

Advocacy Policy		
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Strategic Owner	Keri Storey, Head of Adult Social Care Tim Golby, Head of Social Care Commissioning	
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Accessing Independent Advocacy for Adult Social Care and Health

1. Adults in Devon may be entitled to the support of an independent advocate to help them with health and social care issues, if they meet the thresholds for eligibility and priority for our advocacy service.
2. Advocacy is taking action to help people say what they want, secure their rights, represent their interests and to get the services they need. Advocates can visit you at home or a place of your choice. If a paid advocate isn't able to effectively help someone themselves they may be able to find someone else who can.
3. Our overarching definition of eligibility and priority independent advocacy is when someone:
 - a. could not reasonably be expected to understand or engage with health or social care procedures to resolve issues with the resources available to them,
 - b. needs their voice to be heard in relation to some specific health and social care rights or freedom issues
 - c. **has no one in their family or informal support network who is willing and able to advocate on their behalf.**
4. We provide advocacy services through local specialist advocacy organisations working as part of the Devon Advocacy Consortium (DAC). When we have identified that someone requires advocacy, a referral will be made to Devon Advocacy Consortium.

5. The Devon Advocacy Consortium arrange for the provision of advocacy in relation to the following legislation:
 - a. Statutory Independent Advocacy under the Care Act.
 - b. Statutory advocacy under the Mental Capacity Act for people who lack capacity
 - c. Statutory advocacy under the Mental Health Act for people who are detained in hospitals or on a Community Treatment Order
 - d. Some statutory advocacy for NHS complaints

6. DAC may also be able to provide some non-statutory advocacy. Eligibility for statutory advocacy and priority for non-statutory advocacy is determined by Devon County Council and Devon Advocacy Consortium

7. If you think that you need and are eligible to receive the support of an independent advocate, you can ask any health and social care practitioner you are in contact with to refer you to the Devon Advocacy Consortium Service, or you can refer yourself directly.

To make a referral or to receive further information go to:

<http://www.devonadvocacy.org.uk/>

telephone : 0845 231 1900

email : devonadvocacy@livingoptions.org

*Calls are charged a local rate. Calls from mobiles may be higher.