

Changes to advocacy services – 10th October 2016



In a new contract, Cambridgeshire County Council and Peterborough City Council have brought together all advocacy services for adults, carers, children and young people into one single contract.

The service is called Total Voice.

From **Monday 10th October**, all commissioned statutory and non-statutory advocacy services will be delivered by a new partnership of specialist advocacy organisations and coordinated through one central Total Voice team.

This new Total Voice partnership brings together advocates from VoiceAbility, Cambridgeshire Deaf Association and NYAS.

How to contact us

Referral Helpline:	0300 222 5704	
Email:	tvcp@voiceability.org	
Website:	www.totalvoicecp.org	
Address:	Cambridgeshire Office Mount Pleasant House Huntingdon Road Cambridge, CB3 0RN	Peterborough Office 27 London Road Peterborough PE2 8AN

The Helpline will start operating from **Monday 3rd October**. Children and Young People can contact a NYAS advisor directly by calling 0808 808 1001 or via email at help@nyas.net.

Access to advocacy

All **professional referrals** to statutory advocacy that meet eligibility criteria will be allocated directly to a specialist advocate.

You can download a referral form here **[REFERRAL FORM](#)** or visit our website.

Children and Young People's advocacy can be made using directly using NYAS' **[online referral form](#)**.

This new three-tiered advocacy service provides:

1. A dedicated helpline to coordinate and allocate all referrals to the service. We will provide information about advocacy, self-help materials, and give individual assistance to support people to make contact with other relevant local services available.
2. Peer support and group advocacy, delivered through a new Community First programme that will provide people with experience of using support services with training and volunteering opportunities to help others who face similar situations
3. One-to-one advocacy for eligible people, provided by professional, fully trained advocates.

Eligibility for Total Voice advocacy services

Everyone who contacts the Total Voice Advocacy Helpline will be provided with information about advocacy services available to them. We will work hard to ensure people get the right advocacy support to meet their needs. People who are not eligible will be assisted to make contact with relevant local support services.

Children and Young People's Advocacy

- In Cambridgeshire: C&YP Looked After or In Need; and
 - unaccompanied children and young people seeking asylum
 - children and young people with SEND
- In Peterborough: C&YP Looked After; and
 - for Independent Return Interviews for Peterborough Children in Care

Care Act Advocacy

Referrals will require the local authority (LA), relevant health authority or LA delegated professional to determine that:

- The person will have substantial difficulty in being involved in the relevant social care processes and;
- There is no one appropriate (carer, friend or relative) available to support the person – someone who is unpaid, who the person chooses to support them.

IMCA, DoLS and RPR

Referrals made to the service will require an 'authorised person' (as defined by the MCA 2005) to approve the IMCA instruction.

IMHA

Self-referrals can be made through the Advocacy Helpline or directly with advocates present on wards.

Independent Health Complaints Advocacy

Complaints advocacy is available to anybody, including children and young people, who wants independent assistance to pursue a complaint with the NHS.

Community Advocacy

Community advocacy supports people who, without independent advocacy, would have substantial difficulty getting information about local support services available, and accessing health and care services they need. Professional and self-referrals can be made. The service is available for:

- People who are over 65
- Carers of adults, including child and young carers, and parent carers
- Adults, over 18 with physical disabilities, severe mental ill-health, learning disabilities, autism or sensory impairments. People over 16 who are severely or profoundly deaf.