



age connects  
cardiff & the vale.

## Independent Professional Advocacy

Do **you** have something to say, but feel no-one is listening?

We will work with you to ensure that you have a voice so that you can control what matters to **you**.



# What is Advocacy?

Advocacy is taking action to support people to say what they want, secure their rights, pursue their interests, and obtain the services they need. This can include things such as a social services care and assessment review or support with financial matters.

**Age Connects Cardiff & the Vale** provides advocacy in line with the principles set out in the **Advocacy Charter**. We will:

- Be clear about our purpose
- Remain independent
- Maintain confidentiality
- Be led by the people we support
- Empower through voice, choice and control
- Promote equality and diversity
- Be accessible
- Be accountable
- Safeguard people
- Support our Advocates

We will work with you to understand your situation, develop options with you and help you decide what you want to do.

## Am I eligible for the service?

If you are over 60 years old, living in a care home or community setting in Cardiff or the Vale of Glamorgan, you may be eligible to access the service.

As an independent charity our advocacy services are free and confidential.

We can provide access to translation and interpretation support. Please let us know if this is required.



## How can I access the service?

Our Advocates visit care homes across Cardiff and the Vale of Glamorgan. You, your relative or representative can ask for our support in person or through one of the care home staff.

Alternatively, both residents of care homes or those living at home who wish to access our services can contact the following numbers:

Cardiff & Vale Advocacy Gateway – **0808 801 0577**

Age Connects - Cardiff residents - **029 2068 3683**

Age Connects - Vale residents – **01446 795632**

# Advocacy services can help by...

- Listening to what someone wants.
- Supporting people to express their needs and wishes.
- Supporting people to access services they may need or are entitled to receive.
- Finding the right information and presenting it in a clear way.
- Representing people's interests if they feel unable to speak up for themselves.

The advocacy service works within the guidelines outlined in the Advocacy Charter's Code of Practice.

If you have any comments, suggestions or a complaint on the service provided please contact the Service Manager on 07817 830733.

To find out more about **Age Connects Cardiff & the Vale** visit: [www.ageconnectscardiff.org.uk](http://www.ageconnectscardiff.org.uk)



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