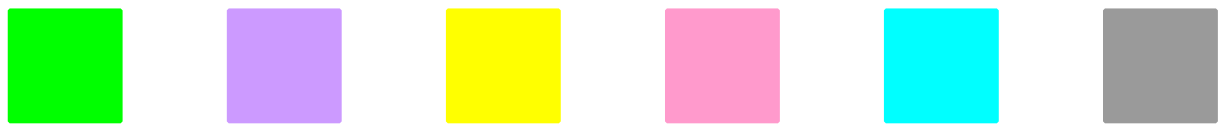


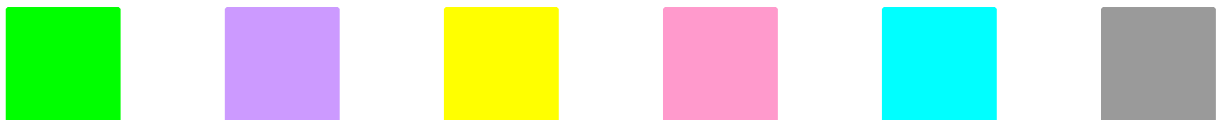
A Directory of **ADVOCACY SERVICES** on the Isle of Wight





Advocacy

Taking action to help people
say what they want,
secure their rights,
represent their interests and
obtain services they need.



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This directory of advocacy services for the Isle of Wight contains a range of information about organisations that provide independent advocacy services. These organisations are committed to key advocacy principles outlined below.

THE ISLE OF WIGHT ADVOCACY CHARTER

Advocacy promotes social inclusion, equality and social justice by empowering people. It enables them to express their personal views and needs, thereby achieving their rights and entitlements. It also assists people in securing relevant information and knowledge, enabling them to make informed choices.

INDEPENDENCE

Advocacy services will be structurally independent from statutory organisations and preferably from all service provider agencies. Advocacy will be as free from conflict of interest as possible both in design and operation, and actively seek to reduce conflicting interests.

EMPOWERMENT

Advocacy supports self-advocacy and empowerment through its work. People who use advocacy should have a say in the level of involvement and style of advocacy support they want. Advocacy will ensure that people, who want to, can influence and be involved in the running and management of the services.

ACCOUNTABILITY

Advocacy will have in place systems for the effective monitoring and evaluation of its work. All those who use advocacy will have a named advocate and a means of contacting them.

SUPPORTING ADVOCATES

Advocacy will ensure advocates are prepared, trained and supported in their role and provided with opportunities to develop their skills and experience.

COMPLAINTS

Advocacy will have a written policy describing how to make complaints or give feedback about the service or about individual advocates. Where necessary, advocacy will enable people to access external independent support to make or pursue a complaint about their advocacy.

CLARITY OF PURPOSE

Advocacy will have clearly stated aims and objectives and be able to demonstrate how these meet the principles contained in this Charter. Advocacy will ensure that people they advocate for, service providers and funding agencies, have information on the scope and limitations of the service's role.

PUTTING PEOPLE FIRST

Advocacy will ensure that the wishes and interests of the people they advocate for direct advocates' work. Advocates should be non-judgemental and respectful of peoples' needs, views and experience. Advocates will ensure that information concerning the people they advocate for is shared with these individuals.

EQUAL OPPORTUNITY

The advocacy services will have a written equal opportunities policy that recognises the need to be proactive in tackling all forms of inequality, discrimination and social exclusion. Advocacy services will have in place systems for the fair and equitable allocation of advocates' time.

ACCESSIBILITY

Advocacy will be provided free of charge to eligible people. Advocacy will aim to ensure that their services, policies, procedures, premises and publicity materials promote access for the whole community.

CONFIDENTIALITY

Advocacy will have a written policy on confidentiality, stating that information known about a person using the service is confidential to the service and any circumstances under which confidentiality might be breached.

AGE CONCERN ISLE OF WIGHT

Languages

Access

*Wheelchair accessible
Hearing loop*

Opening hours

*9.00am to 4.00pm Mon-Fri
Out of hours answerphone*

Individual or group advocacy

Individual

14 Pyle Street
Newport
ISLE OF WIGHT
PO30 1JW

Telephone: 01983 525282

Fax: 01983 537547

Email: ageconcerniw@aciw.org.uk

Website: www.aciw.org.uk

Client Group

Older people and their carers

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Information, advice, advocacy and specialist welfare benefits advice

Other information

Age Concern IW works closely with OLDER VOICES and accepts referrals on their behalf.



ISLE OF WIGHT YOUTH TRUST

Languages

Arrangements can be made as needed

Access

Disabled access

Opening hours

9.00am to 1.00pm

2.00pm to 5.00pm

Mon to Fri

(Appointments outside these times can be arranged)

Individual or group advocacy

Individual

1 St John's Place

Newport

ISLE OF WIGHT

Telephone: 01983 529569

Advice/Helpline: 0800 917 7734 (freephone)
07843 773343 (text messages)

Email: advocacy@iowyouthtrust.co.uk

Client Group

Young people up to 25 years of age who are 'in care', have left care or are children in need, including children with disabilities. Also young people in foster care, residential care or in the community if they are involved with Children's Services.

Who can refer

Anyone can refer but the young person must want an advocate

Geographical area served

Isle of Wight (and mainland when required)

The organisation can provide

Individual advocacy about specific issues or on an ongoing basis

Other information

Charity number: 1087163

Company number: 4149036

Patron: His Honour John Wroath



YOUNG ARTHRITIS SUPPORT (IW)

Languages

If required (including signing and audio)

Access

Outreach

Opening hours

24-hour answering machine

Individual or group advocacy

Both

Kitbridge Farm
Forest Road
Newport
ISLE OF WIGHT
PO30 5NB

Telephone: 01983 521766

Email: kitbridgefarm@yahoo.co.uk

Client Group

Young people (aged 1 to 55) with a form of arthritis or chronic illness

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Advice and information, contacts and work experience

Other information

County organiser: Mark L Earp



COMMUNICATION 4 ALL GROUP

Languages

Not stated

Access

*Fully wheelchair accessible
Special toilet facilities*

Opening hours

Not stated

Individual or group advocacy

Not stated

Riverside Centre
The Quay
Newport
ISLE OF WIGHT
PO30 2QR

Telephone: 01983 822209 ext 211

Client Group

Service users

Who can refer

Not stated

Geographical area served

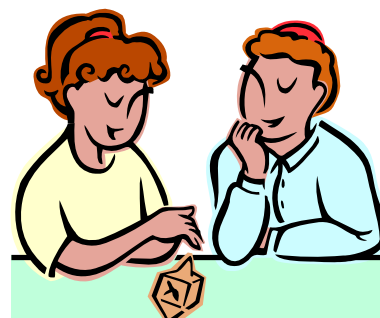
Isle of Wight

The organisation can provide

This is a group run by service users for service users who are interested in many topics, including advocacy, learning new skills and challenging others in areas of disability.

Other information

Not stated



ISLE OF WIGHT ADVOCACY TRUST

Languages

All material used can be translated if required

Access

*Disabled/wheelchair access
Makaton
BSL*

Opening hours

*9.00am to 5.00pm Mon-Fri
(Office manned Mon/Tue)*

Individual or group advocacy

*One-to-one citizen advocacy
Group work
Issue based and self advocacy*

Quay House
The Quay
Newport
ISLE OF WIGHT
PO30 2QR

Telephone: 01983 559299

Email: iwadvocacy@yahoo.co.uk

Client Group

Adults with a learning disability

Who can refer

Self or third party

Geographical area served

Isle of Wight

The organisation can provide

Assessment of need, advocacy support, life map, confidence building, self advocacy

Other information

The Trusts looks at an individual's need and supports accordingly



Languages

Not stated

Access

Fully wheelchair accessible

Special toilet facilities

Hearing loop

Opening hours

Not stated

Individual or group advocacy

Not stated

**DIAL:
Disability Information Advice Line**

Riverside Centre

The Quay

Newport

ISLE OF WIGHT

PO30 2QR

Telephone: 01983 522823

Fax: 01983 533349

Minicom: 01983 525424

Typetalk: 18002 01983 525424

Email: dialow@riversidecentre.org.uk

Client Group

People with disabilities

Who can refer

Not stated

Geographical area served

Isle of Wight

The organisation can provide

DIAL is a free and confidential service provided by people with disabilities themselves, so they have direct experience and empathy on the subject. A document Braille service is also offered at a small charge.

Other information

If you have a query, please ring for an informal chat or, alternatively, make an appointment to visit the office to talk to someone in confidence.



HARD OF HEARING GROUP

Languages

Not stated

Access

Not stated

Opening hours

2.00pm to 4.00pm

3rd Monday of the month

17 Beech Road
Newport
ISLE OF WIGHT
PO30 2AH

Telephone: 01983 825963

Individual or group advocacy

Not stated

Client Group

People who are hard of hearing

Who can refer

Not stated

Geographical area served

Isle of Wight

The organisation can provide

The group can provide advice, but this is mainly a group that meets monthly, with guest speakers, day trips and meals out - and a good Christmas party!

One of the members is trained to look after hearing aids and supply batteries.

Other information

Not stated



IW ARTIFICIAL LIMB USER GROUP

Languages

Not stated

Access

Not stated

Opening hours

Not stated

Individual or group advocacy

Not stated

100 St Mary's Road
Cowes
ISLE OF WIGHT

Telephone: 01983 292298

Client Group

All amputees or those with congenital limb loss

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Advice and information, befriending service, limited amount of equipment

Other information

Organiser & Honorary Secretary: Mrs Sue Cassell



ISLE OF WIGHT SOCIETY FOR THE BLIND

Sight Concern Centre
137 Carisbrooke Road
Newport
ISLE OF WIGHT
PO30 1DD

Telephone: 01983 522205

Fax: 01983 522792

Email: iwsc@ukcharity.com

Website: www.iwsightconcern.org.uk

Languages

English

Access

Fully accessible

Opening hours

*10.00am to 4.00pm Mon-Fri
Answering machine at other
times*

Individual or group advocacy

Not stated

Client Group

People who are blind or partially sighted

Who can refer

Anyone with the client's permission – or clients can self-refer

Geographical area served

Isle of Wight

The organisation can provide

Advice and information, independence training, help with accessing services and help with challenging decisions

Other information

Director:



ISLE OF WIGHT ASSOCIATION FOR SPINA BIFIDA & HYDROCEPHALUS

Languages

English

Access

Not stated

Opening hours

24-hour answering machine

Individual or group advocacy

Not stated

Springfield
Town Lane
Chale Green
ISLE OF WIGHT
PO38 2JS

Telephone: 01983 551234

Fax: 01983 551234

Client Group

People with spina bifida or hydrocephalus and their families

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Advice and information, financial help, provision of special equipment

Other information

Secretary: Mr DJS Sprake



QUAY ADVOCACY

Languages

English

Access

*Fully wheelchair accessible
Specialist Toilet Facilities
Hearing Loop*

Opening hours

*9.30am to 3.30pm Mon-Thurs
24-hour answering machine*

Individual or group advocacy

Not stated

The Riverside Centre
The Quay
Newport
ISLE OF WIGHT
PO30 2QR

Telephone: 01983 525424

Fax: 01983 525424

E-mail: advocacy@riversidecentre.org.uk

Client Group

Adults who are carers and adults with a sensory and/or physical disability

Who can refer

Self or third party with client's permission

Geographical area served

Isle of Wight

The organisation can provide

Issue-based advocacy to support a client who needs to deal with a particular problem or issue

Other information

This is a free, confidential service provided by trained volunteers



ALZHEIMER'S SUPPORT GROUP

Languages

English

Access

Fully accessible

Opening hours

24-hour answerphone

Individual or group advocacy

Individual

40 Argyll Street

Ryde

ISLE OF WIGHT

PO33 3BY

Telephone: 01983 612043

Email: mick@hallssey.fsnet.co.uk

Client Group

People with dementia and their carers

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Advice and information, help in accessing services and help in challenging decisions

Other information

Organiser: Mick Hallssey



SOLENT MIND IMCA (Independent Mental Capacity Advocacy)

Languages

Arrangements can be made as necessary

Access

N/A

Opening hours

Advocates:

16 hours per week (flexible)

Head Office:

9.00am – 5.00pm Mon - Fri

Individual or group advocacy

Individual

54 Henstead Road
Southampton
SO15 2DD

Telephone: 023v8020v8942

Email: lbloom@solentmind.org.uk

Website: www.solentmind.org.uk

Client Group

Adults who lack capacity as per the Mental Capacity Act, have no family or friends to support them and need support to make decisions about serious medical treatments and changes of accommodation. Adult protection cases are also covered.

Who can refer

The client's decision maker

Geographical area served

Isle of Wight

The organisation can provide

Advocacy support for clients who meet the criteria under the Mental Capacity Act

Other information

For further information contact Louise Bloom, IMCA Manager



MENTAL HEALTH CARERS SUPPORT TEAM

Languages

Not stated

Access

*Fully wheelchair accessible
Special toilet facilities*

Opening hours

Not stated

Individual or group advocacy

Individual

Riverside Centre
The Quay
Newport
ISLE OF WIGHT
PO30 2QR

Telephone: 01983 822209 ext 208

Email: mh.carers@riversidecentre.org.uk

Client Group

Carers

Communities served

Isle of Wight

Who can refer

Not stated

Geographical area served

Isle of Wight

The organisation can provide

A carer is someone of any age whose life is restricted because they are looking after a friend, relative, partner or person who cannot manage without help because of illness, age or disability of any kind. You may not think of yourself as a carer because you carry out tasks out of love. We can offer you an informal assessment, which can offer you support, information and free access to holistic therapies.

Other information

Not stated



DIRECT PAYMENTS SUPPORT SCHEME

Languages

Not stated

Access

*Fully wheelchair accessible
Special toilet facilities*

Opening hours

Not stated

Individual or group advocacy

Individual

Riverside Centre

The Quay

Newport

ISLE OF WIGHT

PO30 2QR

Telephone: 01983 522823

Fax: 01983 533349

Minicom: 01983 525424

Typetalk: 18002 01983 525424

Email: directpayments@riversidecentre.org.uk

Client Group

Anyone receiving care from the Isle of Wight Council

Who can refer

Not stated

Geographical area served

Isle of Wight

The organisation can provide

Direct Payments is a way of managing one's own care. Anyone receiving care from their local council is eligible for Direct Payments. There are two ways of using Direct Payments: using an established care agency or employing a personal assistant directly.

Other information

Not stated



FRONTLINE ADVICE CENTRE

Languages

English

Access

Fully accessible

Opening hours

*9.30am to 4.00pm, Tues & Fri
24-hour answering machine*

Individual or group advocacy

Not stated

Parklands
Park Road
Cowes
ISLE OF WIGHT
PO31 7LZ

Telephone: 01983 291552

Fax: 01983 280057

Email: admin@frontlinedebtadvice.org.uk

Client Group

All adults in need of debt or benefits advice

Who can refer

Anyone

Geographical area served

Isle of Wight

The organisation can provide

Debt advice and information, benefits advice and information, individual casework

Other information

Community Legal Service Quality Mark accreditation



ICAS (Independent Complaints Advocacy Service)

Languages

Leaflets in a variety of other languages are available including symbol

Access

Not stated

Opening hours

9.00am to 5.00pm Mon - Fri

Individual or group advocacy

Not stated

Clarendon House
9-11 Church Street
BASINGSTOKE
RG21 7QG

Telephone: 01256 463758

Fax: 01256 463759

Email: Basingstoke.icas@seap.org.uk

Website: www.seap.org.uk/icas

Client Group

Anyone

Who can refer

Anyone

Geographical area served

Hampshire, Isle of Wight, East Dorset & Surrey

The organisation can provide

Advocacy and support for anyone pursuing an NHS complaint and the NHS Continuing Care process

Other information

Isle of Wight advocates include Cherie Gallin & John Eavis



IDAS FAMILY SERVICE

Languages

Not stated

Access

Not stated

Opening hours

Not stated

Individual or group advocacy

Not stated

102 Carisbrooke Road
Newport
ISLE OF WIGHT
PO30 1DB

Telephone: 01983 526654

Email: maryse.plisnier@iow.nhs.uk

Client Group

Families, friends and carers of substance misusers

Geographical area served

Isle of Wight

The organisation can provide

Information and support



WESSEX CANCER TRUST

c/o 86 Horsebridge Hill
Newport
ISLE OF WIGHT
PO30 5TL

Telephone: 01983 520989

Fax: 01983 534336

Email: kathysnook55@hotmail.com

Website: www.wessexcancer.org

Languages

Not stated

Access

Not stated

Opening hours

Not stated

Individual or group advocacy

Not stated

Client Group

People with cancer diagnosis and their carers

Who can refer

Anyone

Geographical area served

Wessex region and the Isle of Wight

The organisation can provide

Advice and help with travel and financial help in the form of a grant

Other information

Isle of Wight Liaison Officer is Kathy Snook



Version Control

<i>Version</i>	<i>Date</i>	<i>Author</i>	<i>Change</i>
V1.2	28.03.08	Vicky Jones, IWC	IW Mind removed; tel/fax no for Quay Advocacy changed
V2.0	28.03.08	Vicky Jones, IWC	Inserted 'Isle of Wight' before Advocacy Charter pg 3; version control page added
V2.1	01.04.08	Vicky Jones, IWC	Inserted advocacy definition page
V2.2	02.04.08	Vicky Jones, IWC	IMCA entry included