

ADVOCACY

Do you...

Want someone to help you say what you're thinking?

Want to be more involved when decisions are made about you and your future?

Feel that sometimes no one is listening?

An advocate may be able to help!



SPEAK UP

York's Children's Rights and Advocacy Service

What is an advocate?

An advocate can:

- Help you express your views
- Help you work out what you want to say and how to say it
- Put your views forward for you or help you speak up for yourself
- Help you prepare for meetings, such as reviews or Child Protection meetings
- Make sure you have information about your rights and entitlements

An advocate can't:

- Decide things for you
- Tell you what to do or give their personal opinion
- Take other people's side
- Be a friend, but will always listen and support you

"I feel much more listened to and can voice my opinions much better."

"It made me realise who I am, what I want in life and where I belong too. Made me more confident to talk to people more."

"I feel more confident with speaking and getting my point across."

What can you expect from your advocate?

Confidentiality

Your advocate will not tell other people anything you have said without your permission, unless they are worried about your safety or the safety of another person.

Your advocate will ask you who you would like them to speak to on your behalf and what you would like to share with them.

Independence

Your advocate is independent and here just for you. Your advocate works for City of York Council but is separate from the social work teams and your carers.

National Advocacy Standards

You have the right to expect good quality help and respect from your advocate and the Speak Up Service.

National Advocacy Standards help advocates to provide the best possible service for you and states that:

- Advocacy must be led by your views and wishes
- Advocates should promote equal opportunities and ensure that no young person is discriminated against due to age, gender, race, culture, religion, language, disability or sexual orientation.
- Advocates should give help and advice quickly when requested.
- Advocates should work just for children and young people.
- Advocates should listen to your views and ideas to help improve the service provided.

Who can have an advocate?

Children and young people can have support from an advocate if they are:

- in care and aged 5-18
- on a Child Protection Plan
- a young parent (aged 18 or under) whose child is on a Child Protection Plan
- a care leaver up to the age of 21
- wanting to make a complaint

Making a complaint

Anyone can make a complaint about a City of York Council service, and all young people under the age of 18 are entitled to the support of an advocate when making a complaint.

An advocate can help you with making your complaint, and can support you throughout the complaints process.

You can make a complaint about a council service by contacting Have Your Say on 01904 554145 or haveyoursay@york.gov.uk.

How do I get an advocate?

 Call us: 07769 725174  Text us: 07769 725174

 Email us: speakup@york.gov.uk

 Speak Up

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CITY OF
YORK
COUNCIL