

Advice, Rights & Advocacy service

by

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Our Advice & Rights Advocate



Advice is a combination of:

Guidance



Help

Recommendations

Suggestions

From this, we can identify the
‘wants and needs’ in
the presenting situation.

What's the difference?

advise (verb)	advice (noun)
to give an opinion or suggestion to someone about what should be done	an opinion or suggestion about what someone should do
<i>correct:</i> I don't know what to do. Please advise me.	<i>correct:</i> Sam had a problem, so I gave him advice .
<i>incorrect:</i> I have a problem and need some advise .	<i>incorrect:</i> The father always advices his children.
	

The Human Rights Act 1998

Elements of Human Rights is the backbone ethos of the way I work at CDI, which is a process..

Human Rights are said to be universal rights that every person is entitled to regardless of his/her gender, class, creed, religion, culture, social/economic status, or location.

These are norms that depict certain standards of human behaviour and are protected by law.

The articles are called Convention Rights which include:

- 🌍 The right to life
- 🌍 The right to respect for private and family life
- 🌍 The right to freedom of religion and belief to name a few...





Advocacy is a form of support, that allows us to speak, if necessary, on your behalf and support you if you need help

We provide information, so that you can make an informed choice

We ensure your **Rights** are respected

We help you understand your **Rights**

Advice, Rights & Advocacy processes are carried out in the following methods:

Initial meeting -we feel that meeting our clients is beneficial, to gain a better understanding of their issues or concerns.

Diagnostic Interviewing -is where we have in-depth conversation, discussing the issue and plan with you how best to move forward.

Signposting -can provide you with details of agencies and services best suited to deal with the presenting issues or problems. As CDI is a wraparound service, there may be an opportunity for you to be supported within the “CDI family”. We will speak with you and if agreed signpost you within the service.

Referrals -can be made once the issue is identified and what you need help with. The relevant service can be contacted on your behalf.

Our Advice & Rights service is **FREE** and confidential



The confidentiality given by CDI means any information you provide us when using any part of the service will be treated as strictly confidential unless you have permitted us to act otherwise.

The only exception to this may occur when the service believes there is a risk of physical, mental, or emotional harm to self or others.

In this, situation we may consider taking action without prior consent, although this is very rare.

Such a decision would only be made after careful consideration and whenever practical, we would seek to inform you of any action we were planning to take.

Our website



www.croydondropin.org.uk



You can find our confidentiality policy and statement



And here for our enquiries page

Our confidentiality is such that we will not confirm to any outside person or service that you are coming to CDI unless you ask us to.

Advice & Rights Advocacy may keep confidential notes on sessions with you which cover the facts and issues being worked with any outcomes of support.



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We encourage **self help** but are aware you may need assistance with specific research to achieve a harmonious outcome

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Here are a few areas of where I have supported my clients. These include and are not restricted to.....

Disability

**Citizens
Advice
Bureau**

Referrals

**Mental health
/counselling**

**Turnaround
Centre**

Foodbanks

**Support within
the family**

**Elements of
housing**

Information

Law Centre

Education/Schools

**Support in
social care
issues**

**Support in
meetings**

Our Enquiries page

**Support in
tribunals**

**Form filling
(paper and
computer)**

**Social care
issues**

EHCP



The list continues to grow.....

