

## 7. Advocacy



### What is advocacy?

Advocacy makes sure that people are able to:

- have their voice heard on issues that are important to them
- make sure their rights are protected
- have their opinions and wishes considered when decisions are being made about their lives.



Advocacy is a way of supporting and helping people to:

- express their views and concerns
- access information and services
- defend and promote their rights and responsibilities
- explore choices and options.

### What advocacy services are available?

Advocacy services are provided by organisations that are completely independent from the Council and the NHS.



# VoiceAbility

VoiceAbility Bradford supports adults who may have mental health issues, learning disabilities, dementia, brain injury or other disabilities.

They also sometimes work with children and with family carers.

VoiceAbility Bradford offers the following kinds of advocacy:



- Independent Mental Capacity Advocacy (IMCA) including Deprivation of Liberty Safeguards (DoLS) and Paid Representatives
- Care Act Advocacy including Care Act Advocacy in Prison
- Independent Mental Health Advocacy (IMHA)

You need a referral to access this service via this link:

<https://www.voiceability.org/make-a-referral>



## General Advocacy



### Accessible



General advocacy can support you to have your voice heard with issues like accessing a service or making a complaint.

We will provide general advocacy to people who do not qualify for statutory advocacy.

To access the service, you must be:

- using health and care services
- interacting with the council or other statutory services like the NHS

You can refer yourself for general advocacy or be referred by a health and care professional.

Telephone: 0300 303 1600

Email: [helpline@voiceability.org](mailto:helpline@voiceability.org)

Website: [www.voiceability.org](http://www.voiceability.org)

X: @voiceability

**Cloverleaf Advocacy can provide advocacy support to anyone who lives in the Bradford District to make a complaint about NHS services.**



## **Complain**

### **What does an Independent Health Complaints Advocate do?**

They can:

- help you understand the complaints process
- support you to make a complaint in writing
- keep in touch with you about how your complaint is progressing
- go to meetings with you
- help you understand the outcome of your complaint
- help you take your complaint to the Ombudsman if you are not happy with the result.

An Ombudsman is a person who investigates, reports on, and helps settle complaints.



## Who can make this referral?



Anyone who wants support from an advocate can use this service.

If you want to refer someone else you need to get their permission first.

To make a referral or find out more about the support Cloverleaf can provide, get in touch using the information below:

Telephone: 0300 012 4212

Email: [NHScomplaints@cloverleaf-advocacy.co.uk](mailto:NHScomplaints@cloverleaf-advocacy.co.uk)

Website: <https://cloverleaf-advocacy.co.uk/>

X: @CloverleafAdvoc



## Support from people with lived experience



**Challenging**  
Disabling Barriers

Equality Together and its local partners can support you to take control of decisions about yourself and help you to tell others what you want.



### Equality Together

Equality Together hosts several User Groups and Forums. You can come to these groups and meet other people who also want their voice to be heard. 1-2-1 Peer Support is also available.

Telephone: 01274 594173

Email: [enquiry@equalitytogether.org.uk](mailto:enquiry@equalitytogether.org.uk)

Website: [equalitytogether.org.uk/get-support/self-group-advocacy/](https://equalitytogether.org.uk/get-support/self-group-advocacy/)

