

## How to give feedback

Comments, compliments and complaints help us to continue to improve and shape the services we offer.

We welcome feedback from individuals receiving support, professionals and partner agencies, through our evaluation forms or using the feedback link on our website.

Our complaints procedure can be accessed via the duty advocate number or website.

## How to make contact



01925 246 888 (Duty Advocate)



The Gateway, 89 Sankey Street, Warrington WA1 1SR



referral@advocacyhub.org.uk  
info@advocacyhub.org.uk



www.warringtonspeakup.org.uk

# Warrington Speak Up

*Promoting social inclusion, equality and social justice*

## Information for partner agencies

## Who we are

Warrington Speak Up is an independent organisation providing a range of advocacy services and projects within Warrington.

Our aim is to strengthen the voice of Warrington residents who face discrimination, disadvantage and social isolation.

## What Advocacy is

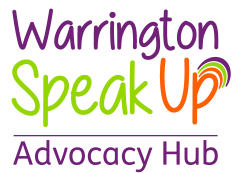
Advocacy enables people to have their voice heard. It supports them to explore their options, express their views and wishes and make informed choices.

Advocacy promotes the involvement of people in important decisions, ensuring their rights are upheld.

Advocacy is free, confidential, independent and person led.

Advocacy is not about giving advice, mediation, befriending, providing a support workers role or filling a gap within a statutory service.

## About the Advocacy Hub



The Advocacy Hub brings together a range of statutory and non statutory advocacy services, making it easier for people to access the right kind of advocacy support, at the time they need it.

By having the same advocate people can experience better continuity of support at some of the most challenging times in their lives, without having to tell their story again.

## What we do

These are the advocacy services we provide:

- Care Act Advocacy (CAA)
- Independent Mental Capacity Advocacy (IMCA)
- Independent Mental Health Advocacy (IMHA)
- Deprivation of Liberty Safeguards (DoLS s39A, s39C, s39D)
- Paid Relevant Persons Representative (Paid RPR)
- Parent Advocacy
- Preventative Advocacy
- Mental Health Service User Engagement
- Self-Advocacy Projects

## Spot purchase arrangements

We have spot purchase arrangements with local authorities across the North West and London boroughs. If you would like more information on spot purchases please contact [info@advocacyhub.org.uk](mailto:info@advocacyhub.org.uk)

## How to refer

We take referrals from professionals, the person requiring support or family members, depending on the type of advocacy being accessed.

All referrals are sent to the same email address and will be processed according to statutory guidelines.

Referral forms and guidance notes are available on request or can be downloaded from our website.

A duty advocate is available 9am to 5pm, every weekday, to answer any questions and provide information. Where advocacy is not the right service we will signpost, if possible, to another more appropriate service.