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.
CONTENTS

SECTION 1: ISLE OF WIGHT ADVOCACY CHARTER

SECTION 2: ADVOCACY ORGANISATIONS

- For older people
  Age Concern Isle of Wight

- For young people
  National Youth Advocacy Service

- For adults with learning disabilities
  Isle of Wight Advocacy Trust

- For adult carers and people with physical and sensory disabilities
  Quay Advocacy

- For people with mental health problems
  Solent Mind IMCA

- Miscellaneous
  Frontline Debt Advice
  Help and Care (Hospital Advocacy & Brokerage Service)
  ICAS Advocacy
  IDAS Family Service

SECTION 3: SUPPORT GROUPS

- Alzheimer’s Support Group
- Communication 4 All Group
- Direct Payments Support Scheme
- Disability Information Advice Line
- Hard of Hearing Group
- IW Artificial Limb User Group
- IW Association for Spina Bifida & Hydrocephalus
- IW Society for the Blind
- Mental Health Carers Support Team
- Wessex Cancer Trust
- Young Arthritis Support (IW)

SECTION 4: VERSION CONTROL
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

14 Pyle Street
Newport
ISLE OF WIGHT
PO30 1JW

Telephone: 01983 525282
Fax: 01983 537547
Email: info@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.
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
Chat: NYASCOM at www.nyas.net
Text: 0777 333 4555
Write: FREEPOST NYAS

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*

**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**
*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*

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**QUAY ADVOCACY**

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

Telephone: 01983 525424
Fax: 01983 525424
E-mail: advocacy@riversidecentre.org.uk
Website: www.quayadvocacy.co.uk

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**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)

54 Henstead Road
Southampton
SO15 2DD

Telephone: 023v8020v8942
Email: lbloom@solentmind.org.uk
Website: www.solentmind.org.uk

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

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

Parklands
Park Road
Cowes
ISLE OF WIGHT
PO31 7LZ

Telephone: 01983 291552
Fax: 01983 280057
Email: 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
Website: 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 or call 0300 111 0102 (calls charged at local rate and included in mobile bundle packages)
### ICAS (Independent Complaints Advocacy Service)

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)

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| 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 |

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**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
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

IDAS FAMILY SERVICE

102 Carisbrooke Road
Newport
ISLE OF WIGHT
PO30 1DB

Telephone: 01983 526654

Email: maryse.plsnier@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

40 Argyll Street
Ryde
ISLE OF WIGHT
PO33 3BY

Telephone: 01983 612043
Email: mick@hallissey.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 Hallissey
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<td>COMMUNICATION 4 ALL GROUP</td>
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Riverside Centre  
The Quay  
Newport  
ISLE OF WIGHT  
PO30 2QR  
Telephone: 01983 822209 ext 211

<table>
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<tr>
<th>Client Group</th>
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<td>The organisation can provide</td>
<td>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.</td>
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V5.0 Updated: Feb 09
DIRECT PAYMENTS SUPPORT SCHEME

Riverside Centre
The Quay
Newport
ISLE OF WIGHT
PO30 2QR

Telephone: 01983 522823
Typetalk: 18002 01983 522823
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
DIAL: Disability Information Advice Line
Riverside Centre
The Quay
Newport
ISLE OF WIGHT
PO30 2QR
Telephone: 01983 522823
Typetalk: 18002 01983 522823
Email: dialiow@riversidecentre.org.uk

Languages
Not stated

Access
Fully wheelchair accessible
Special toilet facilities
Hearing loop

Opening hours
Not stated

Individual or group advocacy
Not stated

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 Brailling 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

St Paul’s Church Hall
Newport
ISLE OF WIGHT
PO30 2HZ
Telephone: 01983 825963

Languages
Not stated

Access
Not stated

Opening hours
2.00pm to 4.00pm
3rd Monday of the month

Individual or group advocacy
Not stated

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

15 Church Road
Wootton
ISLE OF WIGHT
PO33 4PT

Telephone: 07974 849541

Languages
Not stated

Access
Not stated

Opening hours
Not stated

Individual or group advocacy
Not stated

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

Springfield
Town Lane
Chale Green
ISLE OF WIGHT
PO38 2JS

Telephone: 01983 551234
Fax: 01983 551234

Languages
English

Access
Not stated

Opening hours
24-hour answering machine

Individual or group advocacy
Not stated

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
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
Acting Directors: Ian Atrill/Ziggy Siegal
Languages
Not stated

Access
Fully wheelchair accessible
Special toilet facilities

Opening hours
Not stated

Individual or group advocacy
Individual

MENTAL HEALTH CARERS SUPPORT TEAM

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
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**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](http://www.wessexcancer.org)

**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*
Languages
If required (including signing and audio)

Access
Outreach

Opening hours
24-hour answering machine

Individual or group advocacy
Both

YOUNG ARTHRITIS SUPPORT (IW)

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
SECTION 4

VERSION CONTROL
## Version Control

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