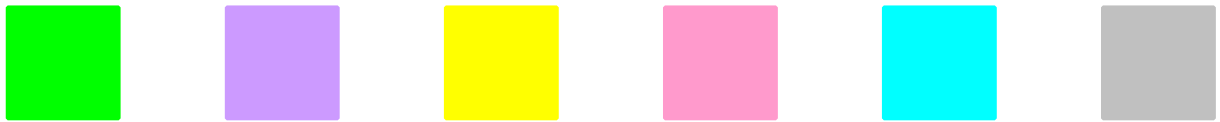




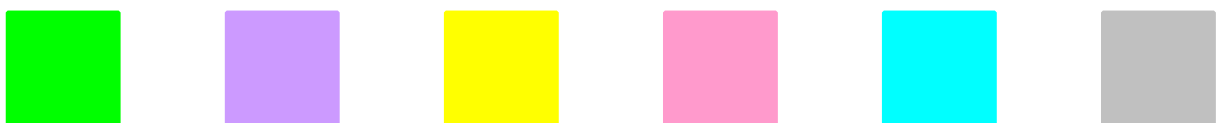
A Directory of **ADVOCACY SERVICES** on the Isle of Wight





Advocacy

Taking action to help people
say what they want,
secure their rights,
represent their interests and obtain
services they need.



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SECTION 1:

**ISLE OF WIGHT
ADVOCACY CHARTER**

This directory of advocacy services for the Isle of Wight contains a range of information about organisations that provide independent advocacy services. These organisations are committed to key advocacy principles outlined below.

THE ISLE OF WIGHT ADVOCACY CHARTER

Advocacy promotes social inclusion, equality and social justice by empowering people. It enables them to express their personal views and needs, thereby achieving their rights and entitlements. It also assists people in securing relevant information and knowledge, enabling them to make informed choices.

INDEPENDENCE

Advocacy services will be structurally independent from statutory organisations and preferably from all service provider agencies. Advocacy will be as free from conflict of interest as possible both in design and operation, and actively seek to reduce conflicting interests.

EMPOWERMENT

Advocacy supports self-advocacy and empowerment through its work. People who use advocacy should have a say in the level of involvement and style of advocacy support they want. Advocacy will ensure that people, who want to, can influence and be involved in the running and management of the services.

ACCOUNTABILITY

Advocacy will have in place systems for the effective monitoring and evaluation of its work. All those who use advocacy will have a named advocate and a means of contacting them.

SUPPORTING ADVOCATES

Advocacy will ensure advocates are prepared, trained and supported in their role and provided with opportunities to develop their skills and experience.

COMPLAINTS

Advocacy will have a written policy describing how to make complaints or give feedback about the service or about individual advocates. Where necessary, advocacy will enable people to access external independent support to make or pursue a complaint about their advocacy.

CLARITY OF PURPOSE

Advocacy will have clearly stated aims and objectives and be able to demonstrate how these meet the principles contained in this Charter. Advocacy will ensure that people they advocate for, service providers and funding agencies, have information on the scope and limitations of the service's role.

PUTTING PEOPLE FIRST

Advocacy will ensure that the wishes and interests of the people they advocate for direct advocates' work. Advocates should be non-judgemental and respectful of peoples' needs, views and experience. Advocates will ensure that information concerning the people they advocate for is shared with these individuals.

EQUAL OPPORTUNITY

The advocacy services will have a written equal opportunities policy that recognises the need to be proactive in tackling all forms of inequality, discrimination and social exclusion. Advocacy services will have in place systems for the fair and equitable allocation of advocates' time.

ACCESSIBILITY

Advocacy will be provided free of charge to eligible people. Advocacy will aim to ensure that their services, policies, procedures, premises and publicity materials promote access for the whole community.

CONFIDENTIALITY

Advocacy will have a written policy on confidentiality, stating that information known about a person using the service is confidential to the service and any circumstances under which confidentiality might be breached.

SECTION 2:

ADVOCACY ORGANISATIONS

AGE UK ISLE OF WIGHT

14 Pyle Street
Newport
ISLE OF WIGHT
PO30 1JW

Telephone: 01983 525282

Fax: 01983 537547

Email: info@ageukiw.org.uk

Website: www.ageukiw.org.uk

Languages

Access

*Wheelchair accessible
Hearing loop*

Opening hours

*9.00am to 4.00pm Mon-Fri
Out of hours answer phone*

Individual or group advocacy

Individual

Client Group

Adults age 50+, their families and carers

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Information, advice, advocacy and specialist welfare benefits advice

Other information

Age Concern IW works closely with OLDER VOICES and accepts referrals on their behalf.



National Youth Advocacy Service

NYAS – Isle of Wight service

Suite 7, St Thomas House,
17 St Thomas Square, Newport
ISLE OF WIGHT PO30 1SL

National Helpline: 0300 330 3131

Email: help@nyas.net

Chat: NYASCOM at www.nyas.net

Text: 0777 333 4555

Write: FREEPOST NYAS

Languages

Arrangements can be made as needed

Access

Arrangements can be made as needed

Opening hours (helpline)

Mon – Fri 9am to 8pm

Sat 10am to 4pm

Individual or group advocacy

Individual issue based advocacy

Client Group

Young people between 5 and 24 years of age who are 'in care' or eligible care leavers. Or up to 18yrs of age for young people who are children in need, including children with disabilities.

Advocacy support to children involved in Safeguarding procedures

Who can refer

Anyone can make a referral but the young person must want an advocate to help them express their wishes and feelings or support them to make a complaint.

Geographical area served

Isle of Wight (and mainland when required for children in care)

The organisation can provide

Individual advocacy for children and young people about specific issues

Support to make a complaint under the Children Act 1989

Support to help children and young people express their wishes and feelings and to participate in decision making and other processes that affect their lives.

Promoting the rights of children and young people including children with disabilities.

Also providing an Independent Visitor service to eligible young people who are in care.

Other information

Charity number: 1012485

Company number: 2722134



SOUTHERN ADVOCACY SERVICES (formerly Isle of Wight Advocacy Trust)

Languages

All material used can be translated if required

Access

*Disabled/wheelchair access
Makaton
BSL*

Opening hours

*9.00am to 5.00pm Mon-Fri
Evening and Weekend
appointments by arrangement
24hr answer phone*

Individual or group advocacy

*One-to-one advocacy support
Group work
Self advocacy
Peer advocacy*

Quay House
The Quay
Newport
ISLE OF WIGHT
PO30 2QR

Telephone: 01983 559299

Email: info@southernadvocacyservices.co.uk

Website: www.southernadvocacyservices.co.uk

Client Group

Adults with a learning disabilities, Mental Health, Older People, Dementia, Physical Disability, Sensory Impairment and Other Vulnerable People

Who can refer

Self or third party

Geographical area served

*Isle of Wight
Southern and South East England*

The organisation can provide

Advocacy, support, information and advice including these services: Appropriate Adult, Independent Mental Capacity Advocacy (IMCA), Independent Mental Health Advocacy (IMHA), Brokerage, Mediation, Family Advocacy, Dementia Support and Training

Other information

For any other information please contact us in confidence



QUAY ADVOCACY

Languages

English

Access

*Fully wheelchair accessible
Specialist Toilet Facilities
Hearing Loop*

Opening hours

*9.30am to 3.30pm Mon-Thurs
24-hour answering machine*

Individual or group advocacy

Individual

The Riverside Centre
The Quay
Newport
ISLE OF WIGHT
PO30 2QR

Telephone: 01983 522823

Fax: 01983 822411

E-mail:

georgina.newell@riversidecentre.org.uk

Website: www.riversidecentre.org.uk

Client Group

Adults who are carers and adults with a sensory and/or physical disability

Who can refer

Self or third party with client's permission

Geographical area served

Isle of Wight

The organisation can provide

Issue-based advocacy to support a client who needs to deal with a particular problem or issue

Other information

This is a free, confidential service provided by trained volunteers



SOLENT MIND IMCA (Independent Mental Capacity Advocacy)

Languages

Arrangements can be made as necessary

Access

N/A

Opening hours

Advocates:

Two IMCAs each work 10 hours a week, messages can be left at any time

Individual or group advocacy

Individual

28 The Avenue
Southampton
SO17 1XN

Telephone: 023 8020 8942

Fax: 023 8020 8954

Email: spascoe@solentmind.org.uk

Website: www.solentmind.org.uk

Client Group

Adults who lack capacity as per the Mental Capacity Act, have no family or friends to support them and need support to make decisions about serious medical treatments and changes of accommodation. Adult protection cases and care reviews are also covered.

IMCAs also provide support to clients regarding Deprivation of Liberty Safeguards (DOLS) decisions.

Who can refer

The client's decision maker

Geographical area served

Isle of Wight

The organisation can provide

Advocacy support for clients who meet the criteria under the Mental Capacity Act

Other information

N/A



FRONTLINE DEBT ADVICE

Languages

English

Access

Fully accessible

Opening hours

*9.30am to 4.00pm, Tues & Fri
24-hour answering machine*

Individual or group advocacy

Individual

Parklands
Park Road
Cowes
ISLE OF WIGHT
PO31 7LZ

Telephone: 01983 291552

Fax: 01983 280057

Email: frontline@onwight.net

Client Group

All adults in need of debt or benefits advice

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Debt advice and information, benefits advice and information, individual casework

Other information

Community Legal Service Quality Mark accreditation at general help with casework level



ICAS (Independent Complaints Advocacy Service)

Languages

Leaflets in a variety of other languages are available including symbol

Access

Not stated

Opening hours

9.00am to 5.00pm Mon - Fri

Individual or group advocacy

Individual

Clarendon House
9-11 Church Street
BASINGSTOKE
RG21 7QG

Telephone: 01256 463758

Fax: 01256 463759

Email: Basingstoke.icas@seap.org.uk

Website: www.seap.org.uk/icas

Client Group

Anyone

Who can refer

Anyone

Geographical area served

Hampshire, Isle of Wight, East Dorset & Surrey

The organisation can provide

The Independent Complaint Advocacy Service provides advocacy and support to anyone wishing to make a complaint about care or treatment they have received from the National Health Service (NHS). This includes providing information, making telephone calls, writing letters and attending meetings with the complainant. This service is free of charge and confidential.

Other information

There are 2 dedicated advocates based on the Island



IDAS FAMILY SERVICE

Languages

English/French

Access

*Home visits on request
Main office is wheelchair
accessible*

Opening hours

*9.00 to 5.00 Mon-Fri
Evening appointments by
arrangement*

Individual or group advocacy

Individual

102 Carisbrooke Road
Newport
ISLE OF WIGHT
PO30 1DB

Telephone: 01983 526654

Email: maryse.plisnier@iow.nhs.uk

Client Group

Families, friends and carers of substance misusers and problem drinkers

Geographical area served

Isle of Wight

The organisation can provide

Information and support

Other information

IDAS (Island Drug & Alcohol Service) is part of the Isle of Wight NHS PCT and also receives funding from the Drug Action Team.



SECTION 3

SUPPORT GROUPS

**DIAL:
Disability Information Advice Line**

Languages

Not stated

Access

*Fully wheelchair accessible
Special toilet facilities
Hearing loop*

Opening hours

Not stated

Individual or group advocacy

Not stated

Riverside Centre
The Quay
Newport
ISLE OF WIGHT
PO30 2QR

Telephone: 01983 522823

Email: dialiw@hotmail.co.uk

Client Group

People with disabilities

Who can refer

Not stated

Geographical area served

Isle of Wight

The organisation can provide

DIAL is a free and confidential service provided by people with disabilities themselves, so they have direct experience and empathy on the subject. A document Braille service is also offered at a small charge.

Other information

If you have a query, please ring for an informal chat or, alternatively, make an appointment to visit the office to talk to someone in confidence. An appointment is essential, no drop-in facility is available.



IW ARTIFICIAL LIMB USER GROUP

Languages

Not stated

Access

Not stated

Opening hours

Not stated

Individual or group advocacy

Not stated

Tim Wakeley (chair)

3 Spencer Close

Ryde

ISLE OF WIGHT

PO33 3AW

Telephone: 01983 563317

Email: iowampsgroup@googlemail.com or
timwakeley@talktalk.net

Website: www.iowampsgroup.org.uk

Client Group

All amputees or those with congenital limb loss

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Advice and information, befriending service, limited amount of equipment

Other information

Chair: Tim Wakeley



ISLE OF WIGHT ASSOCIATION FOR SPINA BIFIDA & HYDROCEPHALUS

Languages

English

Access

Not stated

Opening hours

24-hour answering machine

Individual or group advocacy

Not stated

Springfield
Town Lane
Chale Green
ISLE OF WIGHT
PO38 2JS

Telephone: 01983 551234

Fax: 01983 551234

Client Group

People with spina bifida or hydrocephalus and their families

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Advice and information, financial help, provision of special equipment

Other information

Secretary: Mr DJS Sprake



ISLE OF WIGHT SOCIETY FOR THE BLIND

Millbrooke House
137 Carisbrooke Road
Newport
ISLE OF WIGHT
PO30 1DD

Languages

English

Access

Fully accessible

Opening hours

*10.00am to 4.00pm Mon-Fri
Answering machine at other
times*

Individual or group advocacy

Not stated

Telephone: 01983 522205

Fax: 01983 522792

Email: enquiries@iwsb.org.uk

Website: www.iwsb.org.uk

Client Group

People who are blind or partially sighted

Who can refer

Anyone with the client's permission - or clients can self-refer

Geographical area served

Isle of Wight

The organisation can provide

Advice and information, independence training, help with accessing services and help with challenging decisions

Other information

CEO: Ziskin Siegal



QUAY CARERS SUPPORT SERVICE

Languages

Not stated

Access

*Fully wheelchair accessible
Special toilet facilities*

Opening hours

Weekdays 9am-4pm. Answering machine at other times

Individual or group advocacy

Individual

Riverside Centre
The Quay
Newport
ISLE OF WIGHT
PO30 2QR

Telephone: 01983 822209 ext 204

Email: soo.scott@riversidecentre.org.uk

Client Group

Carers

Communities served

Isle of Wight

Who can refer

Open referral

Geographical area served

Isle of Wight

The organisation can provide

A carer is someone of any age whose life is restricted because they are looking after a friend, relative, partner or person who cannot manage without help because of illness, age or disability of any kind. You may not think of yourself as a carer because you carry out tasks out of love. We can offer you an informal assessment, which can offer you support, information and free access to holistic therapies.

Other information

Not stated



YOUNG ARTHRITIS SUPPORT (IW)

Languages

If required (including signing and audio)

Access

Outreach

Opening hours

24-hour answering machine

Individual or group advocacy

Both

Kitbridge Farm
Forest Road
Newport
ISLE OF WIGHT
PO30 5NB

Telephone: 01983 521766

Email: kitbridgefarm@yahoo.co.uk

Client Group

Young people (aged 1 to 55) with a form of arthritis or chronic illness

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Advice and information, contacts and work experience

Other information

County organiser: Mark L Earp



SECTION 4

VERSION CONTROL

Version Control

| <i>Version</i> | <i>Date</i> | <i>Author</i> | <i>Change</i> |
|----------------|-------------|-------------------|---|
| V1.2 | 28.03.08 | Vicky Jones, IWC | IW Mind removed; tel/fax no for Quay Advocacy changed |
| V2.0 | 28.03.08 | Vicky Jones, IWC | Inserted 'Isle of Wight' before Advocacy Charter pg 3; version control page added |
| V2.1 | 01.04.08 | Vicky Jones, IWC | Inserted advocacy definition page |
| V2.2 | 02.04.08 | Vicky Jones, IWC | IMCA entry included |
| V3.0 | 21.07.08 | Vicky Jones, IWC | Updated all details + new layout and organisation of directory |
| V4.0 | 08.12.08 | Vicky Jones, IWC | New entry for NYAS |
| V4.1 | 09.01.09 | Vicky Jones, IWC | Updated ICAS entry and contents wording for Quay Advocacy |
| V5.0 | 10.02.09 | Vicky Jones, IWC | Included Help and Care information |
| V6.0 | 26.05.09 | Mike Ackrill, IWC | Updated ICAS entry and IDAS entry |
| V6.1 | 04.09.12 | Dave Smith, IWC | Updated all entries |
| V6.2 | 05.11.12 | Dave Smith, IWC | Update to IWAT service |