

What is advocacy?

Advocacy ensures people are able to:

- have their voice heard on issues that are important to them
- defend and safeguard their rights
- have their views and wishes genuinely considered when decisions are being made about their lives.

Advocacy is a process of supporting and enabling 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, acquired brain injury or other disability. They also work in some cases with children and with family carers.

VoiceAbility Bradford offers the following kinds of advocacy:

Bradford Adult Social Care Fact Sheet

Advocacy Service

Statutory Advocacy, including

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

You need a referral from a professional such as an NHS health worker or Social Care representative to access this range of services this can be made through the following web page: <https://www.voiceability.org/make-a-referral>

General Advocacy

General Advocacy will be provided to meet the needs of people who do not qualify for statutory advocacy but who do require advocacy support. People accessing the Service must be:

- (1) Using health or care services or;
- (2) Interacting with Council and statutory services (e.g. experiencing homelessness, facing domestic violence or parents whose children are removed within the first few days of birth)

And require support to express their views or help in understanding the options available to them, for example individuals with limited education, resources, or social support. There should be clear evidence that access to the Service will promote and act as a preventative health and wellbeing intervention.

The Service is readily accessible to people eligible for general advocacy support through self-referral and referral from health and social care professionals.

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Advocacy Service

Telephone: 0300 303 1600

Email: helpline@voiceability.org

Website: <https://www.voiceability.org/support-and-help/services-by-location/bradford>

X: @voiceability

Cloverleaf Advocacy provides advocacy support to anyone living in the Bradford District who wants to make a complaint about a service provided by the NHS

What does an Independent Health Complaints Advocate do?

- Help the person understand the complaints process
- Support the person to make a complaint in writing
- Keep in touch with the person about progress with their complaint
- Attend complaints meetings with the person
- Help the person understand the outcome of their complaint
- Help people take their complaint to the Ombudsman if they are not happy with the result

Who can make a referral? Anyone who wants support from an advocate
If you want to make a referral for someone else, you would need to get their permission first

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

Telephone: 0300 012 4212

Email: NHScomplaints@cloverleaf-advocacy.co.uk

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Advocacy Service

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

X: @CloverleafAdvoc

Support from People with Lived Experience

Voice Advocates Programme

The Voice Advocates programme is a collaborative initiative led by Equality Together, Bradford People First, and Bradford Talking Media. This user-led programme, driven by disabled individuals, seeks to develop a network of skilled advocates with lived experience. These advocates represent and amplify the voices, opinions, and perspectives of other disabled people, ensuring their views are heard and valued.

Equality Together

Telephone: 01274 594173

Email: enquiry@equalitytogether.org.uk

Website: <https://equalitytogether.org.uk/get-support/self-group-advocacy/>

Bradford People First

Telephone: 01274 744151

Email: office@bradfordpeoplefirst.org.uk

Website: <https://www.bradfordpeoplefirst.org.uk/>

Bradford Talking Media

Telephone: 01274 848150

Email: enquiries@btm.org.uk

Website: <https://www.btm.org.uk/>

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Key Links

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



<https://www.voiceability.org/support-and-help/services-by-location/bradford>



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



<https://equalitytogether.org.uk/get-support/self-group-advocacy/>



<https://www.bradfordpeoplefirst.org.uk/>



<https://www.btm.org.uk/>

