

Disability Sheffield Information Service

Advocacy Factsheet



Disability Sheffield Information Service,
The Circle, 33 Rockingham Lane, Sheffield S1 4FW
Tel (0114) 253 6745
E mail: info@disabilitysheffield.org.uk
Website: www.disabilitysheffield.org.uk

Independent Advocacy Services

What is independent advocacy?

‘Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice’



The Advocacy Charter, 2002

Sometimes we all need help to get our voices heard and our problems sorted out. Advocacy is there to help people who for whatever reason may be vulnerable to exclusion and discrimination and as a result may not be getting the sort of help and support they need.

Advocacy can help people get the things changed that are not working with them or for them. It can help people reflect on, understand and secure their rights and to get services and support that fit with their individual needs and preferences.

Advocacy can also help the services people rely on change the ways they work, helping them offer a more flexible and individual approach.

Independent advocacy is;

- Free
- Person centred
- Confidential
- Responsive to local needs

Disability Sheffield Centre believes that independent advocacy should be available locally to all people who find themselves in vulnerable situations.

In Sheffield the services on the following pages provide independent advocacy support. If you want to discuss which service would best fit your needs then contact Disability Sheffield for further information.

Disability Sheffield Advocacy Service

Disability Sheffield Advocacy is a free, confidential and independent advocacy service for disabled people over the age of 18 living in Sheffield. We advocate for people who are having difficulty accessing the health and social care services they need; we work with people on a one to one basis using our team of both paid staff and volunteers. Our advocates can do home visits if necessary. We accept self-referrals, as well as referrals from third parties (for example family members or social workers).

Here are examples of issues we can help you with:-

- Getting your voice heard by the healthcare and social care practitioners working with you
- Supporting you by providing information and advocacy support on a range of issues that affect your ability to live your own life
- Speaking on your behalf if you want us to
- Letter writing, complaints procedures, preparing for and attending meetings, reviews and assessments
- Talking in confidence to someone who is independent of the NHS
- Protecting your rights and getting the right support and advice from other service providers if necessary
- Helping you get the services you need and helping services offer a more flexible and individual approach to meet your needs
- Supporting you if you want to make major changes , for example moving out of institutional care or the family home
- If you are assessed as not being eligible for care services looking at what other options are available for you
- We can also take referrals from other people and organisations that may support you

The Circle

33 Rockingham Lane
Sheffield S1 4FW

Our opening hours are Monday to Friday from 9am to 5pm

☎ (0114) 253 6750

E mail : info@disabilitysheffield.org.uk

www.disabilitysheffield.org.uk



Freelaw

Helps the public with legal problems and gives legal advice where appropriate. Researches the query, finds legal information and where necessary signposts to other organisations. Where appropriate assesses clients for legal aid if they want to pursue a matter any further. Offers an advocacy service for anybody who needs accompanying to a solicitor's meeting.

Sheffield Law School

Bartolome House nr the Arts Tower

Winter Street

Sheffield

South Yorkshire

S3 7ND (View Map)

☎ 0114 222 6774

freelaw@sheffield.ac.uk

Days and Times: Wednesday 1-3pm (drop-in, term-time only), email enquiries can be made all year round

Sessions are held at: Sheffield Law School, S3 (Wednesday).

Kinhon Chinese Health Programme

Provides free information, support and advocacy to Chinese families in Sheffield about using health services. This may include arranging interpreters, registering with and booking GP and dental appointments, mental health support, hospital appointments, A & E and advice on patients' rights, enquiries on NHS services and complaints etc. Self-referral.

157-159, London Rd.

S2 4LH

Open Monday-Thursday 9.30am-5.30pm, Friday 10am-3pm

☎ 0114 250 0340 07753761498

Email: andrew@sheffieldchinesecommunity.org.uk

Website: <http://www.sheffieldchinesecommunity.org.uk>

NHS Complaints Advocacy Service (VoiceAbility)

The NHS Complaints Advocacy Service is a free and independent service that can help you to make a complaint about or raise an issue about a National Health Service. An NHS complaint might include something that happened during care or treatment provided by:

- a hospital
- your General Practitioner (GP)
- a dentist
- a pharmacist
- a optician
- an NHS funded care home
- specialist services
- a paramedic or ambulance staff member
- NHS Community staff
- other NHS staff or clinicians.

There is a wide range of [information on their website](#) to support you to make an NHS complaint by yourself, including self help information in Easy Read and large print version.

VoiceAbility runs NHS Complaints Advocacy services in Sheffield. You might decide that you need support to make a complaint. VoiceAbility advocates can work with you to ensure you understand your options and help you to achieve the outcome you are seeking. You can ask for an advocate to assist you at any point in your complaint

Omnia One

125 Queen Street

S1 2DG

☎ NHS Complaints Advocacy helpline.

(0114) 407 0081

Textphone 0786 002 2939

Email nhscomplaints@voiceability.org

http://www.voiceability.org/in_your_area/south_yorkshire/nhs_complaints_advocacy_south_yorks_hire

NSPCC (National Society for the Prevention of Cruelty to Children) Sheffield Young People's Centre

The YPC offers a counselling and therapeutic service as well as children's rights and advocacy service to young people aged between 9 and 18 years.

The One-to-One Drop-in service operates every Wednesday 2.00pm to 6.00pm and every Friday, 2.00pm - 5.00pm to enable young people to self-refer. Other referrals only accepted with the young person's consent. Full disabled/wheelchair access

35, St. George Street
S1 2PF

Open Monday to Friday 9.00am - 5.00pm

☎ 0114 0114 228 9200

Email sheffield@nspcc.org.uk

Pakistan Advice & Community Centre

Offers a home visiting and advocacy service which includes assisting people to appointments e.g. at hospitals, doctors, Jobcentre Plus.

Open: Mon, Wed, Fri 10.00 a.m.-3.30 p.m (drop-in advice sessions) Wednesday 10.00 a.m.-2.00 p.m. (women only advice session)

127, Page Hall Rd.
S4 8GU

☎ 0114 261 9130

Email pacfirvale@aol.com

Roshni Asian Women's Resource Centre

Resource centre for Asian women, advice, support, advocacy and information on health, education and training and social and cultural needs. Information on benefits, homelessness and housing rights and domestic violence. Mentoring support for young Asian women. Training courses. Centre provides a space for Asian women to come together via a drop in. Support service for Asian women carers of someone with a mental illness. Self-referral, via GP or social worker.

444, London Rd
Heeley
S2 4HP

☎ 0114 250 8898

E Mail: <mailto:admin@roshnisheffield.org.uk>

www.roshnisheffield.co.uk

Sheffield African Caribbean Mental Health Association Independent Advocacy Service

SACMHA offers support and advice for individuals of African-Caribbean origin who are experiencing mental health difficulties.

Provides an advocacy service especially around health care issues and aims to train, inform and act on a consultancy basis to health care professionals.

84 Andover Street
Sheffield
South Yorkshire

S3 9EH

☎ 0114 272 6393

Email: advocacy@sachma.org.uk

www.sacmha.org.uk

Sheffield Age UK Advocacy Service

Specially trained advocates provide one to one support, empowering older people to make choices and secure rights. They will speak on behalf of older people who are unable to speak up for themselves, ensuring they have a voice and are not ignored or discriminated against. Also support people to identify and access the services they need to enjoy the best possible quality of life. The service is independent and confidential and can be provided in people's homes or any other mutually convenient venue.

Advocacy is available for anyone who is 65 or over and experiencing some form of mental health problem, including but not limited to dementia. No formal diagnosis is needed to access the service which is also open to people with learning disabilities.

44, Castle Square

S1 2 GF

☎ 0114 250 2850 Open Monday to Friday

Email: info@ageconcernsheffield.org.uk

Sheffield Age UK Advocacy Service

Sheffield Clover Advocacy

A free, independent, and confidential advocacy service for adults with learning disabilities.

They can help people:

- Find information
- Talk through decisions
- Help you understand what is happening in your life
- Help you have a say on how you want to live your life
- Help you explain to your family and friends what you want
- Help you put your views across to others

Registered address:

Cloverleaf Advocacy

1st Floor

9 Wellington Road

Dewsbury

WF13 1HF

☎ 01924 454875

Email: sheffield@cloverleaf-advocacy.co.uk

www.cloverleaf-advocacy.co.uk

Sheffield Mencap and Gateway

Sheffield Mencap and Gateway was set up in 1951 by parents of children with learning disabilities who wanted to give their children a better life and continues to exist to support people with learning disabilities in Sheffield. Runs a range of projects including advocacy, arts and craft and drama groups, befriending, evening groups, life skills, lunch and social clubs and support for carers.

Norfolk Lodge
Park Grange Rd.
S2 3QF

☎ 0114 276 7757

E Mail: mencapoffice@sheffieldmencap.org.uk
www.sheffieldmencap.org

Sheffield Mental Health CAB & Advocacy Service

One of only two specialist CABs in the country supporting adults with mental health difficulties to make sure they get the benefits and services they are entitled to and to help them speak up for themselves. Sheffield Mental Health Advocacy Service exists to provide a free, independent and confidential service for people who need mental health advocacy support. The service is based at the Longley Centre, Northern General Hospital, Sheffield S5 7AU; and the Michael Carlisle Centre, Nether Edge Hospital, Osborne Road S11 9BJ on an appointments only basis. People can also be seen where most convenient for them including day centres and at home.

The Longley Centre
Norwood Grange Drive
S5 7JT

Mon – Fri (9-5) by appointment

☎ 0800 035 0396 or (0114) 271 8025

E Mail smhcab@cabnet.org.uk

www.smhcab.org.uk

South Yorkshire Eating Disorders Association

A regional charity that supports anyone affected by an eating disorder and will advocate for any person with an eating disorder to be able to access appropriate treatment quickly

☎ 0114 272 8822

www.syeda.org.uk

Advocacy Services Listed in the Help Yourself Directory

You can access more information about services which offer advocacy support on the [Welfare and Support](#) page of Help Yourself. Click on advocacy to take you to a full listing. Please note that many of these organisations charge a fee.

What do you think of this factsheet?

If you would like to comment on this factsheet or provide additional information from your own experience please let us know and we would be happy to consider adding to or amending the factsheet. We welcome any comments to help us improve our service. Our contact details are:-

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33 Rockingham Lane
Sheffield S1 4FW

☎ **0114 253 6745** Mon-Thurs 10am to 3pm
(Ansaphone facility available at other times)

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Disclaimer

No recommendation is given or implied by providing these details. Whilst every effort is made to ensure accuracy we cannot accept responsibility for any errors or omissions. Please note that the inclusion of groups or individuals on the factsheet does not mean that they have been vetted or are recommended by Disability Sheffield Information Service. Details may change so it is important you check the information provided to make sure they are accurate and suitable for your own requirements

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