

POhWER

advocacy, making your voice heard

Southend

Advocacy Services



We offer free, confidential and independent advocacy services to help people understand their rights, be treated as equals and be heard.

Southend Advocacy Services

The Southend Advocacy Service is provided by POhWER Southend to support Southend residents who are 16 and over with a variety of issues, where there may be difficulties with communication or understanding information.

Our independent advocates can help you understand your rights and choices and understand what options may be available to you. They will only do what has been agreed with you.

Advocacy means enabling your voice to be heard, speaking for you when you can't, and supporting you when you can. Advocacy is about supporting, enabling, and empowering you to express your views and concerns and access information and services where needed.

Our Advocacy Services

Community Advocacy

You are eligible for this service if you are a carer or have social or health care needs and require professional advocacy support. Our advocates can help with many issues, including helping people to transition out of hospital, support to prevent needs worsening and to access services. Our advocates aim to empower people to be as independent as possible by encouraging the use of self, peer and group advocacy.

Our Advocacy Services

Citizen Advocacy

Our citizen advocates are volunteers who can help you understand your rights and choices and help you to get your voice heard.

This service is available to people who are Southend residents and eligible for social care support.

Independent Mental Health Advocacy

IMHA advocates help people who have been detained under the Mental Health Act and support people to understand their rights, including their right to appeal.

Independent Mental Capacity Advocacy

People who lack capacity, and do not have an appropriate family member or friend to represent their views, are legally entitled to an Independent Mental Capacity Advocate (if decisions are being made about serious medical treatment or a change of accommodation). In some cases, where the person is vulnerable, they can have an advocate even if they do have family or friends.

Our Independent Mental Capacity Advocates gather information about individuals referred to our service to help decision makers, such as doctors, to reach 'best interest' decisions about elements of their treatment and care.

How to contact us:



telephone - 0xxx xxx xxxx (Mon-Fri 9-5pm) /
0300 456 2370 (Mon-Fri 8-6pm) (charged at local rate)



minicom - 0300 456 2364



text - send the word 'pohwer' with your name
and number to 81025



email - pohwer@pohwer.net



Skype - pohwer.advocacy
(8am to 6pm Monday to Friday)



fax - 0300 4546 2365



post - XXX TBC

website - www.pohwer.net



Follow us on Twitter @POhWERadvocacy

Access to information

- We provide leaflets and information in a variety of languages and formats, Easy Read, audio and DVDs
- We have access to translation and interpreting services
- We use communication toolkits, Makaton and other signing techniques