

What is an advocate?

An Independent Advocate is a person who is not employed by the Local Authority Children's Services and will make sure you have the information you need about your rights and responsibilities to be involved in decisions that affect your life.

They are on your side and will listen to your views and take them seriously and can help you get your voice heard and make sense of your situation.

The Local Authority has a duty to provide an Independent Advocate for any child or young person who feels they need someone independent to share their views.

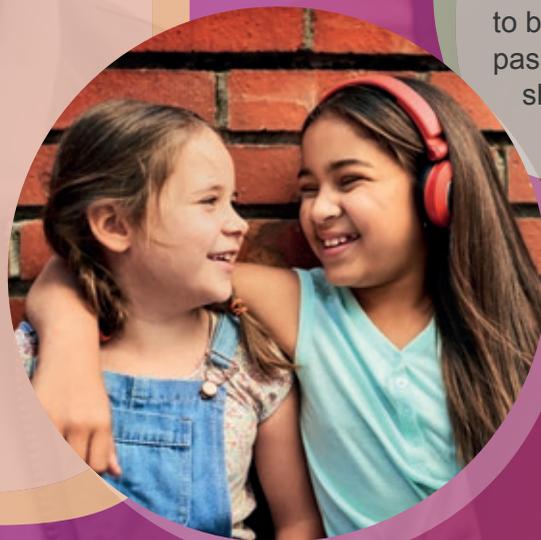
The Advocate will work just for you and is on your side.

What support can I expect from my Advocate?

You have a right to be listened to and have your views taken seriously, but sometimes it can be difficult to express your wishes and feelings.

We can help you...

- ✓ If you want information or advice
- ✓ If you feel your views are not being listened to and want someone on your side
- ✓ If you are unhappy with the way you are being cared for
- ✓ If you are angry or upset about something that is happening to you
- ✓ If you feel you haven't been treated fairly
- ✓ If no one is telling you what is happening about your situation
- ✓ If you haven't been involved in decisions that are being made about you



What will an Advocate do?

- ✓ Help you speak up for yourself or speak on your behalf if needed
- ✓ Listen to your concerns or worries and help you to act on them
- ✓ Be open and honest with you
- ✓ Help you challenge decisions
- ✓ Help you prepare for meetings
- ✓ Explain to adults how you are feeling
- ✓ Explain to you what is happening or what is planned to happen
- ✓ Help you to sort out a problem if you are thinking of making a complaint, a claim of discrimination or an appeal

There may be some things that can't be changed, but an Advocate will make sure everyone knows how you feel and help you to understand why the decision has been made.

Everything the Advocate will discuss will be confidential, unless it is thought that you are in a dangerous or life threatening situation, or are likely to be a serious danger to others, or the law tells us to pass on information. If this happens we may have to share this information through close links with the Police and Social Services.

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national youth
advocacy service

Helpline 0808 808 1001 www.nyas.net NYAS.yp @NYASServices

Registered Charity No: 1012485

Having an Advocate has helped me understand what is happening. My Advocate listened to me and put what I said in my own words and didn't change it at all

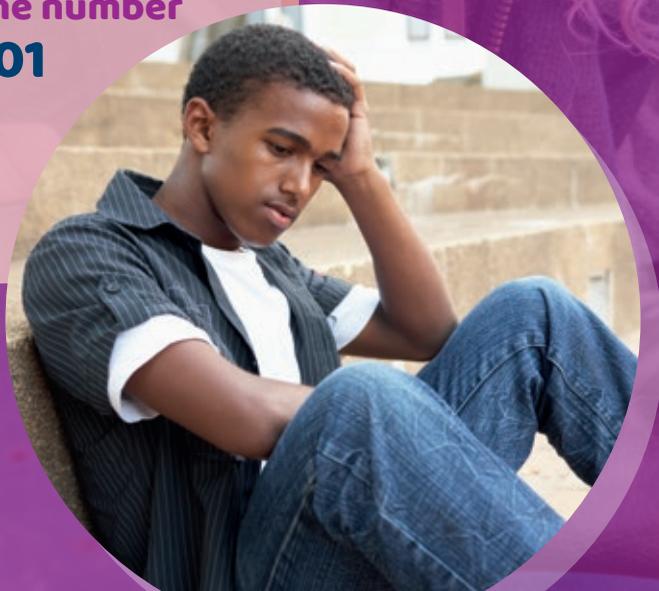
QUOTE FROM YOUNG PERSON

Getting the help you need

Anyone working with you can contact us on your behalf. We will always ask if YOU want an Advocate.

You can also contact us direct by calling us on our freephone helpline number **0808 808 1001**

If you would like to meet with an advocate we will arrange a time and place to suit you.



Ruth's story

Hi I am Ruth. I am 16 and I live with my sister Jane. I couldn't stay living with my mum because she has serious alcohol problems and lives with a violent man.

My sister wanted to be sure I could stay with her and she needed to see if she could get any help as she doesn't earn a lot of money and I needed food and clothes.

A NYAS advocate helped us go to social services and get them to approve me staying with Jane. They also helped me sort out support from school as I had missed some lessons and made sure Jane got the financial help that is available for carers. Now I feel safe knowing no one will try to separate me from Jane.



About us

NYAS (National Youth Advocacy Service) Cymru is a leading independent advocacy and rights based charity that ensures children and young people up to the age of 25 receive the best possible help and support when needed.

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Want to
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