

The Essex Advocacy service cannot help everyone, but we will give priority to the most vulnerable people with the most complex issues who have no other appropriate form of support.

We do not operate a waiting list but we will refer or signpost individuals not qualifying for this service to other local organisations which can provide relevant support.

Anyone can make a referral. If you need any help or advice before doing so, the team at Essex Advocacy can be contacted via phone, e-mail or text, and will be happy to help.

### What is Advocacy?

*“Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain the services they need. Advocacy and advocacy services work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.”*

*(The Advocacy Charter)*

**Essex  
Advocacy**

**Our  
Partners**



To refer, go to:

**[essexadvocacy.org.uk](http://essexadvocacy.org.uk)**

or

⇒ call: 0300 34 35 736

⇒ e-mail: [info@essexadvocacy.org.uk](mailto:info@essexadvocacy.org.uk)

⇒ text: SEAP (followed by your message) to 80800

⇒ write to: P.O. Box 375,  
Hastings, TN34 9HU

**Essex  
Advocacy**

**A specialist service which supports people who are most vulnerable, or who find themselves at a particularly challenging point in their lives**



Our professional advocates enable people without the right support around them to have their voice heard when:

- decisions are being taken about their health and social care
- support is needed to make informed choices about their life
- they wish to make a complaint about NHS care or treatment
- they qualify for Independent Advocacy under the Care Act 2014

**[essexadvocacy.org.uk](http://essexadvocacy.org.uk)**

Our independent service is available to residents of Essex (excluding Southend, Thurrock and London Boroughs) who have no other appropriate support available to address a complex issue. Essex Advocacy is a partnership of local and national providers consisting of:

- ◆ Action for Family Carers
- ◆ Age UK Essex
- ◆ BATIAS
- ◆ Essex Carers' Support
- ◆ Independent Living Advocacy (ILA)
- ◆ Royal Association for Deaf People (RAD)
- ◆ seAp Advocacy
- ◆ Tendring Mental Health Support (TMHS)

Our formal advocacy and non-statutory mental health advocacy is for vulnerable adults over the age of 18. Our NHS Complaints Advocacy service is for everyone of all ages.

Independent Advocacy under the Care Act 2014 is for people who have social care needs and have substantial difficulty in understanding and being involved in their care and support processes, and no one appropriate to support their involvement.

Essex Advocacy services are free and completely independent from local authority social services and the NHS.



**Please note:** Essex Advocacy does not provide the statutory IMCA and DoLS service (delivered by *Voiceability*) or the statutory IMHA service (delivered by *POhWER*).



Our advocates are skilled in providing support around issues relating to:

- ◆ a person in a vulnerable situation
- ◆ a person subject to a safeguarding alert
- ◆ mental health illness or distress
- ◆ learning disabilities
- ◆ conditions on the autistic spectrum
- ◆ caring responsibilities
- ◆ an older person aged 65+
- ◆ physical disabilities
- ◆ sensory impairments
- ◆ dementia, fluctuating mental capacity or acquired brain injury
- ◆ making a complaint about an experience of NHS care or treatment.

For support with **NHS Complaints**, a self-help advocacy information pack has been prepared for those wishing to make a health complaint. This is an effective tool to help individuals to self-advocate or to provide guidance to friends, family or others who are supporting them with the process. Our self-help packs are available to download via the Essex Advocacy website or can be sent via e-mail or post if preferred.



Individuals with a more complex NHS complaint can call on a professional advocate for support.

To contact us, or to make a referral, go to:

**[essexadvocacy.org.uk](http://essexadvocacy.org.uk)**



call 0300 34 35 736



e-mail  
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