Rethink Advocacy

Non-statutory Advocacy Pathway

Enquiry regarding a new referral received. The Referral Hub Administrator will take the referral details and add to the CRM. Does the client meet the eligibility criteria for the local service community advocacy service remit? (i.e.: do they have at least one vulnerability identified in the service specification?

Yes

Could this person advocacy needs be met by current peer support groups or by a peer or citizen advocate?

No

- Offer to provide a 'Taking Control' Self-Advocacy Toolkit (inc Easy Read)
- If client meets eligibility criteria and has substantial difficultly which is preventing them from self-advocating add their details to the waiting list for non-statutory advocacy and allocation
- Community Partnership Manager will allocate to Community Support worker or Volunteer
- Provide details of the next planned Self-Advocacy Workshop and ask if they wish to be added to the attendee list
- CRM records to be updated accordingly

Yes

- Community Partnership Manager will refer to relevant group activity or allocate to Community Support worker or Peer Advocate
- Offer to provide a 'Taking Control' Self-Advocacy Toolkit
- Provide details of the next planned Self-Advocacy Workshop and ask if they wish to be added to the attendee list

No

- Signpost to a local organisation which can support with their issue
- Offer to provide a 'Taking Control' Self-Advocacy Toolkit
- Provide details of the next planned Self-Advocacy Workshop and ask if they wish to be added to the attendee list
- CRM records to be updated accordingly
- Consider whether an 'unmet need' need to be recorded

Peer & Citizen Advocacy

Clients who would benefit from peer or citizen advocacy will be identified in a step-down process from both statutory and non-statutory services if ongoing support is identified as a significant need and could prevent further interventions from the service or promote self-advocacy.