



Who can ask us for an advocate?

- You, if you're the person needing support
- Anyone can refer on your behalf if you have given them permission.
- If you are not able to ask for an advocate or give permission, someone can ask on your behalf if they feel it would be in your best interests

What happens next?

We will contact you to arrange a meeting at your home, in hospital or another location suitable for you.

For information about our service

You can call us on:

0333 3447928

Monday to Friday during office hours

Email: somerset@swanadvocacy.org.uk

banes@swanadvocacy.org.uk

Or visit our website:

www.swanadvocacy.org.uk

www.somerset-ias.org.uk



Postal Address

Swan Advocacy

Head office

26 Milford street

Salisbury

Wiltshire

SP1 2AP

'Life is so much easier for me now'

'Finally someone listened to what I wanted'

'Gave me the support I needed'



Our Values

Independence:

We are not tied to any other agency and work only for you.

Quality:

We strive to ensure that our services are delivered to the highest quality by fully trained advocates

Confidentiality :

We respect your confidentiality and will not talk to anyone else, unless you ask us too.

Accessibility:

We are open to all and provide services which are free at the point of delivery.

Accountability:

We are accountable to both our clients and those who commission our services

Empowerment:

We will support you to play as full a part as possible in decisions about your care, service provision and life-style choices.



Who are Swan Advocacy?

We are an independent advocacy charity based in Salisbury working across Wiltshire, Somerset and Bath & North East Somerset

We work with people from all walks of life and have already supported thousands of the most disadvantaged people in our communities, helping them to have their voices heard and their choices respected.



What is Advocacy?

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

The Advocacy Charter, 2002

What do Advocates do?

Advocates can support you to resolve a particular issue by;

Helping you to communicate with health & welfare services and other agencies

Supporting you at meetings, reviews, appeals and appointments

Helping you to plan and write letters, make phone calls and prepare appeals