

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. Our advocates are:

- **Independent**
- **Free**
- **Confidential**
- **On your side**



I work for Connected Voice Advocacy and I am your advocate. My job is to help you make your voice heard or to speak up for you. The support I provide is free and independent.

**My name is:**

**My phone number is:**

**Your Connected Voice Advocacy contact is:**

## A safe space

Connected Voice Advocacy is here to help you.

We aim to be polite, respectful and helpful to all our service users. We ask you to behave in the same way.

We understand that you might sometimes be upset and frustrated by your circumstances.

However, aggressive, abusive, threatening or intimidating behaviour towards our staff, volunteers and trustees on our property or elsewhere will not be tolerated under any circumstances and we might not be able to provide you with a service as a result.



**We want to provide a safe and secure environment for everyone.**

## Our Awards

Outstanding Service at the National Advocacy Awards 2018

Accredited Advocacy Quality Performance Mark

## Confidentiality

In most circumstances any information that you share with your advocate will remain confidential to Connected Voice Advocacy.

The advocate will not disclose any information about you to another person or agency without your permission unless you or another person is at risk of harm.

If you are unhappy about the service you are receiving and are unable to resolve this with the advocate, please contact the Senior Advocate Connected Voice Advocacy Director. Contact details are below.

This is taken from the Code of Practice which all our advocates must work to. Please ask us if you would like a full copy.

## Find out more online

If you would like to know more about Connected Voice and our advocacy work, you can visit our website at:

[www.connectedvoice.org.uk/advocacy](http://www.connectedvoice.org.uk/advocacy)

You can also follow us on social media at:



@ConnectedVoice\_



@ConnectedVoice



@ConnectedVoice

## Connected Voice Advocacy

Higham House  
Higham Place  
Newcastle upon Tyne  
NE1 8AF

0191 235 7013

[advocacy@connectedvoice.org.uk](mailto:advocacy@connectedvoice.org.uk)

## Protecting your data

Because you use our service we have to keep personal information and a record of the work we do with you (this is called data).

There are strict rules about how we do this called the General Data Protection Regulations.

We make sure that we protect your data in these ways: we keep it up to date, store it securely, keep it for no longer than reasonably necessary and then destroy it securely, do not collect data unnecessarily and protect it from loss or misuse.

We will not share any data without your permission unless you or another person is at risk of harm or we are required to by law.

You have a right to access the records we keep about you.

Please ask us if you would like a full copy of our Data Protection Policy or Privacy Notice



## Our Values

At the heart of voluntary and community action here in the North East, we want to improve the quality of life across the region and work towards a fairer future for all.

**We amplify voices.**

**We champion equality.**

**We inspire change.**

**We support action.**

**We connect people.**

## Self advocacy

DIY Advocate is a free app offered by Connected Voice Advocacy.

- Do you find it difficult to make decisions or prepare for meetings?
- Do you feel overwhelmed by what to do next?
- Do you need support to express your views?
- Do you use apps on your phone?

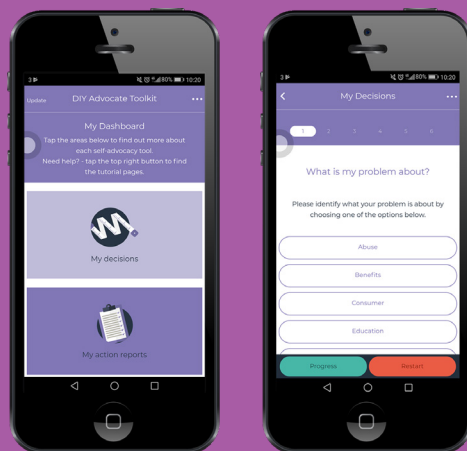
Then DIY Advocate is for you!

Making your own choices, big or small, can make a big difference to how you feel about yourself.

Use DIY Advocate to help you identify the obstacles you face, create strategies to overcome them, put your plans into action and make sure your voice is heard in decisions made about you.

- Use 'My Decisions' to log your concerns
- Use 'My Reports' to create action reports and share them with a support worker, friend or service
- Use 'My Contacts' to store your key contact details
- Use 'My Resources' to find information

**Ask your advocate to find out more about DIY Advocate.**



## Complaints

If you are unhappy about the service you are getting from us, let us know. You can do this by:

1. talking to your advocate or a Senior Advocate
2. talking to the Advocacy Director (please call 0191 235 7013)
3. making a formal complaint in writing

We will:

- listen to what you say and make written notes
- try to resolve the situation
- respond as quickly as possible (usually within 21 days)
- keep you informed and tell you the outcome
- take action if appropriate

This is taken from our Complaints Procedure.

If you would like a copy with more details about how to make a complaint and complaint forms, please contact us.

Call 0191 235 7013 or email [advocacy@connectedvoice.org.uk](mailto:advocacy@connectedvoice.org.uk)

## Tell us what you think

It's really useful for us to know what you think about our service.

We will send you an evaluation form to complete after you have received advocacy support.



In the meantime, if you have any comments and feedback that you would like to share, please ask your advocate for a feedback form or call us on 0191 235 7013 or email [advocacy@connectedvoice.org.uk](mailto:advocacy@connectedvoice.org.uk)