half day generic advocacy service

Languages Urdu

Publications Leaflets

Office Address

ShipShape
222 London Road
Sheffield
S2 4LW

Tel: 0114 2500 222
We are open Mon-Thurs
between 9 and 4.00

Organisation Name **SPEAKING UP FOR ACTION**

Description Self-advocacy group for people with learning disabilities. Organises the Learning Disabilities Parliament. Also organises day trips. Provides Consultancy and Training Services and also sits on relevant citywide steering groups

Languages By arrangement

Publications Newsletter

Venue and Meeting Times

Please contact for details
(Newsletter Group, Parliament Planning Group,
Social Group)

Office Address & Opening Times

Unit 9
Edmund Road Business Centre
Sheffield
S2 4ED

Contact Name: Carol Townsend/Rob Lawson
Mon-Fri 9am-5pm

Tel: 0114 272 7723 –and answerphone

Fax: 0114 2706577

Email: speakingup4action@tiscali.co.uk

Organisation Name **VOICE**

Description A charitable organisation offering a range of services for children and young people in the care system, eg independent people to help investigate complaints, and advocates who visit children and young people in a range of residential care settings. Also advocates for young people looked after by Social Services. Company limited by guarantee no 3050826.

Publications Newsletter; Leaflets

Local Website www.voiceyp.org

Office Address & Opening Times

Suite 15
Redlands
Sheffield
S10 5BY

Contact Name: Keith Smith, Regional Manager

Mon-Fri 9.30am-4.30pm

Tel: 0114 267 9389 - and answerphone

Fax : 0114 267 1735

Email: north@voiceyp.org

About advocacy

Advocacy can be a bewildering term. There are many different models for advocacy and this makes it difficult to say exactly what it means. Many people advocate on a daily basis, a teacher might advocate for a pupil in school, a social worker might advocate for a client in setting up services, a nurse might advocate for a patient. Some relationships may be formal and structured, others are so much a part of daily life that they could be described as 'sticking up' for someone else.

The organisations in this guide however all provide advocacy as a specific service and work to promote the independence of their clients. This kind of advocacy in the UK started to appear about 30 years ago in the learning disability field and spread to mental health which are the two areas where most provision exists. The work proved to be so effective however that the models used have been adopted for a number of different client groups who might be considered 'excluded' for health and or social reasons.

The way in which advocacy organisations have evolved in the voluntary sector means that currently it is difficult to say how many there are. Nationally there are several databases which indicate at least 600 in the UK. Although the majority provide excellent services, there are currently no formal regulatory bodies, standards or nationally required qualifications for advocacy. A number of different codes of practice, training programmes, charters and 'standards' do exist. There are also several national networks, which are useful reference points if you want to find out more about advocacy.

There are two types of advocacy which differ from the other projects in this guide. The Health and Social Care Act requires a specific advocacy service, the Independent Complaints Advocacy Service (ICAS) which already exists for complaints about NHS treatment. Information on this service is included at

the end of this section. The Mental Capacity Act also requires a specific service, Independent Mental Capacity Advocacy (IMCA) which will be for some people who are described as 'lacking capacity'. This service is currently being commissioned and should be available from April 2007. These two services are sometimes described as 'Independent Statutory Advocacy' and differ from other projects because they have to be provided under current legislation.

Advocacy Services have traditionally been provided free of charge, but the introduction of Direct Payments and more recently Individual Budgets has resulted in changes to this. Most of the services in Sheffield are currently free but it is likely that some charges will be introduced over the next few years as a result of this.

Finally, the more you look in to advocacy, the more definitions, debates and discussions you will find about what it is and how it should be done. However, the information below was considered by Sheffield Advocacy Network to be a good representation of the details found from about 40 different organisations.

What is advocacy?

Advocacy is taking action to help people:

- say what they want
- secure their rights
- represent their interests
- get services they need
- represent their views and wishes

Advocacy promotes social inclusion, equality and social justice. It can empower people by supporting them to speak up for

themselves. Advocates work in partnership with the people they support and take their side.

What are the types of advocacy?

Advocacy can happen in different ways and there are different types of advocacy.

Citizen advocacy: A person who needs an advocate is matched with a volunteer. The volunteer becomes their advocate. The relationship is on a one to one basis and usually lasts a long time. The volunteer is recruited, supported and trained by a co-ordinator.

Self-advocacy: Self-advocacy is when people speak up for themselves. People can be self-advocates alone or as part of a group. This has been described as the ultimate goal for any kind of advocacy project, to place people in a position where they no longer need an advocate to work with them.

Peer advocacy: The advocate shares something in common with the person they are providing advocacy for (like they have the same experiences or live in the same place).

Professional/Paid advocacy: The advocate is a paid worker. This is usually, though not always, a short-term involvement about a specific problem in the individual's life.

Volunteer advocacy: The advocate is not paid and may have a small caseload. They usually work with paid advocates.

Collective or Class advocacy: A group of people join together to change or do something. This could be getting better transport for people with a learning disability or complaining about a day centre closing.

When can an advocate help?

An advocate can help many people in many situations. Who an advocate works with in practice depends on the eligibility criteria of the advocacy project.

Advocacy can be particularly helpful when:

- a person has ways of communicating that other people find difficult to understand
- a person has only paid workers to speak up for them
- there are disagreements between the people that are providing support services to a person
- a person has very limited life experiences from which to make choices. For example, if they have been living in long stay hospitals.
- a change has happened or is going to happen in a person's life
- a person wants to make a complaint about something in their lives, in particular about the support they get.
- a crisis happens.

What will an advocate do?

An advocate will build a relationship with the person they are working with. They will learn to understand the way that person communicates. They will spend time with the person finding out what is important to them, what they like and want.

An advocate will get permission, where possible, from the person to talk to other people about them. They will only put forward the wishes and views of the person they are working with. An advocate will be concerned with the person's rights and wishes.

An advocate can provide information, and support the person to make an informed choice. They can support someone to make clear their views and wishes and then to express these effectively. An advocate might attend meetings, write letters, and make telephone calls with the person they are working with. They will enable negotiation and resolution of conflict to take place.

What an advocate is not!

Because advocacy can be confusing, it's helpful to avoid unrealistic expectations both for clients and professionals. Knowing what can't be done right at the beginning can be more empowering to people than raising false hopes. The following points may help you decide if advocacy is the right course for yours or your client's situation.

- A substitute for family or friends.
- A substitute for a service which is lacking.
- A substitute for a care co-ordinator.
- The go-between or messenger for other services.
- Someone to approve a decision that is already made.
- An extra pair of hands to do things that support staff don't have time to do.
- Someone to resolve the conflict between professionals.
- Someone who tells or advises a person what to do.

Liz Skelton

Organisation **THE INDEPENDENT COMPLAINTS ADVOCACY SERVICE (ICAS)**

Description The Independent Complaints Advocacy Service (ICAS) is a free, confidential and independent service which can help you make a formal complaint about your NHS experience. You can contact your local ICAS office direct, or through NHS managers at hospitals and GP practices, NHS Direct, and the Patient Advice and Liaison Service (PALS). The service in Sheffield is run by the Carers Federation from their office in Rotherham' Their website provides information and resources for making complaints

Website www.icasresources.com

Contact Details

Tel: 0845 120 3734

Organisation **PATIENT ADVICE & LIAISON SERVICE (PALS) SHEFFIELD PRIMARY CARE TRUST**

Description The Patient Advice and Liaison Service aims to advise and support patients, their families and carers, provide information on NHS services and listen to your concerns, suggestions and queries.

Contact Details

Sheffield Primary Care Trust
Patient Advice & Liaison Service (PALS)
9 Orgreave Road
Sheffield
S13 9LQ

Tel: 0114 271 1250

Email: pals.manager@sheffieldpct.nhs.uk

www.sheffield.nhs.uk

More Information & National Contacts

If you're interested in finding out more about any aspects of advocacy then there are a numerous resources but few gathered in any single place. The following five organisations all work nationally and are useful starting points. If you have web access then a web search on 'Google' with the key words you're interested in will also bring up a wealth of information. Because there are so many different kinds of project, including the client group you're working with is more helpful than including geographical areas in your search words.

And finally! If advocacy isn't the kind of support you are looking for, then you can find Sheffield contacts for almost everything in:

Help Yourself

The Help Yourself database, which is maintained jointly with Sheffield Health Information and Library Service, holds information on more than 5000 clubs, organisations, services and groups in Sheffield covering a wide range of subjects from health to sport, from community care to religion.

We use information from the database to produce the Help Yourself Directory, which includes mainly social welfare / community care groups, services and organisations. We also include information for specific sections of the community eg women, children, the elderly, people with disabilities, gay people and people from ethnic minorities. The next edition has been published and is now on sale price £10, available from Sheffield Information Service, Tel 0114 273 4761.

www.sheffieldhelpyourself.org.uk

Organisation ACTION FOR ADVOCACY

Description Action 4 Advocacy (A4A) is a resource and support agency for independent advocacy schemes. Their aims are broadly:

- To 'advocate for advocacy' at a strategic level.
- To support the development of independent advocacy schemes.
- To facilitate effective networking between advocates and advocacy schemes.
- To promote good practice and information sharing across the advocacy sector.

Website

www.actionforadvocacy.org.uk

Office Address
Action For Advocacy
PO Box 31856
Lorrimore Square
London
SE17 3XR

Tel: 020 7820 7868

Fax: 020 7820 9947

Email: info@actionforadvocacy.org.uk

Organisation **ADVOCACY RESOURCE EXCHANGE (ARX)**

Description Advocacy Resource Exchange is a not-for-profit organisation which works in partnership with advocacy schemes, projects and providers to support the provision of independent advocacy for a wide range of disabled and disadvantaged people in England and Wales. Provides an 'Advocacy Finder' on website

Publications Various

Website <http://advocacyresource.net>

Contacts

Ganesh Sathyamoorthy, Operations Manager

Tel: 07967 622010

Vicky Routledge, Helpline Manager

Tel: 07967 622010

Email: arx@advocacyresource.net

**Organisation NATIONAL COALITION OF CITIZEN
ADVOCACY SCHEMES**

Description The Coalition is the national voice for groups that match and support informal volunteer citizen advocacy partnerships. It is a national network with seven regional structures. It promotes the specific importance of the role of informal volunteer citizen advocacy both in facilitating access and in building greater social inclusion. Its members provide other models of advocacy in addition to citizen advocacy and the Coalition promotes holistic approaches to advocacy provision. It has a uniquely democratic structure, with strong networks at local and regional levels. Its Communications Project acts as a conduit for the mutual exchange of information between member groups and other voluntary, community and statutory agencies

Website

www.cacoalition.org.uk

Contact address

Joe Monaghan,
St.Bede's Centre,
Fern Grove,
Liverpool,
L8 0RZ.

Tel: 0151 733 6705

Email: joe@cacoalition.org.uk

Organisation OLDER PEOPLE'S ADVOCACY ALLIANCE (OPAAL)

Description OPAAL (UK) was formed in August 1999 and is a registered charity with approximately 100 member groups, seeking to give strategic lead in the development of independent advocacy for older people.

The immediate aims are:

To promote independent advocacy with older people

To contribute to the development of standards

To improve access to advocacy for older people

To develop better practice in the field

To build the involvement of older people in the organisation

To develop links with minority ethnic communities.

Publications Making a Real Difference, OPAAL Directory

Website

www.opaal.org.uk

Contact Address

Beth Johnson Foundation

Parkfield House

64 Princes Road

Hartshill

Stoke on Trent

ST4 7JL

Tel: 01782 844036

Email: jo@bjf.org.uk

Organisation Name	UNITED KINGDOM ADVOCACY NETWORK (UKAN)
Description	A national federation of independent user-run patients' councils, support groups, advocacy groups and user forums which are involved in the planning, monitoring and running of mental health services with the key aim of empowering the people who use those services. Company limited by guarantee no 3796174.
Publications Include:	Annual Report; The Advocate, advocacy training pack; A Clear Voice; A Clear Vision (an advocacy reader); Advocacy Standards
Website	www.u-kan.co.uk

Office Address

Volsolve House
 14-18 West Bar Green
 Sheffield
 S1 2DA

Contact Name: Patrick Wood, Training and Development Worker

Tel: 0114 272 8171 - and answerphone

Fax : 0114 272 7786

Email : office@u-kan.co.uk

Index of Sheffield Organisations

Abbreviations Used

A	Age restrictions may apply
C	Culturally Appropriate
CA	Carers
DA	Domestic Abuse Victims
G	Generic (All issues)
GP	Must be registered with GP Practice
LD	Learning Disabilities
M	Men
MH	Mental Health difficulties
R	District Boundaries
W	Women

		Page
ARAB TRAINING AND INFORMATION CENTRE (ATIC)	C	5
BURNGREAVE ADVOCACY NOW (BAN)	G R or GP	6
BURTON STREET ADVOCACY PROJECT	LD	7
FATHER FIGURES	M	8
MAAN - SOMALI MENTAL HEALTH	MH C	9
NATIONAL SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN (NSPCC)	A	10
NSPCC SHEFFIELD YOUNG PEOPLES CENTRE	A	11
PAKISTAN MUSLIM CENTRE (PMC)	MH C W	12
PRIMARY CARE ADVOCACY SERVICE, Darnall & Tinsley	GP GP	13
PRIMARY CARE ADVOCACY SERVICE, Fox Hill & Palgrave Road	G GP	14

PRIMARY CARE ADVOCACY SERVICE, PAGE HALL & UPWELL STREET	G GP	15
PRIMARY CARE ADVOCACY SERVICE, Manor & Arbourthorne	G GP	16
PRIMARY CARE ADVOCACY SERVICE, Sharrow Lane Medical Centre	G GP	17
ROSHNI SHEFFIELD ASIAN WOMENS RESOURCE CENTRE	G C W	18
SACMHA (SHEFFIELD AFRICAN-CARIBBEAN MENTAL HEALTH ASSOCIATION)	MH C	19
SHARING CARING PROJECT	LD	20
SHEFFIELD BLACK DRUGS SERVICE	C	21
SHEFFIELD CITIZEN ADVOCACY (SCA)	LD	22
SHEFFIELD DOMESTIC ABUSE FORUM	DA	23
SHEFFIELD MENTAL HEALTH ADVOCACY SERVICE	MH A	24
SHEFFIELD SICKLE CELL AND THALASSAEMIA FOUNDATION	DR	25
SHEFFIELD YOUNG CARERS PROJECT	A CA	26
SHIPSHAPE	G R	27
SPEAKING UP FOR ACTION	LD	28
VOICE	A	29