

Advocacy Expectations: Families

Advocates from:

are working with your relative:

- ▶ Advocates work in partnership with the people they support. ***They will always take their side and promote social inclusion, equality and justice.***
- ▶ Advocates are there to help people have a say in their life, and support people to speak out about their rights, what they need and what is important to them.
- ▶ All advocates work to the principles contained in the [Advocacy Charter](#).
It is important that everyone, advocates, learning disabled and autistic people, and family members understand what that means in practice.

1. Clarity of purpose — ✓

Advocates will always be honest with the people they support and explain what they can and cannot do for them.

Implication: Advocates will not hide things from people e.g. if your opinion is different to your relatives

Expectation: Family members understand anything shared with the advocate will also be shared with the person

2. Independence — ✓

Advocates are separate from other organisations and services and will help people to ask for things that are important to them.

Implication: Advocates will support your relative in the decisions they make.

Expectation: Family members understand that advocates work for your relative and not for the NHS or for the family.

3. Confidentiality — ✓

Advocates will keep information people share with them private and safe. If they need to share information to keep the person or others safe, they will always try to talk to the person first.

Implication: Advocates will hold information provided to them in confidence and will not inform family members of everything discussed, unless the person requests them to do so.

Expectation: Family members understand advocates are guided by the person they support, in what they can share and this can change over time.

4. Person led — ✓

Advocates will always ask people what they want to happen and give them information to help them make choices.

Implication: Advocates are impartial and are guided by the person they support. Their role is to amplify the person's voice in decisions, discussions and meetings. They will always side with the person, regardless of whether family members agree.

Expectation: Family members understand advocates are not against them if they do not agree with them.

5. Empowerment — ✓

Advocates will help people to speak up for themselves.

Implication: Advocates will encourage people to express their own views, even when these differ from staff or family opinions.

Expectation: Family members will give people the opportunity to speak for themselves and not always speak on their behalf. Family members understand that their perspective will also be taken into consideration.

6. Equality and diversity — ✓

Advocates will treat all people fairly and with respect and make sure other people do too.

Implication: Advocates will challenge discrimination and ensure everyone's voice is heard equally.

Expectation: Family members can share their concerns with advocates about their relative and also share information to support the advocate to do the best job possible.

7. Accessibility



Advocacy is free. Advocates will use words people understand and will see people in a place that works for them.

Implication: Advocates will contact family members to try to gain an understanding of the best way to communicate with and support their relative. Advocates will adapt their approach and use communication tools, interpreters or easy-read materials where needed.

Expectation: Family members will share communication preferences and experiences with advocates to enable them to get to know their relative and support them as best they can.

8. Accountability



Advocates will check what they do for people, with people, and ask them what they think.

Implication: Advocates will regularly review their Advocacy plans and seek feedback from the people they support on if their support is making a difference.

Expectation: Family members understand advocacy is accountable to their relative, and not to the family or any other organisation.

9. Safeguarding



Advocates know about Human Rights and how to keep people safe.

Implication: Advocates will raise concerns if they believe someone is at risk of harm, neglect, or abuse.

Expectation: Advocates will raise concerns if they believe someone is at risk of harm, neglect, or abuse.

10. Supporting advocates



Advocates are supported by their employer to be good at their job and supported to do better. They can also access legal support where necessary.

Implication: Advocates will receive supervision, training, and professional development to maintain high standards of support.

Expectation: Family members will respect the advocate's role and cooperate when advocates need information to carry out their role effectively.

Expectations document for signing by the advocacy organisation and the family

- ✓ Family members understand anything shared with the advocate will also be shared with the person.
- ✓ Family members understand advocates work for your relative and not for the NHS or for the family.
- ✓ Family members understand advocates are guided by the person they support, in what they can share, and this can change over time.
- ✓ Family members understand advocates are not against them if they do not agree with them.
- ✓ Family members will give people the opportunity to speak for themselves and not always speak on their behalf. Family members understand that their perspective will also be taken into consideration.
- ✓ Family members can share their concerns with advocates about their relative. They can also share information to support the advocate to do the best job possible.
- ✓ Family members will share communication preferences and experiences with advocates to enable them to get to know their relative and support them as best they can.
- ✓ Family members understand advocacy is accountable to their relative, and not to the family or any other organisation.
- ✓ Family members can raise concerns with advocates about their relative, and vice versa.
- ✓ Family members will respect the advocate's role and cooperate when advocates need information to carry out their role effectively

Contact details of advocate:

Family Signature:

Name:

Organisation Signature:

Name: