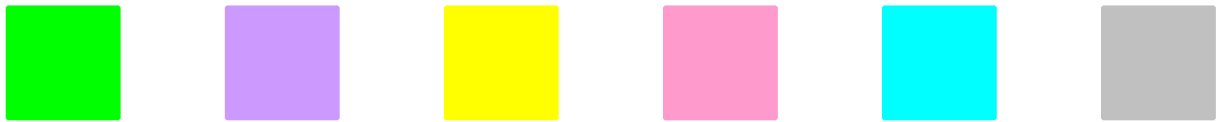
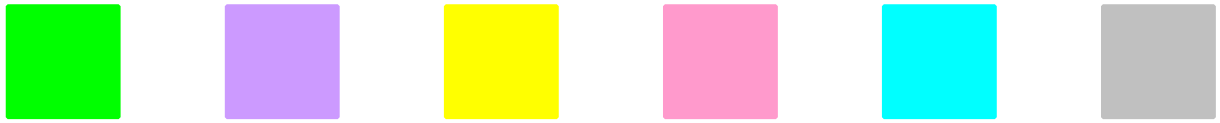




# A Directory of **ADVOCACY SERVICES** on the Isle of Wight





# 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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**SECTION 1:**

**ISLE OF WIGHT  
ADVOCACY CHARTER**

*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.

# **SECTION 2:**

# **ADVOCACY ORGANISATIONS**

## 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: [info@aciw.org.uk](mailto:info@aciw.org.uk)

Website: [www.aciw.org.uk](http://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.*



## National Youth Advocacy Service

NYAS – Isle of Wight service

Suite 7, St Thomas House,  
17 St Thomas Square, Newport  
ISLE OF WIGHT PO30 1SL

**National Helpline: 0800 616101**

**Email:** [help@nyas.net](mailto:help@nyas.net)

**Chat:** NYASCOM at [www.nyas.net](http://www.nyas.net)

**Text:** 0777 333 4555

**Write:** FREEPOST NYAS

### Languages

*Arrangements can be made as needed*

### Access

*Arrangements can be made as needed*

### Opening hours (helpline)

*Mon – Fri 8am to 8pm*

*Sat 10am to 4pm*

### Individual or group advocacy

*Individual issue based advocacy*

### Client Group

*Young people between 5 and 24 years of age who are 'in care', have left care or are children in need, including children with disabilities.*

*Advocacy support to children involved in Safeguarding procedures.*

### Who can refer

*Anyone can make a referral but the young person must want an advocate to help them express their wishes and feelings or support them to make a complaint.*

### Geographical area served

*Isle of Wight (and mainland when required for children in care)*

### The organisation can provide

*Individual advocacy for children and young people about specific issues*

*Support to make a complaint under the Children Act 1989*

*Support to help children and young people express their wishes and feelings and to participate in decision making and other processes that affect their lives.*

*Promoting the rights of children and young people including children with disabilities.*

*Also providing an Independent Visitor service to eligible young people who are in care.*

### Other information

*Charity number: 1012485*

*Company number: 2722134*





## 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](mailto: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*



## 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**

*Individual*

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

Telephone: 01983 525424

Fax: 01983 525424

E-mail: [advocacy@riversidecentre.org.uk](mailto:advocacy@riversidecentre.org.uk)

Website: [www.quayadvocacy.co.uk](http://www.quayadvocacy.co.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*



## **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](mailto:lbloom@solentmind.org.uk)

Website: [www.solentmind.org.uk](http://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*



## FRONTLINE DEBT ADVICE

### Languages

*English*

### Access

*Fully accessible*

### Opening hours

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

### Individual or group advocacy

*Individual*

Parklands  
Park Road  
Cowes  
ISLE OF WIGHT  
PO31 7LZ

Telephone: 01983 291552

Fax: 01983 280057

Email: [frontline@onwight.net](mailto:frontline@onwight.net)

### 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 at general help with casework level*



**Languages**

*Not stated*

**Access**

*N/A – all visits initially take place in hospital – follow up visits can be arranged in person's own home*

**Opening hours**

*9.00am to 4.30pm Mon – Thurs  
9.00am to 4.00pm Fri  
Out of hours answerphone*

**Individual or group advocacy**

*Individual*

**HELP AND CARE**

(Hospital Advocacy & Brokerage Service)

Old Gatcombe Ward  
St Mary's Hospital  
Newport  
ISLE OF WIGHT  
PO30 5TG

Telephone: 01983 534302

Email: [iow@helpandcare.org.uk](mailto:iow@helpandcare.org.uk)

Website: [www.helpandcare.org.uk](http://www.helpandcare.org.uk)

**Client Group**

*Anyone over the age of 18 awaiting hospital discharge*

**Who can refer**

*Hospital staff, carers and relatives*

**Geographical area served**

*Isle of Wight*

**The organisation can provide**

*Information, advice and advocacy.*

**Other information**

*Help and Care also manages LINKs, the local service allowing Island residents to have their say on all health and social care issues (not children's services). Visit [www.makesachange.org.uk](http://www.makesachange.org.uk) or call 0300 111 0102 (calls charged at local rate and included in mobile bundle packages)*



## **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**

*Individual*

Clarendon House  
9-11 Church Street  
BASINGSTOKE  
RG21 7QG

Telephone: 01256 463758

Fax: 01256 463759

Email: [Basingstoke.icas@seap.org.uk](mailto:Basingstoke.icas@seap.org.uk)

Website: [www.seap.org.uk/icas](http://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*

### **Other information**

*There are 2 dedicated advocates based on the Island*



## IDAS FAMILY SERVICE

### Languages

*English/French*

### Access

*Home visits on request  
Main office is wheelchair  
accessible*

### Opening hours

*9.00 to 5.00 Mon-Fri  
Evening appointments by  
arrangement*

### Individual or group advocacy

*Individual*

102 Carisbrooke Road  
Newport  
ISLE OF WIGHT  
PO30 1DB

Telephone: 01983 526654

Email: [maryse.plisnier@iow.nhs.uk](mailto:maryse.plisnier@iow.nhs.uk)

### Client Group

*Families, friends and carers of substance misusers, misusers and problem drinkers*

### Geographical area served

*Isle of Wight*

### The organisation can provide

*Information and support*



# **SECTION 3**

# **SUPPORT GROUPS**



## 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@hallsiey.fsnet.co.uk](mailto:mick@hallsiey.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 Hallsiey*



## COMMUNICATION 4 ALL GROUP

### Languages

*Not stated*

### Access

*Fully wheelchair accessible  
Special toilet facilities*

### Opening hours

*Not stated*

### Individual or group advocacy

*Self advocacy*

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*



## 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

Typetalk: 18002 01983 522823

Email: [directpayments@riversidecentre.org.uk](mailto: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*



**DIAL:  
Disability Information Advice Line**

**Languages**

*Not stated*

**Access**

*Fully wheelchair accessible*

*Special toilet facilities*

*Hearing loop*

**Opening hours**

*Not stated*

**Individual or group advocacy**

*Not stated*

Riverside Centre

The Quay

Newport

ISLE OF WIGHT

PO30 2QR

Telephone: 01983 522823

Typetalk: 18002 01983 522823

Email: [dialow@riversidecentre.org.uk](mailto: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*

*3<sup>rd</sup> Monday of the month*

### Individual or group advocacy

*Not stated*

St Paul's Church Hall

Newport

ISLE OF WIGHT

PO30 2HZ

Telephone: 01983 825963

### Client Group

*People who are hard of hearing*

### Who can refer

*Anyone*

### 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

*Contact is Mrs Betty Swallow*



## IW ARTIFICIAL LIMB USER GROUP

**Languages**

*Not stated*

**Access**

*Not stated*

**Opening hours**

*Not stated*

**Individual or group advocacy**

*Not stated*

15 Church Road  
Wootton  
ISLE OF WIGHT  
PO33 4PT

Telephone: 07974 849541

**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: Andrew Graham*



## 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*



## 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](mailto:iwsc@ukcharity.com)

Website: [www.iwsightconcern.org.uk](http://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

*Acting Directors: Ian Atrill/Ziggy Siegal*





## 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](mailto: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*



## WESSEX CANCER TRUST

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

Telephone: 01983 520989

Fax: 01983 534336

Email: [kathysnook55@hotmail.com](mailto:kathysnook55@hotmail.com)

Website: [www.wessexcancer.org](http://www.wessexcancer.org)

### Languages

*Not stated*

### Access

*Not stated*

### Opening hours

*Not stated*

### Individual or group advocacy

*Individual*

### 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*



## 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](mailto: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*



# **SECTION 4**

# **VERSION CONTROL**

## 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
V3.0	21.07.08	Vicky Jones, IWC	Updated all details + new layout and organisation of directory
V4.0	08.12.08	Vicky Jones, IWC	New entry for NYAS
V4.1	09.01.09	Vicky Jones, IWC	Updated ICAS entry and contents wording for Quay Advocacy
V5.0	10.02.09	Vicky Jones, IWC	Included Help and Care information