



## Information Booklet for Trust Staff



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## Introduction

This information booklet has been designed to improve staff understanding of: **what advocacy is; its role in the health and social care context; and to provide a list of advocacy services currently available within the Southern Trust area.** It will also be of interest to existing advocacy service providers, service users and their carers as well as advocates themselves, all of whom have a clear interest in how advocacy services are being used in a health and social care setting.

In 2010 the Department of Health, Social Services and Public Safety in Northern Ireland (DHSSPSNI) commissioned a scoping study which gathered information on advocacy services provided by the Health and Social Care Board (HSCB) and Health and Social Care (HSC) Trusts for people aged 16 and over across the following programmes of care:

- **Mental health**
- **Learning disability**
- **Physical and sensory disability**
- **Children and young people**
- **Older people (focusing on those with dementia)**

A policy guide (*Policy Guide for Commissioners: Developing Advocacy Services (2012)*) was then developed from the outcomes of the scoping study. Information from this scoping study and policy guide has been used in the development of this booklet.

This booklet has been developed by a sub-group of the Trust's **Personal and Public Involvement Service User and Carer Panel (PPI Panel) and the Mental Health User and Carer Service Improvement Group (UCSIG)** supported by the PPI Team to complement the regional Policy Guide for Commissioners: Developing Advocacy Services (2012) which can be found at:

<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/developing-advocacy-services.pdf>

*Please note the SHSCT does not hold a contract with all the organisations contained in this information booklet and therefore cannot be responsible for the services provided. Organisations the SHSCT holds a contract with are highlighted using an asterisk (\*).*

## What is Advocacy?

**A**dvocacy is not new and is part of everyday life. People advocate (or speak up) every day for themselves, for their children, for their relatives and for their friends. Advocacy can mean different things to different people in different contexts. However, for the purpose of this information booklet, the following would seem to capture the essence of what advocacy in a health and social care context is about.

*“Advocacy seeks to support individuals to express and have their views heard. It aims to redress any imbalance of power between the individual and professional. It is concerned with empowerment, autonomy and self-determination, the safeguarding of citizenship rights and the inclusion of otherwise marginalised people.”*

(Bamford Review Report on Human Rights and Equality of Opportunity)

*“Advocacy is the process of standing alongside another, speaking on behalf of another and encouraging the person to speak up for themselves. Advocacy can help address the imbalance of power in society and stand up for justice.”*

(The Scottish Independent Advocacy Alliance: Principles and Standards for Independent Advocacy)

According to the DHSSPS “Plan for Good Advocacy in NI”, Advocacy is when someone supports you to say what you want. Some people find it hard to speak up or feel they are not being listened to therefore advocacy can make a big difference to their lives.

### Advocacy therefore is about taking action to help people:

- ✓ **Get the information they need**
- ✓ **Understand their rights**
- ✓ **Make their own choices**
- ✓ **Say what they want**

## Why is advocacy important?

People feel more able to speak to someone who does not have any control over their care or access to services. This makes it important that advocates are independent of those services. Advocates are not impartial. They are there to express their client's wishes as if they were their own. An advocate's first duty is to support their client. It is important those advocates stay, and are seen to be, independent of those services.

Advocacy can help people become more aware of their own rights, to exercise those rights and be involved in and influence decisions that are being made about their future. Crucially advocacy can empower people to speak up for themselves.

As well as supporting people to have their views heard advocacy can also play a valuable role in helping to safeguard those in society who, for whatever reason, are vulnerable or are at risk of harm or in need of protection. Advocacy can also help to empower people in these circumstances and working alongside other services, it can also help to identify when harm is occurring and ensure that appropriate action is taken.

The Southern Health and Social Care Trust recognise the importance of advocacy and has commissioned a number of organisations to provide this service for its service users and carers across its programmes of care.

## Types of Advocacy

**Citizen advocacy** happens when ordinary citizens are encouraged to become involved with a person who might need support in their communities. The citizen advocate is not paid and not motivated by personal gain. The relationship between the citizen advocate and their advocacy partner is on a one-to-one, long term basis. It is based on trust between the partner and the advocate and is supported but not influenced by the organisation providing the advocacy service. The advocate supports their partner using their natural skills and talents rather than being formally trained in the role.

**Collective advocacy** happens where a group of people who are all facing a common problem get together on a formal basis to support each other over specific issues. Individual members of the group may also support each other over specific issues. The group as a whole may campaign on an issue that affects them all. A collective voice can be stronger than that of an individual, as groups are more difficult to ignore. Being part of a collective advocacy group can help to reduce an individual's sense of isolation when raising a difficult issue.

**Peer advocacy** happens when individuals share significant life experiences. The peer advocate and their advocacy partner may share age, gender, ethnicity, diagnosis or issues. Peer advocates use their own experiences to understand and empathise with their advocacy partner. Peer advocacy works to increase self-awareness, confidence and assertiveness so that the individual can speak out for themselves, lessening the imbalance of power between the advocate and their advocacy partner.

**Professional advocacy** is also known as one-to-one, individual or issue based advocacy. It is provided by both paid and unpaid advocates. An advocate supports an individual to represent their own interests or represents the views of an individual if the person is unable to do these themselves. They provide support on specific issues and provide information but not advice. This support can be short or long term.

**Instructed advocacy** is where an individual tells the advocate what they would like them to say and do. The advocate's role is to work with the person to bring together what they have to say in a way that puts their point of view across clearly. The advocate supports them in what they want to achieve.

**Non-instructed advocacy** is taking affirmative action with or on behalf of a person who is unable to instruct an advocate due to issues of capacity e.g. comprehension or communication issues. An individual might be able to express what they want, e.g. to go home or a view of what they like or dislike, but may lack the capacity to instruct an advocate as to the action to take regarding a particular issue. The non-instructed advocate seeks to uphold the person's rights; ensure fair and equal treatment and access to services; and make certain that decisions are taken with due consideration for all relevant factors which must include the person's unique preferences and perspectives.

**Transitions advocacy** involves supporting someone during specific, immediate and serious situations in their lives, empowering them with information, advice and a voice in the decisions that affect them.

# Advocacy services in the Southern Trust Area

Listed below are the contact details for some organisations (both regional and local) and groups that provide advocacy services for people living in the Southern Trust area. To access any of these services please contact the named individual and they will advise you on how to make a referral.

## Advocacy Services – Learning Disability

**Organisation:** **Autism Network NI**

**Address:** Regional Office  
10 Ashgrove Park  
Maghaberry  
MOIRA  
BT67 0QQ

**Contact:** [Derek Doherty](#)  
Tel: 028 9261 1851  
Email: [derek.doherty9@btinternet.com](mailto:derek.doherty9@btinternet.com)

**About the service:** Autism Network NI is a Charity that was set up by parents, carers and people with Autistic Spectrum disorder in 2003. The Network provides an Advocacy services in matters relating to:

- **education**
- **police matters**
- **social care/child protection**
- **benefits**

All Autism Network NI volunteers have been trained in advocacy by Professor Conliffe and accredited by the Ulster University.

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**Organisation:** **Disability Action - Learning Disability Advocate \***

**Address:** Disability Action  
Portside Business Park  
189 Airport Road West  
BELFAST  
BT3 9ED

**Contact:** [Sinead Campbell](#)  
Tel: 028 9029 7880  
Email: [sineadcampbell@disabilityaction.org](mailto:sineadcampbell@disabilityaction.org)

**About the service:** In the Southern Health and Social Care Trust, Disability Action's Centre on Human Rights provides an advocacy service specifically for people with learning disabilities. The service is:

- **confidential;**
- **provided free of charge; and**
- **independent, which means the advocate can work in partnership with clients, with no conflict of interest**

**Organisation:** Leonard Cheshire Disability NI

**Address:** 5 Boucher Plaza  
4-6 Boucher Road  
BELFAST  
BT12 6HR

**Contact:** [Bryan Leonard](#)  
Tel: 028 9024 6247  
Email: [Bryan.Leonard@LCDisability.org](mailto:Bryan.Leonard@LCDisability.org)

**About the service:** Leonard Cheshire Disability NI helps people with physical impairments, learning difficulties and long-term health conditions, as well as their carers, friends and families. It champions disabled people's rights in N.Ireland, including with the N. Ireland Assembly and Executive. At a local level, action groups run campaigns to improve access and services for disabled people in their area. The organisation aims to remove the barriers that can stop people with disabilities from pursuing their goals and living their lives to the full.

## Advocacy Services – Mental Health

<b>Organisation:</b>	<b>The Mental Health Forum *</b>
<b>Address:</b>	Ballybot House, 22 Cornmarket, NEWRY BT35 8BG Trasna House, Connolly Place, LURGAN BT66 8DN
<b>Contact:</b>	<u><a href="#">Karl Hughes (Manager)</a></u> Tel: 028 3025 2423 Email: <a href="mailto:lobby@mentalhealthforum.co.uk">lobby@mentalhealthforum.co.uk</a>
<b>About the Service:</b>	The Mental Health Forum provides advice, information and signposting for service users, carers, professionals and the general public in relation to mental health services throughout the Southern Trust. It engages directly with service providers in planning, delivering and monitoring mental health services both locally and regionally. The forum are leaders in promoting awareness of mental health issues, challenging stigma and discrimination, actively promoting recovery and developing opportunities for those experiencing mental health issues.

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<b>Organisation:</b>	<b>Inspire Mental Health (formerly NIAMH) *</b>
<b>Address:</b>	Regional Office Inspire Mental Health Lombard House 10-20 Lombard Street BELFAST BT1 1RD
<b>Contact:</b>	<u><a href="#">Karen MaCartney</a></u> Tel: 07811344723 Email: <a href="mailto:k.macartney@inspirewellbeing.org">k.macartney@inspirewellbeing.org</a>
<b>About the service:</b>	The advocate provides information, outlines options, helps an individual to express their concerns and relays these, where appropriate, to relevant professionals. An advocate can be a paid member of staff or someone who has experienced their own mental health problems and have been trained to take on the advocacy role. This is a free and independent service.

## Advocacy Services – Mental Health

<b>Organisation:</b>	<b>CAUSE *</b>
<b>Address:</b>	Regional Office Building 2 Lesley Office Park 393 Hollywood Road BELFAST BT4 2LS
<b>Contact:</b>	<u><a href="#">Anne Cunningham</a></u> , Carer Advocate Team Leader (Newry & Mourne) (Craigavon & Banbridge)  Tel: 028 9065 0650 / 07738210628 Email: <a href="mailto:annec@cause.org.uk">annec@cause.org.uk</a>
<b>Contact:</b>	<u><a href="#">Arlene Wilson</a></u> , Carer Advocate (Armagh & Dungannon) Tel: 028 9065 0650 / 07730623867 Email: <a href="mailto:arlene@cause.org.uk">arlene@cause.org.uk</a>
<b>About the Service:</b>	CAUSE's team of dedicated Carer Advocates offers one-to-one help to individuals when they are supporting a loved one's recovery. CAUSE is peer-led which means it is run by carers for carers, they know from direct personal experience the issues carers can face.

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<b>Organisation:</b>	<b>Mindwise *</b>
<b>Address:</b>	Regional Office Pinewood House 46 Newforge Lane BELFAST BT9 5NW
<b>Contact:</b>	<u><a href="#">Stanley Booth MBE</a></u> Tel: 07733893125 Email: <a href="mailto:Stanley.Booth@mindwisenv.org">Stanley.Booth@mindwisenv.org</a>
<b>About the service:</b>	Mindwise empowers and encourages people who use its advocacy services to take a lead in securing the rights and services to which they are entitled. It offers support to ensure that views are heard, representation, help to resolve issues, protection for those who are particularly vulnerable or are unable to make informed decisions.

## Advocacy Services – Mental Health

**Organisation:** **Eating Disorder Association NI**

**Address:** 28 Bedford Street  
BELFAST  
BT2 7FE

**Contact:** [Ann McCann](#)  
Tel: 028 9023 5959  
Email: [edani@btconnect.com](mailto:edani@btconnect.com)

**About the Service:** The Eating Disorder Association NI is a Belfast based charity that supports and acts as a voice for those struggling with the destructive and devastating effects of living with an eating disorder.

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**Organisation:** **Action Mental Health (AMH) Adapt \***

**Address:** 13 Church Street  
PORTADOWN  
BT62 3LN

**Contact:** [Vanessa Baird](#)  
Tel: 028 38392314  
Email: [vbaird@amh.org.uk](mailto:vbaird@amh.org.uk)

**About the Service:** AMH Adapt aims to promote and increase knowledge, and provide greater understanding and awareness of eating disorders in the community. AMH Adapt has adopted a recovery approach to provide help and support to people with eating disorders, and their friends and families. It also advocates and lobbies for specialist services.

<b>Organisation:</b>	<b>British Deaf Association</b>
<b>Address:</b>	Unit 5c Weavers Court Linfield Road BELFAST BT12 5GH
<b>Contact:</b>	<u><a href="#">Alice Johnston</a></u> Tel: 028 90437480 Email: <a href="mailto:cao.ni@bda.org.uk">cao.ni@bda.org.uk</a>
<b>About the service:</b>	The British Deaf Association's Advocacy service offers support in a number of ways; helping individuals find out information, explore options and encouraging them to decide what they want to do.

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<b>Organisation:</b>	<b>Disability Action – Physical / Sensory Disability Advocate *</b>
<b>Address:</b>	Disability Action Portside Business Park 189 Airport Road West BELFAST BT3 9ED
<b>Contact:</b>	<u><a href="#">Leione Hudson</a></u> Tel: 07718979985 Email: <a href="mailto:leionehudson@disabilityaction.org">leionehudson@disabilityaction.org</a>
<b>About the service:</b>	In the Southern Health and Social Care Trust Disability Action provide an advocacy service specifically for people with physical sensory disabilities. The service is: <ul style="list-style-type: none"><li>• <b>confidential</b></li><li>• <b>provided free of charge</b></li><li>• <b>independent, which means the advocate can work in partnership with clients, with no conflict of interest.</b></li></ul>

## Advocacy Services – Physical and Sensory Disability

**Organisation:**

**Action MS**

**Address:**

Regional Office  
Knockbracken HealthCare Park  
Saintfield Road  
BELFAST  
BT8 8BH

**Contact:**

Tel: 028 9079 0707  
Email: [info@actionms.co.uk](mailto:info@actionms.co.uk)

**About the service:**

The advocate offers support in making a decision about the best way forward and will be there at all times until the difficulty has been resolved satisfactorily.

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**Organisation:**

**Diabetes UK NI**

**Address:**

Regional Office  
Bridgewood House  
Newforge Business Park  
Newforge Lane  
BELFAST  
BT9 5NW

**Contact:**

Tel: 0345 1232399  
Email: [helpline@diabetes.org.uk](mailto:helpline@diabetes.org.uk)

**About the service:**

The Diabetes UK NI advocacy service is there for all people with diabetes, their family, friends and carers to help with issues connected to diabetes. It gives information and support needed to make sure individuals know their rights, understand their options and help get their voices heard.

**Organisation:** **VOYPIC - Voice of Young People in Care**

**Address:** Flat 12, Mount Zion House  
Edward Street  
LURGAN  
BT66 6DB

**Contact:** Margaret Guy  
Tel: 028 38313380  
Email: [margaret.guy@voypic.org](mailto:margaret.guy@voypic.org)

**About the service:** VOYPIC is a charity working across N Ireland promoting the rights and improving the lives of children and young people cared for away from home. The children and young people may be living at home in care; with foster or kinship carers; in children's homes; in secure settings; or in supported accommodation. They may also be preparing to leave care or be care leavers. Advocates work with looked after children and care leavers receiving a 16+ service and provide information and advice, offer support and help with making a complaint.

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**Organisation:** **6<sup>th</sup> Sense /  
Disabled Children and Young People Project \***

**Address:** Disabled Children & Young People's Participation Project  
Grange Building  
Towerhill  
ARMAGH  
BT61 9DR

**Contact:** [Eugene Moan](#)  
Tel: 028 37414541  
Email: [eugene.moan@barnardos.org.uk](mailto:eugene.moan@barnardos.org.uk)

**About the service:** The project aims to highlight the issues that affect disabled children and young people and ensure that the service providers listen. 6th Sense is a group of children and young people who all understand the difficulties of coping with a disability. They are advocates for disabled young people particularly those who have participated in Disabled Children and Young People's Participation Project.

- Organisation:** **Alzheimer's Society \***
- Address** **Armagh and Dungannon Office**  
First Steps Women's Centre  
21a William Street  
DUNGANNON  
BT70 1DX
- Contact** Tel: 028 8775 3812  
Email: [kelly.meeke@alzheimers.org.uk](mailto:kelly.meeke@alzheimers.org.uk)
- Address** **Craigavon and Banbridge Office**  
Edenderry House  
18-22 Gilford Road  
PORTADOWN  
BT63 5ED
- Contact** Tel: 028 3839 4440  
Email: [carole.murray@alzheimers.org.uk](mailto:carole.murray@alzheimers.org.uk)
- Address** **Newry Office / Mourne Office**  
Ballybot House  
22 Corn Market  
NEWRY  
BT35 8BG
- Contact** Tel: 028 3025 6057  
Email: [pauline.murphy@alzheimers.org.uk](mailto:pauline.murphy@alzheimers.org.uk)
- About the Service:** The Alzheimer's Society is a membership organisation, which works to improve the quality of life of people affected by dementia. Many of the members have personal experience of dementia, as carers, health professionals or people with dementia themselves, and their experiences help to inform the work of the society.

## Advocacy Services – Adults/Older People

**Organisation:**

**AGE NI**

**Address:**

Regional Office  
3 Lower Crescent,  
BELFAST  
BT7 1NR

**Contact:**

Tel: 0808 8087575

**About the Service:**

Age NI's Advice and Advocacy Service offers free, independent and confidential support to older people, their families and carers who are experiencing difficulties negotiating the health and social care system, accessing appropriate levels of community care, dealing with issues relating to residential and nursing care or are at risk of abuse.

## Advocacy Services – Carers

<b>Organisation:</b>	<b>Carers Trust NI *</b>
<b>Contact:</b>	<u>Pauline Rice (Manager)</u> Tel: 07826930508 Email: <a href="mailto:price@carers.org">price@carers.org</a>
	<u>Ruth Allen (Outreach &amp; Information Support Worker Armagh and Dungannon)</u> Tel: 07702819112 Email: <a href="mailto:rallen@carers.org">rallen@carers.org</a>
	<u>Michelle Moulton (Outreach &amp; Information Support Worker Craigavon and Banbridge)</u> Tel: 07702819111 Email: <a href="mailto:mmoulton@carers.org">mmoulton@carers.org</a>
	<u>Eleanor Doherty (Outreach &amp; Information Support Worker Newry and Mourne)</u> Tel: 07702819109 Email: <a href="mailto:edoherty@carers.org.uk">edoherty@carers.org.uk</a>

**About the Service:** Carers Trust NI is part of the Carers Trust, a major charity for, with and about carers. It works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. Its vision is that unpaid carers count and can access the help they need to live their lives.

<b>Organisation:</b>	<b>CAUSE *</b>
<b>Address:</b>	Regional Office Building 2 Lesley Office Park 393 Hollywood Road BELFAST BT4 2LS
<b>Contact:</b>	<u>Anne Cunningham, Carer Advocate Team Leader, (Newry &amp; Mourne) (Craigavon &amp; Banbridge)</u> Tel: 028 9065 0650 / 07738210628 Email: <a href="mailto:annec@cause.org.uk">annec@cause.org.uk</a>
<b>Contact:</b>	<u>Arlene Wilson, Carer Advocate (Armagh &amp; Dungannon)</u> Tel: 028 9065 0650 / 07730623867 Email: <a href="mailto:arlene@cause.org.uk">arlene@cause.org.uk</a>

**About the Service:** CAUSE's team of dedicated Carer Advocates offers one-to-one help to individuals when they are supporting a loved one's recovery. CAUSE is peer-led which means it is run by carers for carers, they know from direct personal experience the issues carers can face.

- Organisation:** **STEP - South Tyrone Empowerment Programme \***
- Address:** The Junction  
12 Beechvalley Way  
DUNGANNON  
BT70 1BS
- Contact:** Tel: 028 87750211  
Email: [info@stepni.org](mailto:info@stepni.org)
- About the service:** STEP aims to enable the most vulnerable to marginalisation, disadvantage and exclusion, to develop the confidence and skills to be heard; to identify their own strengths and needs; to access the support and expertise to help them in finding solutions and advocating social change.
- Organisation:** **Craigavon Intercultural Programme (CIP)**
- Address:** CIP Centre  
7 Foundry Street  
PORTADOWN  
BT63 5AB
- Contact:** [Stephen Smith](#)  
Tel: 028 3839 3372  
Email: [info@cipni.com](mailto:info@cipni.com)
- About the service:** CIP is committed to the concept of social inclusion and seeks to be a catalyst in promoting innovation and opportunities for community development. CIP promotes integration between communities and works towards the creation of a society in which all are respected regardless of race/nationality. CIP delivers a service that includes: Advice, Advocacy, BME Family Intervention, BME Youth Provision and Exploitation Awareness.

- Organisation:** **Traveller Support - Southern Area**
- Address:** **Armagh Traveller Support Group (ATSG) \***  
Promoting Wellbeing Team  
Ward 1, St Luke's Hospital  
ARMAGH  
BT61 7NQ
- Contact:** [Fidelma McCoy](#)  
Tel: 028 37412755 / Mob: 07702184355  
Email: [fidelma.mccoy@southerntrust.hscni.net](mailto:fidelma.mccoy@southerntrust.hscni.net)

**Address:** **Craigavon Traveller Support Committee \***  
Moylinn House, 21 Legahory Centre, Brownlow  
CRAIGAVON  
BT65 5BE

**Contact:** **Lisa Hogg**  
Tel: 028 38342089  
Email: [info@craigavontravellers.org](mailto:info@craigavontravellers.org)

**Address:** **Newry Traveller Family Support and Development Worker**  
Promoting Wellbeing Department  
John Mitchel Place,  
NEWRY  
BT34 2BL

**Contact:** **Stella McLoughlin**  
Tel: 028 30834272 / Mob 07761463371  
Email: [Stella.mcloughlin@southerntrust.hscni.net](mailto:Stella.mcloughlin@southerntrust.hscni.net)

**Address:** **An Tearmann \***  
Community Support Centre  
64 Main Street  
COALISLAND  
BT71 4NB

**Contact:** **Una Loughran**  
Tel: 028 87741961  
Email: [una.antearmann@stepni.org](mailto:una.antearmann@stepni.org)

**About the services:** To improve the quality of life of Travellers in the Southern area by adopting a community development approach which will enable Travellers to articulate their needs and to support them to ensure their needs are met.

## Advocacy Services – General

<b>Organisation:</b>	<b>Patient and Client Council (PCC)</b>
<b>Address:</b>	<b>Southern Area</b> Quaker Buildings High Street LURGAN BT66 8BB
<b>Contact:</b>	Freephone: 0800 917 0222 Email: <a href="mailto:info.pcc@hscni.net">info.pcc@hscni.net</a>
<b>About the service:</b>	The Patient and Client Council is an independent voice on health and social care issues. They have local offices throughout Northern Ireland. They are here to: <ul style="list-style-type: none"><li>• Listen and act on people's views</li><li>• Encourage people to get involved</li><li>• Help people make a complaint</li><li>• Provide advice and information</li></ul>

## Contact Us



If you provide an advocacy service or know of an advocacy service in the Southern Trust area that is not included in this booklet, please contact us at: Tel: 028 3756 4472 or  
Email: [ppi.team@southerntrust.hscni.net](mailto:ppi.team@southerntrust.hscni.net)

*This booklet has been developed by a sub-group of the Trust's **Personal and Public Involvement Service User and Carer Panel (PPI Panel)** and the **Mental Health User and Carer Service Improvement Group (UCSIG)** supported by the PPI Team.*