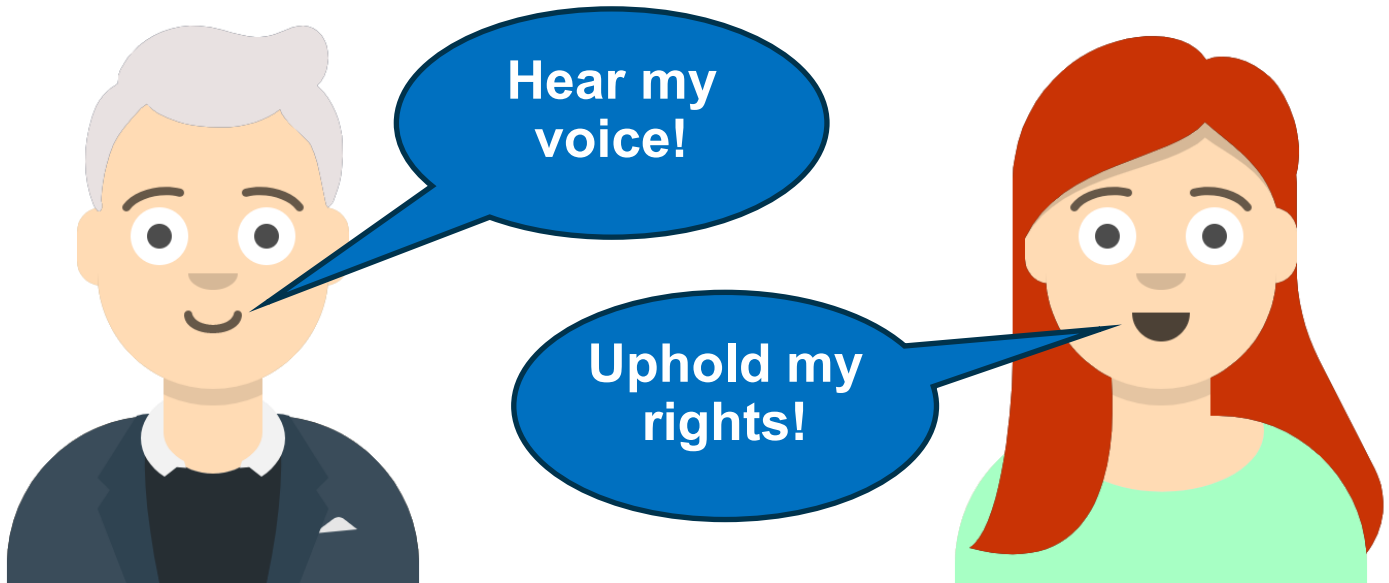


Self-Advocacy Toolkit



What is the Self-Advocacy Toolkit?

Self-advocacy is the ability to speak up for yourself. It means you are able to tell people what you think and feel. It helps other people to understand what is important to you. The self-advocacy toolkit gives you different ways to ask for what you want and need.

This is important. Being heard means that you are able to be part of decisions that are being made about things that affect you and make sure that your rights in any matter are upheld.

This toolkit can be used to help you get your views, wishes and opinions across to others.

It will help you to be at the centre of your care and support, and to play an active part in decision making for issues that affect your life.

What can the Toolkit help me to do?



Help you make a plan for what you want to say at meetings, about you or the services you receive.



Help you plan phone calls and get your point of view across clearly.



Consult with professionals about your views and wishes and tell them what is important to you.



Raise issues and complaints with services that provide care or support to you.



Make a complaint to help solve problems.

Consulting

Consulting (or discussing) is the way in which agreements can be made so you can get the most suitable service or care for you, or for someone you are helping.

The Local Authority (council) or NHS services and all professionals or practitioners **should consult** with the person about their proposed (or already provided) care and/or support services.

Step 1: Identify your goals	Step 2: Gather information
<ul style="list-style-type: none">• What MUST you achieve?• What would you LIKE to achieve?• What is your 'bottom line'?• What would you settle for?• What would you absolutely NOT settle for?	<ul style="list-style-type: none">• What information do you need in order to be able to consult with them?• What information will they need from you?• Are you aware of any information they might have that could influence the consulting i.e., funding issues?
Step 3: Points to consider	
<ul style="list-style-type: none">• What allowances could I make that would still get me a good result?• What allowances could I ask that they make, that would help to get a good result?• Do I need to ask for advice? e.g., Citizens Advice Bureau or similar?• Where would I feel most comfortable when discussing my care or support?• Would I need to have someone with me when discussing? Who might this be?	
Step 4: Use the template or planner that suits your needs	

Meeting Planner

What is the meeting about?

--

Who is attending the meeting today?

Name:	Name:	Name:	Name:
Job title:	Job title:	Job title:	Job title:

What do I want to say?

(How I feel, any problems I have, what I feel I need)

--

What do I want to happen?

--

Things I do not want to happen:

--

Actions/Outcomes:

<u>Actions</u>	<u>By whom and when</u>

NOTES:

--

Phone Call Planner

What is the phone call about?

--

Who I am calling:

Job title (if relevant):

--

Day and time of call: / / ___:___
--

What do I want to say?

(How I feel, any problems I have, what I feel I need)

--

What do I want to happen?

--

Things I do not want to happen:

--

Actions/Outcomes:

<u>Actions</u>	<u>By whom and when</u>

NOTES:

--

Please take note:

My name:

Date and time of note: / / ____:____

To:

Job title:

Company/organisation:

What I would like you to know:

What I would like to happen and by when:

Who I would like to help me with this:

Please sign and photocopy this sheet for my file

Signed:

Job title:

Date:

Please take note:

Staff member name:

Date and time of note: / / ____:____

Client Name:

Actions taken:

Results/outcome

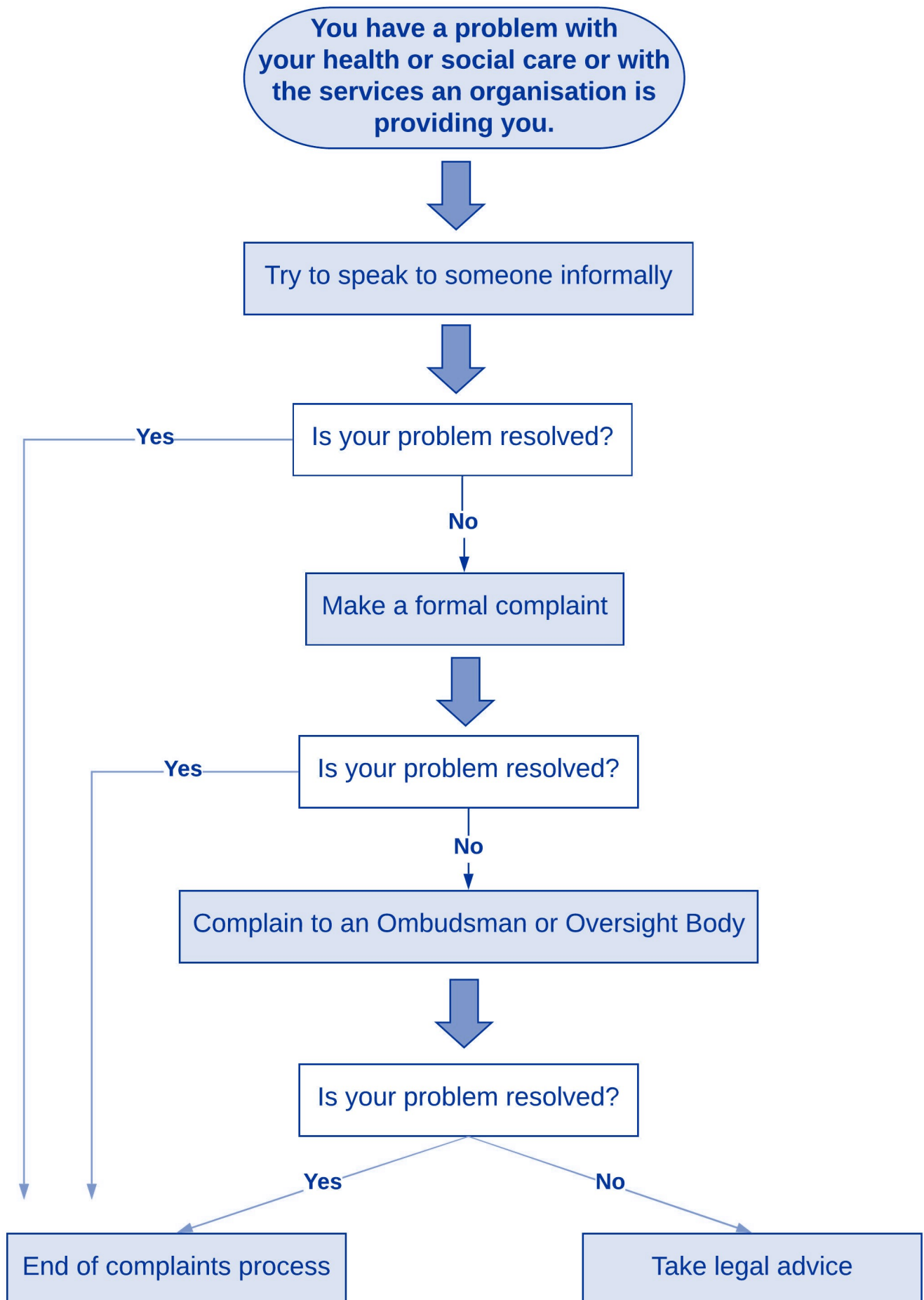
Please sign and photocopy this sheet for my file and return this copy to the client

Signed:

Job title:

Date:

Formal complaints process chart



Complaint template

Date and Year

Mr/Mrs/Ms/Dr. Specific Person

Job title

Address

Address

Postcode

Date

Dear.....

Ref: Complaint regarding

I am writing to you in order to make a complaint about;

- *Outline the facts of the complaint, try to keep an objective approach and exclude any emotions or judgements out of your description of the problems. [bullet points can be useful if more than one issue exists]*
- *Give specific details about the complaint. What exactly has gone wrong, what has or has not happened, what has been the impact of this problem. [bullet points can be useful if more than one issue exists]*
- *Add specific times and dates to the specific details as well as key names of workers or others involved. What were you told and by whom?*
- *Identify and describe any information you were given regarding service/matter prior to the problem, and describe what were you led to expect [if applicable]*
- *Describe any steps you have already taken to try and resolve the matter.*
- *Add copies of any relevant letters, documents or other evidence.*
- *State clearly what you like to happen in order to resolve the problem, and by what date you would like this to happen.*

I would be grateful if you would respond to me in writing at the above given address to confirm receipt of this complaint at your earliest convenience.

I look forward to hearing from you in the very near future.

Yours sincerely,

Further Information



You may find the contacting the agencies below useful: The **ASK 4 Advocacy** tools in this booklet may be useful:

- **Benefits:** Kirklees Citizen's Advice and Law Centre - 01924 679732 debt team
- **Debt:** Step Change -0800 138 1111
- **Housing advice / support:** KBOP (Kirklees Better Outcomes Partnership) – 07562252940
- **Mental Health Crises Line:** - 01924 316 830
- **Healthwatch—01924 450 379**
- **Age UK - 0800 678 1602**

If you would like further information you can also contact us emailing us at advocacy@touchstonesupport.org.uk or calling the office on **01924 460211**.





Peer Support Service

Are you feeling isolated?
Are you feeling anxious?
Do you want to try something new?

We can help you to:

- Meet other people
- Join new activities
- Boost your confidence
- Get in touch with services and support

We are looking for Volunteers with lived experience to help us!





Peer Support Service



Contact us:

To find out if the Peer Support Service is right for you or to make a referral, you can contact us by phone, email, post or on our website.



01924 460211



peersupport@touchstonesupport.org.uk



www.touchstonesupport.org.uk



Dewsbury Business Centre,
Wellington Road East, Dewsbury,
WF13 1HF

Opening times:

Monday—Friday, 09:00am —5:00pm