

Disability Sheffield Information Service

Advocacy Factsheet



Disability Sheffield Information Service,
The Circle, 33 Rockingham Lane, Sheffield S1 4FW
Tel (0114) 253 6750
E mail: info@disabilitysheffield.org.uk
Website: www.disabilitysheffield.org.uk

Statutory Advocacy Services

Statutory advocacy is when you are legally entitled to an advocate.

Advocacy Hub

Sheffield Advocacy Hub is a partnership between Citizens Advice Sheffield, Cloverleaf Advocacy, Disability Sheffield and VoiceAbility.



The Advocacy Hub now provides all statutory advocacy in Sheffield, including:-

- **Independent Mental Health Advocacy (IMHA)**
Access to an IMHA is a statutory right for people detained under most sections of the Mental Health Act, subject to Guardianship or on a community treatment order (CTO). When someone is detained in hospital or on a CTO it can be a very confusing and distressing experience. IMHAs are independent of mental health services and can help people get their opinions heard and make sure they know their rights under the law. View more information about [Independent Mental Health Advocacy \(IMHA\)](#)
- **Independent Mental Capacity Advocate (IMCA)**
The Mental Capacity Act 2005 introduced the role of the independent mental capacity advocate (IMCA). IMCAs are a legal safeguard for people who lack the capacity to make specific important decisions: including making decisions about where they live and about serious medical treatment options. IMCAs are mainly instructed to represent people where there is no one independent of services, such as a family member or friend, who is able to represent the person. View more information about [Independent Mental Capacity Advocate \(IMCA\)](#)
- **NHS Complaints Advocacy**
The NHS Complaints Advocacy Service is a free and independent service that can help you make a complaint about local NHS services. Their dedicated website, www.nhscomplaintsadvocacy.org has a wide range of information to support you to make an NHS complaint by yourself, including self-help information in Easy Read and large print version. 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. If you would like an advocate to work with you, please contact their dedicated NHS Complaints Advocacy helpline; 0114 407 0081 (Mon-Fri, 9am-5pm). View more information about the [NHS Complaints Advocacy](#) (VoiceAbility).
- **Independent Advocacy under the Care Act**
Local authorities must involve people in decisions made about them and their care and support. No matter how complex a person's needs, local authorities are

required to help people express their wishes and feelings, support them in weighing up their options, and assist them in making their own decisions. Local authorities must consider, for each person, whether they are likely to have substantial difficulty in engaging with the care and support process. If so an independent advocate must be appointed to support and represent the person for the purpose of assisting their involvement. View more information about [Independent Advocacy under the Care Act](#)

- [Independent Advocacy for People with Learning Disabilities](#)
Cloverleaf in partnership with Sheffield CAB Mental Health Advocacy Service (SMHAS) are now delivering this city wide service for adults. View more information about [Independent Advocacy for People with Learning Disabilities](#)
- **Deprivation of Liberty Safeguards**
Sometimes people who have been assessed to lack the mental capacity to decide about their care and where they live are legally 'deprived of their liberty'. This means the person is not free to leave where they are living, and are constantly supervised – for instance by a carer, support worker or a nurse. In this situation, the local authority (known as the Supervisory Body) is legally required to provide an independent check to make sure that the person is only restricted enough to keep them safe and that this is in their best interests. These are known as the 'Deprivation of Liberty Safeguards' or DoLS. View more information about [Deprivation of Liberty Safeguards](#)

Website : [Sheffield Advocacy Hub](#)

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 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 are listed in alphabetical order and , as far as we are aware, provide independent advocacy support. If you want to discuss which service would best fit your needs contact Disability Sheffield Information service.

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
Tel: (0114) 253 6750
E mail: info@disabilitysheffield.org.uk
www.disabilitysheffield.org.uk

Freelaw

FreeLaw is a free legal advice clinic based in the School of Law at the University of Sheffield. The clinic is led by Law students, and a supervising solicitor checks over all advice before it is issued. FreeLaw covers most areas of law and can also assist with referring clients to a firm or organisation that is more capable of handling their specific case if necessary. FreeLaw also 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
Tel: 0114 222 6774
freelaw@sheffield.ac.uk
Days and Times: Wednesday 1.00pm - 5.00pm and Thursday: 2.00pm - 4.00pm
(drop-in, **term-time only**), email enquiries can be made all year round
Sessions are held at: Sheffield Law School, S3 (Wednesday).
Website: [FreeLaw Legal clinic](http://www.freelawlegalclinic.org.uk)

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
Tel: 0114 250 0340 Mob: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 - [Voiceability 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
 Tel: NHS Complaints Advocacy helpline.
 (0114) 407 0081
 Textphone 0786 002 2939
 Email: nhscomplaints@voiceability.org
 Website: [VoiceAbility](#) and [NHS Complaints Advocacy](#)

Mental Health Advocacy

Citizens Advice Sheffield Advocacy Services provides independent mental health advocacy support to people using mental health services in Sheffield. This includes:

- [General mental health advocacy for over 16s](#)
- [Advocacy support for inpatients of the Becton Centre \(Child and Adolescent Mental Health Service\) and their families](#)

If you live in Sheffield and need access to mental health services, or are already using them and need advocacy support, contact Citizens Advice Sheffield to see how they can help.

Tel: 03444 113 111

www.citizensadvice.org.uk/advocacy-services/what-we-do/mental-health-advocacy/

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

Tel: 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

Tel: 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

Tel: 0114 272 6393

Email: advocacy@sachma.org.uk

www.sacmha.org.uk

Sheffield Cloverleaf Advocacy

Cloverleaf Advocacy provides a range of services in the Sheffield and Doncaster area supporting people with mental health needs, learning disabilities, older people, people with physical and sensory impairment, and carers including people in hospitals, secure mental health units and residential homes. Cloverleaf Advocacy supports people to make their own decisions, have their voices heard, their rights respected, achieve their own goals and become healthier, happier, more active, involved and independent

They help people to understand and be involved in health & social care processes that affect them, and aim to reduce people's dependency on statutory services.

Opening hours:

Monday - Friday 09:00 hrs - 17:00 hrs

Telephone number:

01724 854952

Email: sheffield@cloverleaf-advocacy.co.uk

Website: www.cloverleaf-advocacy.co.uk

Sheffield Mencap and Gateway

Sheffield Mencap and Gateway's services are available to anyone in Sheffield with a learning disability and to their families and works with all who want to improve the quality of life for people with a learning disability. Their services includes some advocacy support, arts and craft and drama groups, befriending, evening groups, life skills, lunch and social clubs and support for carers including the [Sharing Caring Project](#).

Norfolk Lodge
Park Grange Rd.
S2 3QF
Tel: 0114 276 7757
E Mail: mencapoffice@sheffieldmencap.org.uk
www.sheffieldmencap.org

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
Tel: 0114 272 8822
www.syeda.org.uk

Advocacy Services Listed in the Sheffield Directory

You can access more information about services which offer advocacy support listed on the following [search page](#) of the Sheffield Directory. 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
Tel: **0114 253 6750** Mon-Thurs 10am to 3pm
(Answerphone facility available at other times)
E-mail info@disabilitysheffield.org.uk
www.disabilitysheffield.org.uk

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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To add

We have given you the telephone number for the Children's Involvement Team at the Council who provide advocacy support for looked after children Tel 0114 228 8553. In addition here is their website

<http://www.sheffkids.co.uk/adultssite/pages/advocacyhomepage.html>