

STATEMENT OF WORK PRACTICE

A main principle of Advocacy is **TO PROVIDE A GOOD SERVICE**

The Statement of Work Practice helps to make sure that:

- Everyone knows what to expect from Advocacy Organisations
- There is a clear way to check that the service is working well

HOW ADVOCACY ORGANISATIONS WORK

- The Advocacy Organisation represents Advocacy Partners' views
- The Advocacy Organisation will guide Advocates in their work
- The Advocacy Organisation is independent from all other services

The Advocacy Organisation aims to:

- Support people with a learning disability to speak up and be heard
- Support people with a learning disability to be acknowledged
- Support people with a learning disability to make informed choices
- Promote more independence for people with a learning disability
- Promote positive life changes for people with a learning disability
- Encourage Services to listen to people with a learning disability

The Advocacy Organisation will provide Advocacy support to people with a learning disability who are at risk of :

- being excluded by society because of a learning disability
- being abused or exploited because of a learning disability
- being ignored or held back because of a learning disability
- being ignored because of their preferred way of communicating
- being unaware of their own legal and human rights

HOW THE ADVOCACY ORGANISATION WILL DO THIS

By working with the Advocates to:

- Provide trained Advocates with a good knowledge of advocacy
- Offer specialised training to Advocates to strengthen their role
- Offer ongoing support and supervision to Advocates
- Make sure Advocates are free from conflict of interest at work
- Make sure requests for advocacy support are answered in 10 days
- Make sure urgent requests are answered as soon as possible
- Make sure confidentiality is respected by Advocates
- Make sure the advocacy partnership is empowering not dependent
- Support Advocates to raise issues on behalf of Advocacy Partners
- Support Advocates to promote more available choices for Partners
- Support Advocates to promote confidence building in Partners
- Support Advocates to promote community inclusion for Partners
- Support Advocates to promote improved status of Partners
- Support Advocates to promote awareness of rights for Partners
- Support Advocates to promote self advocacy skills of Partners

By working within the following Policies and Guidelines

- The organisations' **Equal Opportunities Policy**
- The organisations' **Confidentiality Policy**
- The organisations' **Complaints Policy**
- The organisations' **Recruitment Policy**
- The organisations' **Workers Safety Policy**
- The organisations' **'Vulnerable Adults' Guidance**
- The organisations' **Statement of Independence**

There is no charge for providing advocacy support

**Anyone working for an Advocacy Organisation
will decline gifts from Advocacy Partners**

HOW THE ADVOCACY ORGANISATION WILL DO THIS

The Advocate will :

- Respect the views of the Advocacy Partner
- Respect the Advocacy Partner's right to confidentiality
- Remain loyal to the Advocacy Partner

- With consent of the Advocacy Partner - act on their behalf
- With consent of the Advocacy Partner - represent their views

- Support the Advocacy Partner when they speak up for themselves
- Support the Advocacy Partner to make informed decisions
- Support the Advocacy Partner to secure their rights as a citizen

! Sometimes an Advocate may not be able to say what the Advocacy Partner's views or wishes are !

? The Advocate can then ask questions about the quality of life on behalf of the Advocacy Partner ?

The Advocate will not :

- Make assumptions about what is best for the Advocacy Partner
- Give advice about what is best for the Advocacy Partner
- Impose a personal view on the Advocacy Partner
- Act as a referee or go-between in a dispute or conflict of views

**The Advocate does not have
a statutory duty of care
to the Advocacy Partner**