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W O L V E R H A M P T O N
ADVOCACY
S E R V I C E

The Wolverhampton Advocacy Service (WAS) is run by One Voice. One Voice has been providing advocacy services to disabled people and others in Wolverhampton and the surrounding areas for over twenty years. We are an organisation run by disabled people, offering help, advice and support to Wolverhampton citizens.

Our advocacy service is staffed by professional advocates who have been selected and trained by One Voice. They come from the groups of people the service is provided for, because we believe a service should look like the people who use it, and be able to draw on their knowledge and experience.

We also give you the tools to help you help yourself: You can find lots of information, self-help packs and a variety of free resources on our website, like:

- ❖ debt self-help pack,
- ❖ Benefits Claims & Appeals advice & form letters
- ❖ free layout of a will

Download something today, to help you take control

We provide a free professional advocacy service for adults from these groups:

Disabled People

Family Carers

Older People

People with substance misuse issues



W.A.S. – your choices, your say

wolvesadvocacy.uk/contact/

wolvesadvocacy.uk

What is advocacy?

Each of us may need an advocate at some time in our lives. Sometimes we feel too angry or upset to act in our best interests; sometimes we are unsure of how to proceed; at other times we may not know where to get more or better information. This is where an independent advocacy service can help. *We help you to help yourself* by finding out information on your rights and responsibilities, and laying out your options so that you are able to make informed choices about things that affect you.

It can help to have someone around if you need to make a difficult phone call, someone who can help write a letter or someone to go with you to a difficult meeting or review.

Advocates cannot always get the result you want, but they can support you to have your say, help you to understand what is happening and check that what you say is heard.

Your advocate can make sure you are involved in decisions which affect you.

An Advocate can:

- support you so that your views are respected and your rights are met.
- support you in a variety of situations where you feel unable to represent your own interests
- ensure that clients have the information they need to make informed choices.

What happens when I have an advocate?

Your advocate will listen to you and work with you to explain information you do not understand. They can support you to have your say by finding out any information or laws that are relevant, so that you can understand your rights and responsibilities and make informed choices.

They can find the right people to talk to.

An advocate can attend meetings, hearings, reviews and tribunals, at your request, to support you through the process.

Your assigned advocate sees you at a time that suits your needs. We can make appointments between 9am and 7pm in the week, and on Saturday mornings.

We can make an appointment at our office, at a community venue, or at your home - subject to safety checks.

What can't an advocate do?

An advocate will not offer you advice, opinions or judgments about what is best course of action for you, - you are in control of your own decisions.

An advocate cannot make decisions on your behalf.

An advocate will not tell you what s/he thinks you should do.

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The Wolverhampton Advocacy Service (WAS) trains local people to become professional advocates and employs them as paid sessional workers acting as independent advocates. If you are interested in using the service or in becoming an advocate, contact us by post, email, telephone, or website contact page. Or you can come and talk to us when you see us at city events.

Advocacy – its about your choices, and your say

mail@wolvesadvocacy.uk

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