

Older People's Advocacy Alliance (OPAAL) UK

Mapping Older People's Advocacy in the English Regions

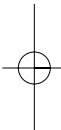
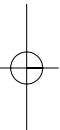
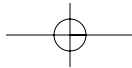
Dr Gary Kitchen

July 2006



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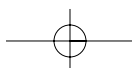
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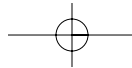
Introduction © Dr Gary Kitchen and Get Heard Consultancy 2006

Directory and database © OPAAL UK 2006



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Introduction

The aim of this report is to provide a comprehensive picture of older people's advocacy in the English Regions.

The idea for the mapping came about as a response to the work of the Older People's Advocacy Alliance UK, which had identified the lack of information about the extent of independent provision for older people and the difficulty of locating schemes in response to enquiries as a barrier to development.¹ Independent research has also recommended that information about local advocacy services should be available to older people.² The mapping project itself was suggested to OPAAL UK by Get Heard Consultancy, which also played a key role in developing the idea and securing funding.

Criteria for Inclusion

The OPAAL Management Committee agreed in May 2005 the following criteria for inclusion in the directory:

- a) Must provide an advocacy service to older people as their principal service; or
- b) Must provide a generic advocacy service where at least ten per cent of the users are older people; or
- c) Must have a dedicated advocacy section within their organisation to provide a service for older people.

The fundamental aim of the project was to establish what resources are available for one-to-one *advocacy* with older people, distinct from general information, advice or support. OPAAL defines advocacy as: "a one-to-one partnership between a trained, independent advocate and an older person who needs support in order to secure their rights, choices and interests".

To be included in the directory, therefore, voluntary organisations needed to have staff or volunteers whose role was defined as advocacy. It was agreed that statutory services, such as the Independent Complaints and Advocacy Service (ICAS), would not be included.

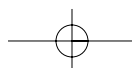
Methodology

An initial database was compiled of projects providing advocacy to older people, drawing on OPAAL membership records and a variety of online and paper resources. We devised a short advocacy mapping form that was piloted with three organisations (one in each of the three categories above).

The mapping form was then circulated by email to all organisations on the database in the first quarter of 2006. The information was collated onto the database and the directory produced. Each organisation was allotted to a region and Strategic Health Authority on the basis of postcode, which allowed analysis of provision across these areas.

For the most part the categories utilised above were straightforward to apply. However, the second category required some reinterpretation as we proceeded. The intention behind this particular category was just to capture those advocacy organisations that were "generic" in the sense of working with a range of age groups but which also worked with significant numbers of older people.

1. Jacqueline Robinson, *Advocacy – Who Cares for Older People?* OPAAL UK, 2005.
2. Pat Margiotta, Norma Raynes, Dimitri Pagidas, John Lawson and Bogusia Temple, *Are You Listening? Current Practice in Information, Advice and Advocacy Services for Older People*, Joseph Rowntree Foundation, 2003.



Some advocacy organisations have a specific focus – for example, on mental health – and therefore may not describe their service as generic. In practice this did not raise serious difficulties since organisations appeared to appreciate what we were trying to do and were not deterred by this sort of technicality.

The original intention behind category b) was to identify advocacy *organisations*. As the mapping progressed it became apparent that there were some advocacy *projects* that did not work specifically with older people and were not part of advocacy organisations. For example, advocacy projects working with disabled people, or carers, or those with mental health needs as part of a wider range of services.

Midway through the mapping some debate occurred about this criterion within OPAAL. But the timescale required that the project needed to be completed with no definite conclusion reached about which additional projects should be included. In some cases it is clear that such projects ought to be included – for example, generic projects within CVS organisations – or where significant numbers of older people were being worked with. We recommend that OPAAL needs to give further thought to this aspect of the criteria as the mapping develops.

Results

136 organisations appear in the following pages. The results are presented region-by-region with organisations arranged alphabetically within each region.

The directory is as complete as possible within the timescale, but it would be foolhardy to claim to have identified every project providing advocacy to older people, even within the categories stated. 123 mapping forms were returned. Reminders were issued and telephone calls made to all organisations on the initial database, which accounts to some extent for the high rate of return.

We included a further 13 organisations where there was evidence of specific projects with older people or contact had indicated that work with older people was being carried out. However a small number of other organisations were omitted as the form had not been returned and it was not possible to establish to what extent they worked with older people. During the next phase of the project the mapping will be put online so that new projects can be added and existing ones removed where they no longer operate.

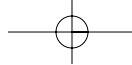
In our view the mapping is much more than a record of existing advocacy provision for older people. Indeed, it raises major strategic issues for the future of advocacy for older people in England and should prove to be a vital tool in developing advocacy provision for this group.

Membership

Membership is one such strategic issue. OPAAL has just over 100 member organisations, not all of whom are providers of advocacy to older people. It is obvious that the number of organisations providing advocacy to older people in England alone exceeds OPAAL's membership considerably.

Returns showed that just over half of organisations in the directory are members of OPAAL, with 61 non-members. Whilst we can say that the majority of organisations *were* members of OPAAL, a very significant proportion were not – and some in this group appeared to have very little knowledge of the organisation.

These results represent a major challenge to OPAAL as the putative standard-bearer of advocacy for older people in the UK. We recommend that developing membership amongst



advocacy providers needs to be reviewed as a priority. Increasing membership and awareness of OPAAL amongst the organisations included in this directory can only enhance the credibility of OPAAL's voice.

Analysis

The results of our analysis are set out in the Table below. This simple Table contains a great deal of information about the regional and sub-regional distribution of advocacy for older people across England. Using the Table it is possible to identify overall numbers of projects in each area and also the distribution of organisation types we have uncovered. In this short introduction we will draw attention to points of particular significance.

It has been recognised for some time that London leads the way as a provider of advocacy. London has similar numbers of older people to the East of England, West Midlands and the South West but rather higher levels of advocacy provision. However the North West has much higher levels of provision than might be expected in comparison with other regions outside London.

The North East has by far the lowest number of projects identified of any of the regions. This is to some extent accounted for by the fact that the region has the lowest older population, with less than one third that of the South East. The region with the highest older population, the South East, with 1.5 million people over state pension age, is in the middle group in terms of the numbers of projects it supports.³

But these figures do not in themselves lead to firm conclusions about where the "gaps" in provision might be. There did not seem to be clear evidence to show that any one region was lagging behind the others. The main conclusion is that coverage is clearly very far from comprehensive in any of the regions.

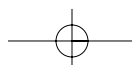
Perhaps the most useful approach to identifying gaps in provision comes when breaking down the directory further into sub-regional Strategic Health Authority (SHA) units. It may be that scrutiny of levels of provision in each SHA will give OPAAL one possible strategic approach to development that will fit smoothly with the present Regional Development Plan.

The average number of organisations across the 28 SHAs is approximately 5 per area. Using this as a rule of thumb, we can see that advocacy for older people is far from evenly distributed across such areas. The SHA area with the highest level of provision in England appears to be Cumbria and Lancashire in the North West, with 11 organisations, followed by Greater Manchester and North West London with 9 in each. At the other end of the scale, some areas have very little advocacy, with just 1 project identified in Kent & Medway in the South East and County Durham & Tees Valley in the North East.

These figures give very serious cause for concern about the lack of availability of advocacy for older people in so many areas. Making contact with SHAs where provision appears to be nugatory, and working with them to stimulate development, would be one obvious step forward for OPAAL.

There is also great variability in the distribution of types of organisation providing advocacy in each area. The directory lists 16 older people's advocacy organisations, 49 other advocacy organisations or projects which work with some older people (some of which also have specific projects for older people), and 71 non-advocacy organisations which nonetheless have a specific advocacy project to work with older people.

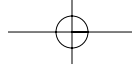
3. National Statistics Online, *Regional Profiles*, April 2006.



Mapping Older People's Advocacy in the English Regions

Table: Breakdown of Results by Region, Strategic Health Authority & Organisation Type

<i>Region, SHA</i>	<i>Criteria</i>			<i>Total</i>
	a	b	c	
East Midlands				
Leicestershire, Northamptonshire & Rutland	1	1	2	4
Trent	0	3	4	7
	1	4	6	11
East of England				
Bedfordshire & Hertfordshire	1	1	1	3
Essex	2	0	2	4
Norfolk, Suffolk & Cambridgeshire	1	0	2	3
	4	1	5	10
London				
North Central London	0	2	1	3
North East London	0	1	2	3
North West London	2	2	5	9
South East London	2	2	1	5
South West London	0	2	4	6
	4	9	13	26
North East				
County Durham & Tees Valley	0	1	0	1
Northumberland, Tyne & Wear	0	2	2	4
	0	3	2	5
North West				
Cheshire & Merseyside	2	1	2	5
Cumbria & Lancashire	0	7	4	11
Greater Manchester	1	0	8	9
	3	8	14	25
South East				
Hampshire & Isle of Wight	1	4	0	5
Kent & Medway	1	0	0	1
Surrey & Sussex	0	0	4	4
Thames Valley	0	1	4	5
	2	5	8	15
South West				
Avon, Gloucestershire & Wiltshire	1	3	3	7
Dorset & Somerset	0	1	2	3
South West Peninsula	0	0	6	6
	1	4	11	16
West Midlands				
Birmingham & the Black Country	0	1	3	4
Shropshire & Staffordshire	0	1	2	3
West Midlands South	0	5	1	6
	0	7	6	13
Yorkshire and The Humber				
North & East Yorkshire & Northern Lincolnshire	1	4	1	6
South Yorkshire	0	1	2	3
West Yorkshire	0	3	3	6
	2	8	6	15
FULL TOTAL	16	49	71	136



Mapping Older People's Advocacy in the English Regions

More than half of the provision in the directory is therefore provided by organisations whose main goal is not advocacy. 57 of these organisations are part of the Age Concern federation, which make up 42% of the mapping. The number of organisations working just to provide advocacy to older people is clearly very small. Meanwhile, it is clear that generic providers also play a very significant role in providing advocacy to older people.

Further breaking down these figures by organisation type does reveal some disparities. For example, the directory contains no older people's advocacy organisations in the North East or the West Midlands. The East of England, by contrast, has 4 such organisations.

Even where services exist, capacity is low. Respondents were asked how many older people were receiving one-to-one advocacy at the time the mapping form was completed. Such organisations tend to be operating to capacity at any one time, so we felt this would give a reasonable measure of the levels of overall provision. 121 organisations answered this question and worked with just under 5,000 older people, an average of 41 per organisation. Only 12 organisations were providing one-to-one advocacy to 100 or more people at the time the mapping was carried out.

Lessons for the Future

It has been said that advocacy for older people "is a relatively recent endeavour".⁴ We should not be surprised, perhaps, that a mapping of this kind has not yet been carried out before in England, nor that development of advocacy for older people appears to be rather hit and miss. In the course of this piece of work one large provider of advocacy to older people was forced to severely reduce the service as a result of loss of funding. Many organisations on our initial database were found on investigation to be no longer providing advocacy for older people, usually because funding was no longer available. And many existing projects face a fragile future, very much dependent on short-term funding sources.

Meanwhile expectations are being raised by initiatives such as the Mental Capacity Act for England and Wales, due to come into effect in 2007, and its provision of Independent Mental Capacity Advocates to support and represent people who lack capacity over important decisions affecting them.

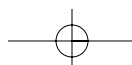
It is easy to forget that the notion of advocacy is almost unknown to older people themselves and the general public. One piece of research drew on the findings of three focus groups with older people and found that "no one had ever heard of such a service".⁵ Another found that "the word does not seem to be generally recognised" amongst older people.⁶ It is very hard for older people to demand a service of which they may have no concept.

But compiling this report made us see that awareness of advocacy for older people is very limited even amongst many organisations who themselves work with older people. Advocacy has its adherents, but they are currently outnumbered by those for whom information and advice provides the default response to how to support people to get their voices heard. Potential providers themselves may not think of advocacy as a solution to this problem.

4. Andrew Dunning, *Information, Advice and Advocacy For Older People: Defining And Developing Services*, Joseph Rowntree Foundation, 2005, p.16.

5. *Are You Listening? Current Practice in Information, Advice and Advocacy Services for Older People*, p.54.

6. Laurie Kerr and Vivien Kerr, *Older People Doing It for Themselves*, Joseph Rowntree Foundation, 2003, p.11.

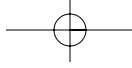


At policy level advocacy specifically with older people seems to have a very low profile. A comprehensive recent review of health and social care services for this age group does not mention advocacy.⁷ When we asked advocacy providers who responded to the mapping whether they believed advocacy with older people was sufficiently recognised, 97% of those who answered this question said they did not.

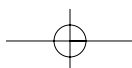
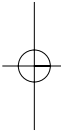
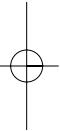
Advocacy organisations tend to be fiercely independent and may well not be looking to be “developed” by external agencies. Nonetheless they are likely to welcome an organisation that is playing the key role of speaking up for older people’s advocacy.⁸ There is little doubt that advocacy for older people can be hugely beneficial. Advocacy providers give eloquent testimony below of the benefits it can bring. In order to succeed, the advocacy movement needs organisations like OPAAL to ensure that this work moves up the policy agenda. This mapping will hopefully prove another step towards achieving this goal.

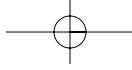
7. Audit Commission, *Living Well In Later Life: A Review of Progress against the National Service Framework for Older People*, Audit Commission, March 2006.

8. Dr Gary Kitchen, *Lancashire Advocacy: An Evaluation*, Get Heard Consultancy, 2003.

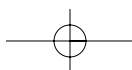
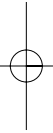
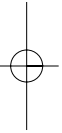


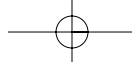
Mapping Older People's Advocacy in the English Regions





EAST MIDLANDS





AGE CONCERN CHESTERFIELD & DISTRICT

21 Stephenson Place, Chesterfield, Derbyshire, S40 1XL

Contact: Ms Angie Corby
Position: Chief Officer
Tel: 01246 273333
Fax: 01246 520 879
Email: ageconcern.chesterfield@virgin.net
Web:

Area covered: 3 Local Authorities
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Trent
Region: East Midlands

Why advocacy for older people is needed:

Independent supported information with emotional support.

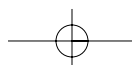
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name: Advocacy
Funder: PCTs
Started: 1996
End date:

Staff and volunteers working in these projects:

Staff: 0.5
Volunteers: 3



AGE CONCERN DERBY & DERBYSHIRE

29A Market Place, Heanor, Derbyshire, DE75 7EG

Contact: Ian Hillier
Position: Advocacy Project Coordinator
Tel: 0115 9436862/768240
Fax: 0115 9436862
Email: Ian.F.Hillier@btinternet.com
Web:

Area covered:
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Trent
Region: East Midlands

Why advocacy for older people is needed:

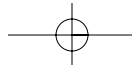
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



AGE CONCERN LEICESTERSHIRE & RUTLAND

Lansdowne House, 113 Princess Road East, Leicester, LE18 3RL

Contact: Barbara Dearing
Position: Advocacy Manager

Tel: 0116 2992274
Fax: 0116 2992246
Email: barbara.dearing@ageconcernleics.com
Web: www.ageconcernleics.com

Area covered: County of Leicestershire & Rutland
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Leicestershire, Northamptonshire and Rutland
Region: East Midlands

Why advocacy for older people is needed:

A lot of older people find themselves without a voice. Some have no relatives or friends who are able to assist them. Older peoples are patronised and their opinions are often sidelined. Once in care homes they are often frightened to express their fears or needs to the people responsible for their care. There is a large and expanding population of older people in care homes who are virtual prisoners with no contacts in the community and are considered to be quiet and therefore content.

Number of older people receiving one-to-one advocacy: 70

Projects specifically for older people:

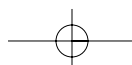
Project Name: Care Home Advocacy Project
Funder: PCTs, Local Authority
Started: Sep 2001
End date: Oct 2006

Projects specifically for older people:

Project Name: Older Prisoners Advocacy and Support
Funder: Age Concern England
Started: Sep 2004
End date: Sep 2006

Staff and volunteers working in these projects:

Staff:
Volunteers:



AGE CONCERN NORTHAMPTON & COUNTY

Cliftonville Road, Northampton, NN1 5BU

Contact: Barbara Irving
Position: Information, Advice and Advocacy Manager

Tel: 01604 611207
Fax: 01604 633618
Email: barbara.irving@acnorthants.org.uk
Web: www.acnorthants.org.uk

Area covered: Northamptonshire
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Leicestershire, Northamptonshire and Rutland
Region: East Midlands

Why advocacy for older people is needed:

Demand proves the need for advocacy with older people. This can involve any issue – health, care, consumer, housing, disabilities, benefits, abuse, relationships and financial management for those with mental incapacity.

Number of older people receiving one-to-one advocacy: 30

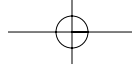
Projects specifically for older people:

Project Name: Care Homes Information Advice and Advocacy
Funder: Health Authority
Started:
End date: Mar 2006

Project Name: Advocacy
Funder: Age Concern Northampton
Started:
End date: Ongoing

Staff and volunteers working in these projects:

Staff:
Volunteers:



AGE CONCERN NOTTINGHAM & NOTTINGHAMSHIRE

Bradbury House, 12 Shakespeare Street, Nottingham, NG1 4FQ

Contact: Jackie Shepherd
Position: Advocacy Team Manager

Tel: 0115 844 0011
Fax:
Email: info@ageconcernnotts.org.uk
Web: www.ageconcernnotts.org.uk

Area covered: Nottingham and Nottinghamshire
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Trent
Region: East Midlands

Why advocacy for older people is needed:

Advocacy is needed for older people to ensure their voices are heard, to ensure that their choices are acted upon, to ensure representation and someone to talk to about difficult decisions.

Number of older people receiving one-to-one advocacy: 90

Projects specifically for older people:

Project Name: North Notts Advocacy Service
Funder: Local Authority
Started: 2005
End date: Mar 2006

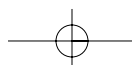
Project Name: Patients' Representative Service, Nottingham Hospitals
Funder: NHS Trust, PCT
Started: 1991
End date: Ongoing

Project Name: Residential Representative Service
Funder: Local Authority
Started: 1991
End date: Ongoing

Project Name: Community Advocacy Services
Funder: Local Authority
Started: Apr 2006
End date: Mar 2011

Staff and volunteers working in these projects:

Staff: 6
Volunteers:



CALL – ADVOCACY IN LINCOLNSHIRE

Unit 12, Allenby Business Village, Crofton Road, Lincoln, LN3 4NL

Contact: Liz Ash
Position: Chief Executive Officer

Tel: 01522 511114
Fax: 01522 510215
Email: ceo@calladvocacy.org.uk
Web: www.calladvocacy.org.uk

Area covered: Lincolnshire
Organisation type: Other Advocacy Organisation or Project

SHA: Trent
Region: East Midlands

Why advocacy for older people is needed:

Advocacy is needed for anyone who needs it. Lincolnshire is a very rural area and some of the most disadvantaged people are older people. We find that many older people lack capacity and need some support getting their rights.

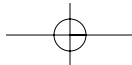
Number of older people receiving one-to-one advocacy: 60

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



DERBYSHIRE MIND

127-129 Clarence Road, Derby, DE23 6LS

Contact: Wendy Beer
Position: Chief Executive

Tel: 01332 77 23 00
Fax: 01332 77 23 00
Email: wendybeer@derbymind.freemove.co.uk
Web:

Area covered:
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Trent
Region: East Midlands

Why advocacy for older people is needed:

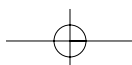
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



LEICESTERSHIRE ETHNIC ELDERLY ADVOCACY PROJECT (LEEAP)

33 Chandos Street, Leicester, LE2 1BL

Contact: Miss Kelash Sharma
Position: Manager

Tel: 0116 275 5515
Fax: 0116 285 7374
Email: leeap@btconnect.com
Web:

Area covered: Local Authority
Organisation type: Older People's Advocacy Organisation

SHA: Leicestershire, Northamptonshire and Rutland
Region: East Midlands

Why advocacy for older people is needed:

Because it secures the rights of older people, represents their interests and obtains services they need.

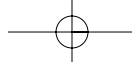
Number of older people receiving one-to-one advocacy: 96

Projects specifically for older people:

Project Name: Ethnic Elderly Advocacy Project
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



PEAKS AND DALES ADVOCACY FORUM

16 Eagle Parade, Buxton, Derbyshire, SK17 6EQ

Contact: Ann Young or Russell Baker
Position: Coordinators

Tel: 01298 79539
Fax: 01298 70713
Email: padaf@btconnect.com
Web:

Area covered: High Peak and North Derbyshire Dales
Organisation type: Other Advocacy Organisation or Project

SHA: Trent
Region: East Midlands

Why advocacy for older people is needed:

As people get older they are disadvantaged by the system. Their contribution is not recognised or valued and many feel let down. This is made worse by the isolation many older people feel as a result of the loss of partner or simply loss of mobility. Advocacy allows their voices to be heard and their views respected.

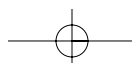
Number of older people receiving one-to-one advocacy: 30

Projects specifically for older people:

Project Name: Older People's Advocacy Prpject
Funder: Balance Foundation
Started: Jan 2006
End date: Dec 2007

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 18



SOUTH DERBYSHIRE CVS ADVOCACY SERVICE

46-48 Grove Street, Swadlincote, Derbyshire, DE11 9DD

Contact: Saira Saddal
Position: Advocacy Officer
Tel: 01283 819010
Fax: 01283 552168
Email: sairas@southderbyscv.org.uk
Web: www.southderbyscv.org.uk

Area covered:
Organisation type: Other Advocacy Organisation or Project

SHA: Trent
Region: East Midlands

Why advocacy for older people is needed:

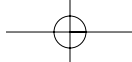
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



SPEAKING UP!

Box C11 St. Andrew's Hospital, Billing Road, Northampton, NN1 5DG

Contact: Tony Meadows
Position: Service Development Manager

Tel: 01604 616552
Fax:
Email: sales@speakingup.org
Web: www.speakingup.org

Area covered:
Organisation type: Other Advocacy Organisation or Project

SHA: Leicestershire, Northamptonshire and Rutland
Region: East Midlands

Why advocacy for older people is needed:

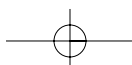
Number of older people receiving one-to-one advocacy:

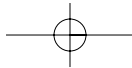
Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

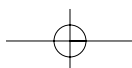
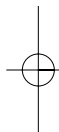
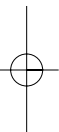
Staff and volunteers working in these projects:

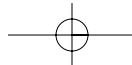
Staff:
Volunteers:





EAST OF ENGLAND





AGE CONCERN CAMBRIDGESHIRE

L12 South Fens Business Centre, Fenton Way, Chatteris, Cambridgeshire, PE16 6TT

Contact: Christine J Kitson
Position: Team Leader
Tel: 01345 696541
Fax: 01345 694985
Email: chris.kitson@accambs.org
Web:

Area covered: Cambridgeshire (excluding Peterborough)
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Norfolk, Suffolk and Cambridgeshire
Region: East of England

Why advocacy for older people is needed:

Advocacy for older people with a mental health problem is vital to ensure their views and opinions are heard at a time in their lives when they may feel unable to speak up for themselves.

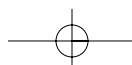
Number of older people receiving one-to-one advocacy: 100

Projects specifically for older people:

Project Name: Mental Health Advocacy Service
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 2.5
Volunteers: 1



AGE CONCERN ESSEX

Cousins House, 298 Ongar Road, Writtle, Chelmsford, Essex, CM1 3NZ

Contact: Graham Wilmott
Position: Senior Manager, Advocacy Services
Tel: 01245 423338
Fax: 01245 423819
Email: graham.wilmott@ageconcernservices.co.uk
Web: www.ageconcernservices.co.uk

Area covered: Essex
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Essex
Region: East of England

Why advocacy for older people is needed:

Older people need to be protected from those who think they know what is best for them. Good advocacy helps older people to make an informed choice from those available to them.

Number of older people receiving one-to-one advocacy: 30

Projects specifically for older people:

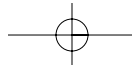
Project Name: Mid Essex Hospitals Advocacy Service for Older People
Funder: NHS Trusts and Local Authorities
Started: 1997
End date: Ongoing

Project Name: Basildon Hospital Advocacy Service
Funder: Local Authority
Started: 2004
End date: 2009

Project Name: Advocacy Service for Older People in West Essex Hospitals
Funder: Local Authority
Started: 2002
End date: 2009

Staff and volunteers working in these projects:

Staff: 2.5
Volunteers: 2



AGE CONCERN HERTFORDSHIRE

Manor Court, 26b Bancroft, Hitchin, Hertfordshire, SG5 1JW

Contact: Joyce Giles
Position: Advocacy Support Worker

Tel: 01462 420 911
Fax: 01462 420 911
Email: jgiles@acherts.org.uk
Web: www.acherts.org.uk

Area covered: County of Hertfordshire
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Bedfordshire and Hertfordshire
Region: East of England

Why advocacy for older people is needed:

Many older people have no one to speak up for them or give them information of their rights and entitlements. Many feel they are not being listened to.

Number of older people receiving one-to-one advocacy: 70

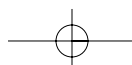
Projects specifically for older people:

Project Name: Advocacy in Care Homes
Funder:
Started: 2002
End date: Ongoing

Project Name: Advocacy in the Community
Funder:
Started: Sep 1998
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 4
Volunteers: 20



AGE CONCERN SUFFOLK

45a Ipswich Street, Stowmarket, Suffolk, IP14 1AH

Contact: Jayne Day
Position: Advice & Advocacy Manager
Tel: 01449 674222
Fax: 01449 775757
Email: jayne.day@ageconcernsuffolk.org.uk
Web:

Area covered: Suffolk
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Norfolk, Suffolk and Cambridgeshire
Region: East of England

Why advocacy for older people is needed:

So that older people's wishes are recognised, enabling them to remain independent.

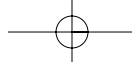
Number of older people receiving one-to-one advocacy: 4

Projects specifically for older people:

Project Name: Advocacy
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 2
Volunteers: 3



BEDFORDSHIRE ADVOCACY SERVICE FOR OLDER PEOPLE

Phoenix Chambers, 15-17 High Street, Bedford, MK40 1RN

Contact: Gail Shanahan
Position: Service Manager

Tel: 01234 218880
Fax: 01234 215121
Email: gail@basop.freeserve.co.uk
Web:

Area covered: Bedfordshire, Luton & surrounding areas
Organisation type: Older People's Advocacy Organisation

SHA: Bedfordshire and Hertfordshire
Region: East of England

Why advocacy for older people is needed:

To enable older people to live as they choose – independently, with good quality of life, dignity and respect – and to reinforce their rights.

Number of older people receiving one-to-one advocacy: 33

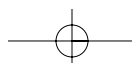
Projects specifically for older people:

Project Name: Luton Social Services Advocacy Project
Funder: Local Authority
Started: 2003
End date: Ongoing

Project Name: General Advocacy Service
Funder: PCTs, County Council, Charitable Trusts
Started: Apr 1999
End date: Ongoing

Staff and volunteers working in these projects:

Staff:
Volunteers:



NORFOLK ELDERS ADVOCACY ALLIANCE

Signpost House, Greens Road, Dereham, NR20 3TL

Contact: Judith Horner
Position: Chief Officer

Tel: 01362 699261
Fax: 01362 853205
Email: neaa@care4free.net

Area covered: Norfolk
Organisation type: Older People's Advocacy Organisation

SHA: Norfolk, Suffolk and Cambridgeshire
Region: East of England

Why advocacy for older people is needed:

As a factor of the ageing process many people appear to be unable to face the stress of taking on complaints systems alone. With a citizen advocate to support them, they are sustained and able to take strength from that relationship, however impersonal.

Number of older people receiving one-to-one advocacy: 92

Projects specifically for older people:

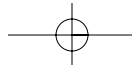
Project Name: Advocacy in Norfolk
Funder: Big Lottery
Started: 2001
End date: 2006

Project Name: Dementia Advocacy
Funder: Lloyds TSB
Started: Aug 2005
End date: Sep 2006

Project Name: Advocacy in Fenland
Funder: LeAP Leader+
Started: Nov 2005
End date: Oct 2006

Staff and volunteers working in these projects:

Staff: 3.5
Volunteers: 20



NORTH ESSEX ADVOCACY TEAMS

8/9 Northgate House, Plough Road Centre, Great Bentley, Essex, CO7 8LG

Contact: Sue Greaves
Position: Project Manager

Tel: 01206 251516
Fax: 01206 251516
Email: tcabs@onetel.com
Web: www.neat-advocacy.org.uk

Area covered: North Essex
Organisation type: Older People's Advocacy Organisation

SHA: Essex
Region: East of England

Why advocacy for older people is needed:

Without advocacy they are an overlooked group whose voice is not heard.

Number of older people receiving one-to-one advocacy: 80

Projects specifically for older people:

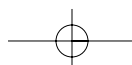
Project Name: Advocacy
Funder: Local Authority, PCT, Trusts
Started: 1992
End date:

Project Name: Crisis Advocacy
Funder: Big Lottery
Started: 2001
End date: 2007

Project Name: Bereavement Service
Funder: Big Lottery
Started: Apr 2005
End date: 2007

Staff and volunteers working in these projects:

Staff: 4
Volunteers: 36



POhWER

Carol Warren House, 551 Lonsdale Rd, Stevenage Herts, SG1 5DZ

Contact: Fiona Clark
Position: Chief Executive

Tel: 01438 740 162
Fax: 01438 351297
Email: pohwer@pohwer.net
Web: www.pohwer.net

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Bedfordshire and Hertfordshire
Region: East of England

Why advocacy for older people is needed:

Advocacy organisations have gained considerable experience in empowering vulnerable people and supporting them in accessing services, challenging discriminatory practices and, most importantly, the assumptions on which those practices are based. There is a strong case for a coordinated national strategy on advocacy for older people, with ring fenced funding to ensure its success.

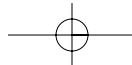
Number of older people receiving one-to-one advocacy: 91

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



SOUTH EAST ESSEX ADVOCACY FOR OLDER PEOPLE

181 London Road, Southend-On-Sea, SS1 1PW

Contact: Pat Babington
Position: Coordinator

Tel: 01702 340 566
Fax: 01702 340388
Email: southeastessexadvocacy@btopenworld.com.
Web:

Area covered: Local Authority
Organisation type: Older People's Advocacy Organisation

SHA: Essex
Region: East of England

Why advocacy for older people is needed:

To give a voice and promote independence.

Number of older people receiving one-to-one advocacy: 48

Projects specifically for older people:

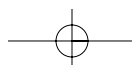
Project Name: Advocacy in Residential Care
Funder: Big Lottery
Started: Jun 2005
End date: Jun 2008

Project Name: General/Crisis Advocacy
Funder: Big Lottery
Started: Jun 2003
End date: Jun 2006

Project Name: Dementia Advocacy
Funder: PCT
Started: 2004
End date: 2006

Staff and volunteers working in these projects:

Staff: 3
Volunteers: 15



THURROCK MIND

152 Bridge Road, Grays, Essex, RM17 6DB

Contact: Christine Francis
Position: Older People's Advocate

Tel: 01375 391411
Fax: 01375 391411
Email: office@thurrockmind.org.uk
Web: www.thurrockmind.org.uk

Area covered:
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Essex
Region: East of England

Why advocacy for older people is needed:

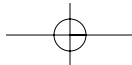
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

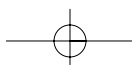
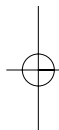
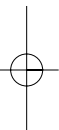
Project Name:
Funder:
Started:
End date:

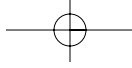
Staff and volunteers working in these projects:

Staff:
Volunteers:

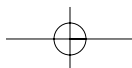
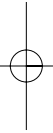
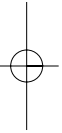


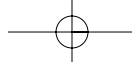
Mapping Older People's Advocacy in the English Regions





LONDON





ADVOCACY FOR OLDER PEOPLE IN GREENWICH

170-172 Powis Street, Woolwich, London, SE18 6NL

Contact: Samantha Everson
Position: Manager
Tel: 020 8316 1917
Fax: 020 8316 1917
Email: advocacy4olderpeople@talk21.com
Web: www.afop.org.uk

Area covered: Local Authority
Organisation type: Older People's Advocacy Organisation

SHA: South East London
Region: London

Why advocacy for older people is needed:

The majority of people we hear from are isolated, with no family or friends to offer support, assistance or advice. Older people need the kind of quality, long term commitment that advocacy provides. They need to know there is someone acting independently on their behalf.

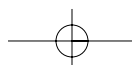
Number of older people receiving one-to-one advocacy: 17

Projects specifically for older people:

Project Name: Generic Advocacy for Older People
Funder: Local Authority, Bridgehouse Trust
Started: Apr 2005
End date: Mar 2006

Staff and volunteers working in these projects:

Staff: 2
Volunteers: 25



ADVOCACY IN BARNET

4-5 The Concourse, Grahame Park, London, NW9 5XB

Contact: Jennifer Pearl
Position: Operational Manager

Tel: 020 8201 3415
Fax: 020 8201 3415
Email: aib@barnetvcs.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: North Central London
Region: London

Why advocacy for older people is needed:

To support people by giving them a voice and choice in health and social care services.

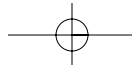
Number of older people receiving one-to-one advocacy: 1

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



ADVOCACY PARTNERS

McMillan House, 54 Cheam Common Road, Sutton, Surrey, KT4 8RH

Contact: Sarah Hutton
Position: Project Coordinator
Tel: 020 8330 6644
Fax: 020 8330 6622
Email: sarah.hutton@advocacypartners.org.uk
Web: www.advocacypartners.org.uk

Area covered: Merton and Sutton
Organisation type: Other Advocacy Organisation or Project

SHA: South West London
Region: London

Why advocacy for older people is needed:

Many older people are vulnerable through disability and isolation. They are often given little or no choice in the health and social care they receive. Advocacy is vital for those vulnerable older people, by informing them of their options, supporting them to challenge decisions made about their care. By being given real choices in the care they want, they are enabled to retain or regain their independence.

Number of older people receiving one-to-one advocacy: 40

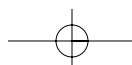
Projects specifically for older people:

Project Name: Advocacy for Older People in Merton
Funder: HIMP, Big Lottery, Bridgehouse Trust
Started: Jun 2003
End date: Jun 2006

Project Name: Advocacy for Older People in Sutton
Funder: Comic Relief
Started: Apr 2005
End date: Apr 2008

Staff and volunteers working in these projects:

Staff: 1.5
Volunteers: 9



AGE CONCERN BEXLEY

Grassington Road, Sidcup, Kent, DA14 6BY

Contact: Ade Adeagbo
Position: Chief Executive

Tel: 020 83000883
Fax: 020 8300 2495
Email: aadeagbo@ageconcernbexley.org.uk
Web: www.ageconcernbexley.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South East London
Region: London

Why advocacy for older people is needed:

It provides holistic support.

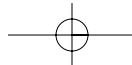
Number of older people receiving one-to-one advocacy: 30

Projects specifically for older people:

Project Name: General Advocacy
Funder: Age Concern Bexley
Started:
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 0.5
Volunteers: 1



AGE CONCERN CAMDEN

The Margaret Hepburn Centre, 11 Chad Street, London, WC1H 8BG

Contact: David Brooker
Position: Advocacy Officer

Tel: 020 7837 3777
Fax: 020 7278 1904
Email: info@ageconcerncamden.org.uk
Web: www.ageconcerncamden.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: North Central London
Region: London

Why advocacy for older people is needed:

Older people suffer from discrimination in many aspects of their lives. Advocacy can assist those people to enforce their rights and to receive services they are entitled to.

Number of older people receiving one-to-one advocacy: 20

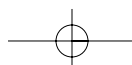
Projects specifically for older people:

Project Name: Volunteer Advocacy Project
Funder: System Access Grant
Started: Apr 2004
End date: Sep 2007

Project Name: Advocacy Project (Crisis Advocacy)
Funder: Local Authority
Started: Sep 2001
End date: Sep 2007

Staff and volunteers working in these projects:

Staff: 1.5
Volunteers: 27



AGE CONCERN CROYDON

158-162 London Road, Croydon, CR0 2TD

Contact: Ms Jill Ward
Position: Advocacy Coordinator
Tel: 020 8680 5450
Fax: 020 8288 9229
Email: jill.ward@ageconcerncroydon.org.uk
Web: www.ageconcerncroydon.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West London
Region: London

Why advocacy for older people is needed:

Many older people feel that they have become invisible and no one listens to them. Advocacy gives older people a voice and supports them in making their wishes known.

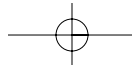
Number of older people receiving one-to-one advocacy: 18

Projects specifically for older people:

Project Name: Croydon Advocacy Project
Funder: Local Authority
Started: Jan 2006
End date: Jan 2009

Staff and volunteers working in these projects:

Staff: 1
Volunteers:



AGE CONCERN HARROW

Third Floor, Premier House, 1 Canning Road, Wealdstone, HA3 7TS

Contact: Zenda Green
Position: Advice and Advocacy Officer

Tel: 020 8861 7980
Fax: 020 8861 7981
Email: enquiries@acharrow.org.uk
Web: www.acharrow.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: North West London
Region: London

Why advocacy for older people is needed:

Advocates can support and empower older people who may not otherwise be able to represent themselves. Many older people are ignored and not taken seriously.

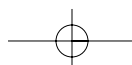
Number of older people receiving one-to-one advocacy: 7

Projects specifically for older people:

Project Name: Advocacy
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 0.3
Volunteers: 6



AGE CONCERN HAVERING

HOPWA House, Inskip Drive, Hornchurch, Essex, RM11 3UR

Contact: Cliff Reynolds,
Position: Advocacy Co-ordinator

Tel: 01708 796600
Fax: 01708 796606
Email: cliff.reynolds@achaving.co.uk
Web:

Area covered:
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: North East London
Region: London

Why advocacy for older people is needed:

Havering has the highest proportion of older people in the London Boroughs. Advocacy helps to give older people a voice.

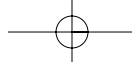
Number of older people receiving one-to-one advocacy: 130

Projects specifically for older people:

Project Name: General Advocacy
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 5



AGE CONCERN HILLINGDON

Globe House, Bentinck Road, West Drayton, UB7 7RQ

Contact: Margaret Fay
Position: Project Coordinator
Tel: 01895 431331
Fax: 01895 430045
Email: MFay@ageconcernhillingdon.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: North West London
Region: London

Why advocacy for older people is needed:

Advocacy is an independent support mechanism for older people in care homes who feel very isolated and most times experiencing a sense of loss and not being listened to.

Number of older people receiving one-to-one advocacy: 40

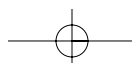
Projects specifically for older people:

Project Name: Advocacy in the Community
Funder: Community Trust
Started: Apr 2004
End date: Mar 2007

Project Name: Care Homes Advocacy
Funder: Community Trust
Started: Apr 2004
End date: Mar 2007

Staff and volunteers working in these projects:

Staff: 1.2
Volunteers: 3



AGE CONCERN KINGSTON-UPON-THAMES

14 Nelson Road, New Malden, KT3 5EA

Contact: Sheelah Watson
Position: Head of Services

Tel: 020 8942 8256
Fax: 020 8336 0322
Email: info@ageconcernkingston.org
Web: www.ageconcernkingston.org

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West London
Region: London

Why advocacy for older people is needed:

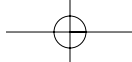
Number of older people receiving one-to-one advocacy: 100

Projects specifically for older people:

Project Name: Advice and Advocacy Service
Funder: Local Authority, PCT
Started: Apr 2003
End date: Mar 2006

Staff and volunteers working in these projects:

Staff: 2.75
Volunteers: 4



AGE CONCERN RICHMOND-UPON-THAMES

Meadows Hall, Church Road, Richmond, TW10 6LN

Contact: Linda Nelhams

Position:

Tel: 020 8940 9309

Fax: 020 8940 5744

Email: lindan@acrut.org.uk

Web:

Area covered:

Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West London

Region: London

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:

Funder:

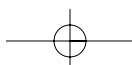
Started:

End date:

Staff and volunteers working in these projects:

Staff:

Volunteers:



AGE CONCERN SUTTON

Granfers Community Centre, 73-79 Oakhill Road, Sutton, Surrey, SM1 3AA

Contact: Clare Hooper
Position: Advocacy Coordinator
Tel: 020 8770 4091
Fax: 020 8770 4093
Email: chooper@ageconcernsutton.org.uk
Web: www.ageconcernsutton.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West London
Region: London

Why advocacy for older people is needed:

There are many older people who have no close family to help or support them. They often have major decisions to make and need to know what their choices are. They need support and reassurance to make clear what they want to others. Older people are often vulnerable and feel pressurised to make decisions. Advocacy gives the support they need to secure their rights.

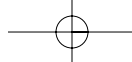
Number of older people receiving one-to-one advocacy: 28

Projects specifically for older people:

Project Name: Advocacy/Befriending Project
Funder: Bridgehouse Trust
Started: Apr 2004
End date: Mar 2007

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 8



AGE CONCERN WALTHAM FOREST

Zenith House, 210 Church Road, Leyton, London, E10 7JQ

Contact: Mr Ghulam Minhas
Position: Information, Advice and Advocacy Manager

Tel: 020 8558 0455
Fax: 020 8558 0383
Email: g.minhas@ageconcernwf.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: North East London
Region: London

Why advocacy for older people is needed:

To ensure older people's voices are heard.

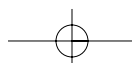
Number of older people receiving one-to-one advocacy: 15

Projects specifically for older people:

Project Name: Advocacy
Funder: Local Authority
Started: Nov 1995
End date: Ongoing

Staff and volunteers working in these projects:

Staff:
Volunteers:



BRENT ADVOCACY CONCERNS

Willesden Centre for Health And Care, Robson Avenue, Willesden Green, London, NW10 3RX

Contact: Richard Downes
Position: Coordinator

Tel: 020 8459 1493
Fax: 020 8451 7803
Email: bacrich154@yahoo.com
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: North West London
Region: London

Why advocacy for older people is needed:

Older people tend to take professional advice which is based on service provision rather than rights and preferences. They are therefore too often victimised through experiences of institutionalisation.

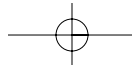
Number of older people receiving one-to-one advocacy: 59

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



BROMLEY ADVOCACY ALLIANCE

Unit G, Clan Works, 1A Howard Road, Bromley, Kent, BR1 3QJ

Contact: Stan Bradshaw
Position: Continuing Care Advocacy Service Manager

Tel: 020 8460 6712
Fax: 020 8460 6823
Email: bromleyadvocall@aol.com
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: South East London
Region: London

Why advocacy for older people is needed:

Older people, who often live alone, need help to voice their views in difficult situations.

Number of older people receiving one-to-one advocacy: 120

Projects specifically for older people:

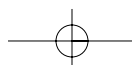
Project Name: Continuing Care Advocacy Service
Funder: PCT
Started: 1998
End date: Mar 2006 (review)

Project Name: Elders Choice Advocacy
Funder: Big Lottery, Local Authority, Charitable Trusts
Started: 2000
End date: Ongoing

Project Name: Financial Advocacy Service
Funder: Comic Relief
Started: 2002
End date: Mar 2006

Staff and volunteers working in these projects:

Staff: 3.5
Volunteers: 20



CAMBRIDGE HOUSE ADVOCACY

131 Camberwell Rd, London, SE5 0HF

Contact: Selma Omerkic
Position: Coordinator
Tel: 020 7703 0261
Fax: 020 7703 2612
Email: selma.omerkic@cambridgehouseandtalbot.org.uk
Web: www.cambridgehouseandtalbot.org.uk

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: South East London
Region: London

Why advocacy for older people is needed:

Advocacy can help older people take greater control over the decisions which affect their lives, express their needs, their opinions and aspirations for the future and help them access the resources and facilities available in the community.

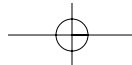
Number of older people receiving one-to-one advocacy: 40

Projects specifically for older people:

Project Name: Residential Care Advocacy Project
Funder: Local Authority
Started: Oct 2005
End date: Oct 2006

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 0



FIRST VOICE

Hanwell Community Centre, Westcott Crescent, London, W7 1PD

Contact: Gena Rennardson
Position: Advocacy Manager

Tel: 020 8833 7000

Fax:

Email: mail@firstvoice.org.uk

Web: www.firstvoice.org.uk

Area covered: Local Authority

Organisation type: Older People's Advocacy Organisation

SHA: North West London

Region: London

Why advocacy for older people is needed:

There seems to be a general feeling that people in residential care are supported and have a reasonable life. In our experience this is far from the case. Many people have concerns they are afraid to raise with staff. When someone has their views represented by advocacy, they feel empowered to express themselves and care staff are more alert to providing a quality service.

Number of older people receiving one-to-one advocacy: 11

Projects specifically for older people:

Project Name: Advocacy in Residential Care

Funder: Big Lottery

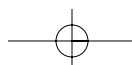
Started: Apr 2003

End date: Mar 2006

Staff and volunteers working in these projects:

Staff: 2

Volunteers: 7



HAMMERSMITH & FULHAM MIND

153 Hammersmith Road, London, W14 0QL

Contact: Paul Campbell
Position: Older People's Advocate

Tel: 020 8741 0661
Fax: 020 8563 8186
Email: enquiry@hf-mind.org
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: North West London
Region: London

Why advocacy for older people is needed:

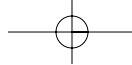
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name: Advocacy for Older People with Mental Health Problems and Dementia
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



KENSINGTON AND CHELSEA ADVOCACY ALLIANCE

Unit 8 Shaftesbury Centre, 85 Barlby Road, London, W10 6BN

Contact: Isis Amlak
Position: Director

Tel: 020 8960 5728
Fax: 020 8964 0143
Email: isis@kcadvocacy.com
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: North West London
Region: London

Why advocacy for older people is needed:

Many older people are less likely to receive services they need or their entitlements. Maybe because they are unable to express their views, or are not being listened to, or a combination of both. Effectively used, advocacy challenges inequality and can overcome barriers to social inclusion.

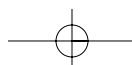
Number of older people receiving one-to-one advocacy: 30

Projects specifically for older people:

Project Name: Senior Residents Advocacy Project
Funder: Local Authority
Started: Apr 2004
End date: Mar 2007

Staff and volunteers working in these projects:

Staff: 0.5
Volunteers:



KINGSTON ADVOCACY GROUP

Siddeley House, 50 Canbury Park Road, Kingston upon Thames, KT2 6LX

Contact: Helen Clarke

Position: Director

Tel: 020 8549 1028

Fax:

Email: rights@kag.org.uk

Web: www.kag.org.uk

Area covered: Kingston upon Thames, Richmond upon Thames, mid-Surrey

Organisation type: Other Advocacy Organisation or Project

SHA: South West London

Region: London

Why advocacy for older people is needed:

To ensure that a vulnerable group's views and rights are upheld and voices heard.

Number of older people receiving one-to-one advocacy: 30

Projects specifically for older people:

Project Name:

Funder:

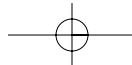
Started:

End date:

Staff and volunteers working in these projects:

Staff:

Volunteers:



LEWISHAM INDEPENDENT PENSIONERS' ADVOCACY

Goldsmiths Community Centre, Castillon Road, London, SE6 1QD

Contact: Eisbail Clements
Position: Coordinator

Tel: 020 8697 8553
Fax: 020 8697 8553
Email: easbailc@lipase6.fsnet.co.uk
Web:

Area covered: Local Authority
Organisation type: Older People's Advocacy Organisation

SHA: South East London
Region: London

Why advocacy for older people is needed:

It takes very little to affect change within the community where an elderly person lives. Local shop closes, old friends move away or into care, and strangers move in next door. All or one of these can cause a loss of confidence; consequently they become isolated and alone.

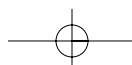
Number of older people receiving one-to-one advocacy: 5

Projects specifically for older people:

Project Name: Advocacy with Older People
Funder: Lewisham Pensioners' Forum, Local Authority
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 3



MIND IN BARNET

2 Schoolway, Woodhouse Road, North Finchley, London, N12 0RY

Contact: Paul Moore
Position: Advocacy Manager
Tel: 020 8906 7511
Fax:
Email: admin@mindinbarnet.org.uk
Web: www.mindinbarnet.org.uk

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: North Central London
Region: London

Why advocacy for older people is needed:

Older people are often unable to communicate their needs. An advocate can help.

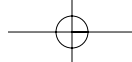
Number of older people receiving one-to-one advocacy: 20

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



NORTH EAST LONDON ADVOCACY

Goodmayes Hospital, Barley Lane, Essex, IG3 8XJ

Contact: Sheila Henry
Position: Service Development Manager

Tel: 020 8970 5731
Fax: 020 8970 5981
Email: sheila.henry@nela.org.uk
Web:

Area covered: Redbridge, Waltham Forest and Newham
Organisation type: Other Advocacy Organisation or Project

SHA: North East London
Region: London

Why advocacy for older people is needed:

Like other groups, older people have specific needs and issues.

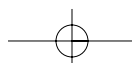
Number of older people receiving one-to-one advocacy: 30

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



NUBIAN LIFE RESOURCE CENTRE

50 Commonwealth Street, London, W12 7QR

Contact: Jazz Browne
Position: Capacity Building Manager
Tel: 020 8749 8017
Fax: 020 8749 5949
Email: jazzbrowne@nubian-life.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: North West London
Region: London

Why advocacy for older people is needed:

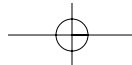
Number of older people receiving one-to-one advocacy: 10

Projects specifically for older people:

Project Name: Talking for Change – Advocacy with African & African-Caribbean Elders
Funder: King's Fund
Started: 2003
End date: 2006

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 3



RETHINK HILLINGDON

Unit 2, The Grand Union Office Park, Packet Boat Lane, Cowley, Middlesex, UB8 2GH

Contact: Christine Miles
Position: Mental Health Advocate – Older People

Tel: 01895 458 480
Fax:
Email: chris.miles@rethink.org
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: North West London
Region: London

Why advocacy for older people is needed:

Older people have the right to be heard and take part in any decision making process concerning them. There can be an imbalance in power between the older person's wishes and decisions and others involved in their care. Advocacy can help to redress this imbalance.

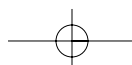
Number of older people receiving one-to-one advocacy: 19

Projects specifically for older people:

Project Name: Mental Health Advocacy Service
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers:



WESTMINSTER ADVOCACY SERVICE FOR SENIOR RESIDENTS

55 Dean Street, London, W1D 6AF

Contact: Irene Kohler
Position: Director

Tel: 020 7439 3131
Fax: 020 7297 9385
Email: info@wassr.org
Web: www.wassr.org

Area covered: Local Authority
Organisation type: Older People's Advocacy Organisation

SHA: North West London
Region: London

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy: 75

Projects specifically for older people:

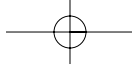
Project Name: Dementia Advocacy
Funder: Comic Relief, Department of Health
Started:
End date:

Project Name: Black and Minority Ethnic Outreach and Advocacy
Funder:
Started:
End date:

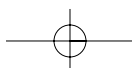
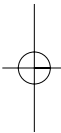
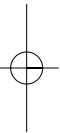
Project Name: Housing Advocacy
Funder:
Started:
End date:

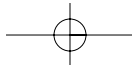
Staff and volunteers working in these projects:

Staff: 3.5
Volunteers: 10

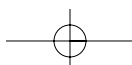
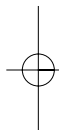
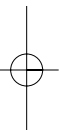


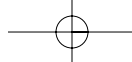
Mapping Older People's Advocacy in the English Regions





NORTH EAST





AGE CONCERN GATESHEAD

341-343 High Street, Gateshead, Tyne and Wear, NE8 1EQ

Contact: Mr Alan Davison
Position: Advocacy Coordinator
Tel: 0191 477 3559
Fax: 0191 478 5307
Email: advocacy@ageconcerngateshead.org.uk
Web: ageconcerngateshead.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Northumberland, Tyne & Wear
Region: North East

Why advocacy for older people is needed:

Advocacy is needed to empower those who are unused to having their voices heard and wishes acted upon. It is about redressing the balance of power to allow the older person to regain control of their lives and circumstances.

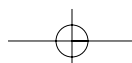
Number of older people receiving one-to-one advocacy: 50

Projects specifically for older people:

Project Name: Advocacy Partners
Funder: Local Authority
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 9



AGE CONCERN SUNDERLAND

Bradbury Centre, Stockton Road, Sunderland, SR2 7AQ

Contact: Rachel Blythe
Position: Advocacy Coordinator
Tel: 0191 514 1131
Fax: 0191 567 0378
Email: advocacy_acs@yahoo.co.uk
Web: www.acsunderland.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Northumberland, Tyne & Wear
Region: North East

Why advocacy for older people is needed:

The changing world can be a daunting place for anyone, but especially older people. Advocacy can help people to cope with changes and problems in their lives, and will ensure that they understand what is happening to them and why, and how they can feel happier with situations and make differences to their lives themselves.

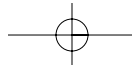
Number of older people receiving one-to-one advocacy: 50

Projects specifically for older people:

Project Name: Advocacy Service
Funder: Local Authority
Started: Jun 2004
End date: Apr 2006

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 6



INDEPENDENT ADVOCACY (NORTH TYNESIDE)

62 Howard Street, North Shields, North Tyneside, NE30 1AF

Contact: Amanda Gee
Position: Director

Tel: 0191 259 6662
Fax: 0191 296 3767
Email: amanda@advocacy-nt.freemove.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Northumberland, Tyne & Wear
Region: North East

Why advocacy for older people is needed:

Because some older people are vulnerable, isolated and struggle to speak up for themselves.

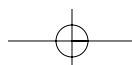
Number of older people receiving one-to-one advocacy: 29

Projects specifically for older people:

Project Name: Advocacy for Older People in Residential Care
Funder: Comic Relief
Started: May 2000
End date: May 2006

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 10



NEWCASTLE ADVOCACY CENTRE

Newcastle CVS, Mea House, Ellison Place, Newcastle upon Tyne, NE4 5NX

Contact: Jacqui Jobson
Position: Advocacy Centre Manager
Tel: 0191 232 7445
Fax: 0191 230 5640
Email: jacqui.jobson@cvsnewcastle.org.uk
Web: www.cvsnewcastle.org.uk

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Northumberland, Tyne & Wear
Region: North East

Why advocacy for older people is needed:

We have so many requests for citizen advocacy we are not able to promote the service for fear of being overwhelmed.

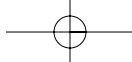
Number of older people receiving one-to-one advocacy: 26

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



STAMP REVISITED

St Luke's Hospital, Marton Road, Middlesbrough, TS4 3AF

Contact: Walter Southall
Position: Project Manager

Tel: 01642 283421
Fax: 01642 283422
Email: waltersouthall@stamprevisited.com
Web: www.stamprevisited.com

Area covered: Tees and North East Yorkshire Trust Boundaries
Organisation type: Other Advocacy Organisation or Project

SHA: County Durham and Tees Valley
Region: North East

Why advocacy for older people is needed:

As people get older they can often become isolated, vulnerable, less independent and have physical difficulties. One to one advocacy will help alleviate these problems.

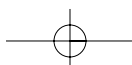
Number of older people receiving one-to-one advocacy: 9

Projects specifically for older people:

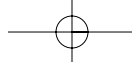
Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



NORTH WEST



ADVOCACY WEST LANCS

4 Church House, Park Road, Ormskirk, L39 3AJ

Contact: Andrew Potts
Position: Dementia Project Coordinator

Tel: 01695 579666
Fax: 01695 579682
Email: support@advocacy-westlancs.org.uk
Web: www.advocacy-westlancs.org.uk

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

Older people are often disempowered by the old fashioned concept of not arguing with professionals. There is blatant discrimination on the part of the NHS regarding providing treatment to older people, especially treatment that would increase quality of life.

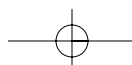
Number of older people receiving one-to-one advocacy: 18

Projects specifically for older people:

Project Name: Dementia Advocacy Pilot
Funder: Big Lottery
Started: October 2003
End date: April 2006

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 3



AGE CONCERN BARROW & DISTRICT

Lakeland House Abbey Road, Barrow-in-Furness, Cumbria, LA14 1XL

Contact: Kath Wilkes
Position: Older People's Champion
Tel: 01229 831425
Fax: 01229 822425
Email: advice.help@dsl.pipex.com
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

Older people are often vulnerable and isolated and disabled so getting their voices heard is difficult

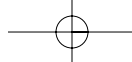
Number of older people receiving one-to-one advocacy: 38

Projects specifically for older people:

Project Name: Older People's Champion Silver Lynx
Funder: Help the Aged
Started:
End date: Jan 2008

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 1



AGE CONCERN CARLISLE & DISTRICT

20 Spencer Street, Carlisle, Cumbria, CA1 1BG

Contact: Ms Jennifer Lister
Position: Advocacy Coordinator
Tel: 01228 536673
Fax: 01228 633330
Email: jenniferlister@ac-carlisle.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

Older people can be marginalised by, or isolated from, society. They can feel unable to express their views effectively, or that their opinions are given little value. Advocacy support can help them speak out and restore or improve their confidence and self esteem. Clearly support is needed for the obvious, major issues, but it is just as important for small issues, such as redressing bad service from a shop, as these can eat away at self confidence and self esteem and destroy peace of mind.

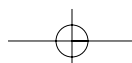
Number of older people receiving one-to-one advocacy: 19

Projects specifically for older people:

Project Name: Advocacy
Funder: Northern Rock
Started:
End date: May 2006

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 3



AGE CONCERN CHESHIRE

314 Chester Road, Hartford, Northwich, CW8 2AB

Contact: Alison Kettlewell
Position: Advocacy Manager

Tel: 01606 881660
Fax: 01606 881667
Email: alison.kettlewell@ageconcerncheshire.org.uk
Web: www.ageconcerncheshire.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Cheshire & Merseyside
Region: North West

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy: 201

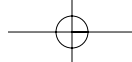
Projects specifically for older people:

Project Name: Older Persons' Mental Health Advocacy Service
Funder: Cheshire County Council
Started: Apr 1999
End date: Ongoing

Project Name: Older Persons' Advocacy Service
Funder: Opportunities for Volunteering
Started: Apr 2003
End date: Mar 2006

Staff and volunteers working in these projects:

Staff: 5
Volunteers: 35



AGE CONCERN MANCHESTER

Swan Buildings, 20 Swan Street, Manchester, M4 5JW

Contact: Sheila McIntosh
Position: Advocacy Manager
Tel: 0161 833 3944
Fax: 0161 833 3945
Email: sm.advocacy@silverservice.org.uk
Web: www.silverservice.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Greater Manchester
Region: North West

Why advocacy for older people is needed:

The advocacy service works with older people either in a care home or who are considering moving into a care home. It is often at this point that older people feel disempowered and unable to make their wishes/choices known to either professionals or in many cases family. An independent advocate enables them to regain control of their life, to make choices/decisions and, where necessary, to challenge professionals.

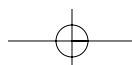
Number of older people receiving one-to-one advocacy: 70

Projects specifically for older people:

Project Name: Older Persons' Advocacy Service (Care Homes)
Funder: PCTs
Started: 2000
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 3
Volunteers:



AGE CONCERN OLDHAM

10 Church Lane, Oldham, OL1 3AN

Contact: Julie McBride
Position: Advocacy Coordinator
Tel: 0161 633 0213
Fax: 0161 620 6197
Email: advocacy.acoldham@btclick.com
Web: www.oldham-ageconcern.co.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Greater Manchester
Region: North West

Why advocacy for older people is needed:

Often decisions are made for vulnerable older people without asking what their views or wishes are. Staff are busy and don't always spend time explaining options. Budgets rather than the person are often a main consideration. Judgements are made usually at times of crisis or transition and there is limited continuity with staff changing and the person being transferred to different teams. The older person needs someone independent to represent them, enable or speak out on their behalf. The advocate can ask questions about the care and treatment the person is receiving, promoting high quality care. An advocate can ensure the person is treated as an individual to promote their independence as much as possible.

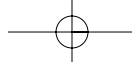
Number of older people receiving one-to-one advocacy: 8

Projects specifically for older people:

Project Name: Advocacy for People with Dementia
Funder: PCT
Started: Apr 2000
End date: Mar 2006

Staff and volunteers working in these projects:

Staff: 0.63
Volunteers: 0



AGE CONCERN PRESTON & SOUTH RIBBLE

Arkwright House, Stoneygate, Preston, PR1 3XT

Contact: Mrs Beverley Page-Banks
Position: Dementia Services Manager

Tel: 01772 552850
Fax: 01772 552866
Email: info@55plus.org.uk
Web: 55plus.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

Ageism exists in our society and has a profound effect on people who are not in a strong position to speak out for themselves. Advocacy is a way of supporting older people to enable them to have their voice heard so that their wishes and needs are known and their rights are represented.

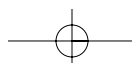
Number of older people receiving one-to-one advocacy: 20

Projects specifically for older people:

Project Name: Advocacy for people with dementia living in care homes
Funder: Opportunities for Volunteering
Started: Apr 2003
End date: Apr 2006

Staff and volunteers working in these projects:

Staff: 0.5
Volunteers: 10



AGE CONCERN SALFORD

47-51 Regent Street, Eccles, Manchester, M30 0BP

Contact: Dave Haynes
Position: Community Advocacy Manager
Tel: 0161 788 7300
Fax: 0161 707 9533
Email: dave.haynes@ageconcernsalford.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Greater Manchester
Region: North West

Why advocacy for older people is needed:

The effects of ageism in society can disadvantage older people. Services tailored to their needs go some way to redress this.

Number of older people receiving one-to-one advocacy: 30

Projects specifically for older people:

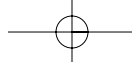
Project Name: Community Advocacy Project
Funder: Big Lottery
Started: 2005
End date: 2008

Project Name: Regeneration Advocacy (Seedley and Langworthy)
Funder: SRB5
Started: 2000
End date: 2006

Project Name: Regeneration Advocacy (Charlestown & Lower Kersal)
Funder: New Deal for Communities
Started: 2005
End date: 2007

Staff and volunteers working in these projects:

Staff: 5.1
Volunteers: 2



AGE CONCERN SOUTH LAKELAND

17 Finkle Street, Kendal, Cumbria, LA9 4AB

Contact: Mr Jeremy Richardson
Position: Information Services Manager
Tel: 01539 728118
Fax: 01539 732473
Email: jrichardson@ageconcernsl.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

We help older people get their voice heard and their wishes and aspirations respected.

Number of older people receiving one-to-one advocacy: 21

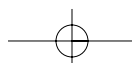
Projects specifically for older people:

Project Name: Generic Advocacy Service
Funder: Big Lottery
Started: Mar 2002
End date: Mar 2008

Project Name: Nursing and Residential Care Service
Funder: Big Lottery
Started: May 2002
End date: Mar 2008

Staff and volunteers working in these projects:

Staff: 2
Volunteers: 4



AGE CONCERN WIRRAL

42-44 Market Street, Birkenhead, Wirral, CH41 5BT

Contact: Jamie Anderson
Position: Senior Manager – Support Services
Tel: 0151 666 2220
Fax: 0151 650 0212
Email: jamieanderson@ageconcernwirral.org
Web: www.ageconcernwirral.org

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Cheshire & Merseyside
Region: North West

Why advocacy for older people is needed:

We are fully committed to helping older people to overcome some of the disadvantage and discrimination they encounter. Advocacy with older people is needed to ensure that they are able to represent their views, wishes, opinions and desires and to access the services and rights to which they are entitled.

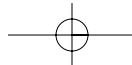
Number of older people receiving one-to-one advocacy: 125

Projects specifically for older people:

Project Name: Generic Advocacy
Funder: Wirral Borough Council
Started: 1990
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 2
Volunteers: 3



BLACKPOOL ADVOCACY

37 Springfield Road, Blackpool, FY1 1PZ

Contact: Sharon Worthington
Position: Manager
Tel: 01253 290049
Fax: 01253 290049
Email: admin@blackpooladvocacy.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

Older people may have particular needs which require a specialist knowledge and communication methods. It is important that their views are clearly represented to influence service provision.

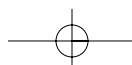
Number of older people receiving one-to-one advocacy: 25

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



BOLTON ADVOCACY FOR MENTAL HEALTH

MhIST, Deajon House, 30 Chorley New Road, Bolton, Lancs, BL1 4AP

Contact: Judith Price
Position: Advocacy Caseworker for Older People

Tel: 01204 366529
Fax: 01204 528311
Email: judith.price@mhist.co.uk
Web: www.mhist.co.uk

Area covered: Bolton
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Greater Manchester
Region: North West

Why advocacy for older people is needed:

Other people may think they know what's 'best' for older people, particularly those with dementia or mental health problems, but advocates respect the right of older people to make their own views and wishes known, ensure they are at the centre of the decision-making process and support them in their choices.

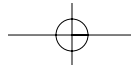
Number of older people receiving one-to-one advocacy: 15

Projects specifically for older people:

Project Name: Advocacy for Older People with Dementia or Functional Mental Health Problems
Funder: Comic Relief
Started: 2005
End date: 2008

Staff and volunteers working in these projects:

Staff: 0.5
Volunteers: 0



CHORLEY AND SOUTH RIBBLE CVS ADVOCACY SERVICE

78 Towngate, Leyland, PR25 2LR

Contact: Susan Martindale
Position: Advocacy Worker

Tel: 01772 490131
Fax: 01772 234 358
Email: c-sr.cvs@blueyonder.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

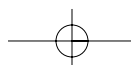
Number of older people receiving one-to-one advocacy: 4

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



EAST LANCS ADVOCACY

54 Blackburn Rd, Accrington, Lancs, BB5 1LE

Contact: Elizabeth Williams
Position: Manager

Tel: 01254 301030
Fax: 01254 301033
Email: elas@elas.org.uk
Web: www.elas.org.uk

Area covered:
Organisation type: Other Advocacy Organisation or Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

Older people are one of the most vulnerable groups of society and advocacy is a means of ensuring that they have a voice. Physical frailty and dementia issues compound their vulnerability, and many older people find themselves in situations and residential placements that are far from ideal. Older people can sometimes feel they are a burden and do not want to upset the status quo, and advocacy could help to demonstrate that they do and should matter.

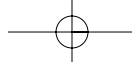
Number of older people receiving one-to-one advocacy: 28

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



HALTON CITIZEN ADVOCACY

The Old Police Station, Mersey Road, Runcorn, WA7 1DF

Contact: Wendy Bowden or Lorraine Simpson
Position: Coordinators

Tel: 01928 588514
Fax: 01928 588519
Email: info@haltonadvocacy.org.uk
Web: www.haltonadvocacy.org.uk

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Cheshire & Merseyside
Region: North West

Why advocacy for older people is needed:

We provide a generic advocacy service to adults in Halton. One growing area is adults living in residential homes, who can be supported to realise they have not been shunted into limbo – they still have the right to a quality service, each one is a person and has the right of choice.

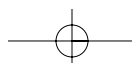
Number of older people receiving one-to-one advocacy: 35

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



KNOWSLEY PENSIONERS ADVOCACY & INFORMATION SERVICE

CVS Building, 149 Cherryfield Drive, Kirkby, L32 8SE

Contact: Patricia McCarthy
Position:

Tel: 0151 546 3088
Fax: 0151 548 6161
Email: pat_mccarthy@btconnect.com
Web: www.kpais.co.uk

Area covered: Local Authority
Organisation type: Older People's Advocacy Organisation

SHA: Cheshire & Merseyside
Region: North West

Why advocacy for older people is needed:

It is essential in ensuring older people are able to receive their full rights as citizens, so enhancing their quality of life.

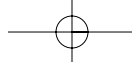
Number of older people receiving one-to-one advocacy: 7

Projects specifically for older people:

Project Name: General Advocacy
Funder: Big Lottery
Started: Feb 2004
End date: Jan 2007

Staff and volunteers working in these projects:

Staff: 2
Volunteers: 1



LANCASTER ADVOCACY

**Room B32 St. Leonards House
St. Leonard's House, St. Leonardgate, Lancaster, LA1 5FW**

Contact: Colin Potter
Position: Advocacy Manager

Tel: 01524 841845
Fax: 01524 841845
Email: Lancaster@advocacyproject.fsnet.co.uk
Web: www.lancasteradvocacy.org

Area covered:
Organisation type: Other Advocacy Organisation or Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

Older people can be particularly vulnerable. For example, some older clients may have gone straight into residential care from hospital. Older people may find it difficult to challenge doctors or social workers even when their treatment has been poor.

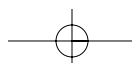
Number of older people receiving one-to-one advocacy: 5

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



LINK-AGE ADVOCACY PROJECT

c/o The Methodist Church, Lansdowne Road, Manchester, M8 5SF

Contact: Eileen Moor
Position: Development Worker

Tel: 0161 795 3591
Fax: 0161 795 3591
Email: info@link-age.org.uk
Web: www.link-age.org.uk

Area covered: North Manchester
Organisation type: Older People's Advocacy Organisation

SHA: Greater Manchester
Region: North West

Why advocacy for older people is needed:

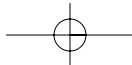
Number of older people receiving one-to-one advocacy: 21

Projects specifically for older people:

Project Name: Link-Age
Funder: PCT
Started: 1996
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 6



MANCHESTER INDIAN SENIOR CITIZENS CENTRE

16-18 Whalley Road, Whalley Range, Manchester, M16 8AB

Contact: Dr Daz
Position: Chief Advisor

Tel: 0161 232 0999
Fax: 0161 232 7272
Email: iscc@talk21.com
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Greater Manchester
Region: North West

Why advocacy for older people is needed:

Advocacy is a vital support service for older people

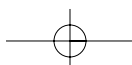
Number of older people receiving one-to-one advocacy: 6

Projects specifically for older people:

Project Name: Advocacy Project
Funder: Funding expired
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers: 1



PRESTON ADVOCACY

Preston Business Centre, Watling Street Road, Fulwood, Preston, PR2 8DY

Contact: Julie Newton
Position: Advocacy Service Manager
Tel: 01772 524469
Fax: 01772 524192
Email: prestonadvocacy@yahoo.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

Older people with dementia, particularly those without family or friends to support them, form an undemonstrative and undemanding group. Only through agencies such as ours can they be given the opportunity for inclusion and representation.

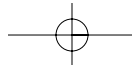
Number of older people receiving one-to-one advocacy: 25

Projects specifically for older people:

Project Name: Older Persons' Advocacy
Funder: Green & Lilian Ainsworth Family Benevolent Fund
Started: 2004
End date: 2006

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 5



ROCHDALE AND DISTRICT MIND

Good Hope Mill, 98 Bentick Street, Ashton-under-Lyne, OL6 7SS

Contact: Louise Carter
Position: Older Persons' Advocate

Tel: 0161 331 9053
Fax: 0161 308 3633
Email: tamesideproject@aol.com
Web: www.rochdalemind.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Greater Manchester
Region: North West

Why advocacy for older people is needed:

It is vital that older people have access to an independent advocate at times when even the most basic of rights such as where they live can be challenged by services. Having an independent advocate empowers the individual and ensures their voice is heard.

Number of older people receiving one-to-one advocacy: 18

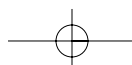
Projects specifically for older people:

Project Name: Rochdale Advocacy for Older People (Mental Health)
Funder: Rochdale MBC and PCT (1 day), Trust (1 day)
Started: Feb 2006
End date: Feb 2008

Project Name: Tameside Advocacy in Mind (Mental Health)
Funder: Tameside MBC, PCT
Started: Nov 2001
End date: Mar 2007

Staff and volunteers working in these projects:

Staff: 1.4
Volunteers:



SEFTON PENSIONERS ADVOCACY CENTRE

7 Yellowhouse Lane, Southport, PR8 1ER

Contact: Andrew Booth
Position: Director
Tel: 01704 538 411
Fax: 01704 542 413
Email: andrew@spacadvocacy.org.uk
Web:

Area covered: Local Authority
Organisation type: Older People's Advocacy Organisation

SHA: Cheshire & Merseyside
Region: North West

Why advocacy for older people is needed:

Older people are amongst the most discriminated against groups within our society. We see advocacy as a means of empowerment for older people and as a vehicle for taking older peoples' voices forward in the strategic arena.

Number of older people receiving one-to-one advocacy: 178

Projects specifically for older people:

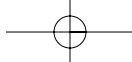
Project Name: Dementia Project
Funder: Tudor Trust/Help the Aged
Started: Apr 1998
End date: Apr 2007

Project Name: Functional Mental Health Advocacy
Funder: Big Lottery
Started: Apr 2002
End date: Apr 2007

Project Name: General Advocacy
Funder: PCTs, Sefton MBC
Started: Apr 1998
End date: Apr 2007

Project Name: GP Surgeries Project
Funder: Opportunities for Volunteering
Started: Jun 2003
End date: Jun 2006

Project Name: Mental Health and Housing
Funder: Housing Associations Charitable Trust
Started: Jun 2003



Mapping Older People's Advocacy in the English Regions

End date: Jun 2006

Project Name: Nursing Fees/Care Packages/Continuing Care Project

Funder: PCTs, Sefton MBC

Started: Apr 2002

End date: Apr 2007

Project Name: Volunteer Advocacy

Funder: PCTs, Sefton MBC

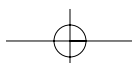
Started: Apr 1999

End date: Apr 2007

Staff and volunteers working in these projects:

Staff: 6

Volunteers: 30



TAMESIDE CITIZENS' ADVICE BUREAU

9 George Street, Ashton Under Lyne, OL6 6AQ

Contact: Nigel Morgan
Position: Projects Manager
Tel: 0161 330 2156
Fax: 0161 331 2955
Email: nigel@tamesidecab.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Greater Manchester
Region: North West

Why advocacy for older people is needed:

Individuals accessing residential or nursing care face the prospect of leaving their homes, old neighbours and friends. Many are in a very vulnerable and traumatised state. It is far too easy for them to be rushed, and sometimes forced, into making a decision. Our advocacy section aims to ensure that the voice of the individual is heard and their views receive paramount attention at the time the decision is made.

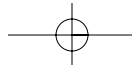
Number of older people receiving one-to-one advocacy: 70

Projects specifically for older people:

Project Name: Advocacy for Older People placed by Tameside MBC in Residential and Nursing Care in Tameside
Funder: Tameside MBC
Started: 1995
End date: 2009

Staff and volunteers working in these projects:

Staff: 2
Volunteers: 0



THE GENERATION PROJECT

Bungalow Annex, c/o 187 Grey Mare Lane, Beswick, Manchester, M11 3ND

Contact: Graham Williams
Position: Advocacy and Information Worker
Tel: 0161 230 6789
Fax: 0161 230 6655
Email: gwilliams@careandrepair-manchester.org.uk
Web: www.careandrepair-manchester.org.uk

Area covered: Two Manchester wards covering Beswick, Bradford, Clayton & Openshaw
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Greater Manchester
Region: North West

Why advocacy for older people is needed:

Older people can be vulnerable, disadvantaged and discriminated against and may need/want support putting over their views, accessing services and securing rights. They may not be listened to, they may lack resources to put over their case (time, energy, knowledge, equipment, confidence), they may just like having someone on their side supporting them to make their case.

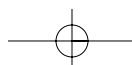
Number of older people receiving one-to-one advocacy: 14

Projects specifically for older people:

Project Name: Generation Project
Funder: Beacons for a Brighter Future, Supporting People & Housing Market
Renewal:
Started: Aug 2002
End date: Mar 2007

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 0



WYRE AND FYLDE ADVOCACY

21 The Square, St Annes Road West, St Annes, FY8 1SB

Contact: Colette Garsyth
Position: Advocacy Coordinator
Tel: 01253 781301
Fax: 01253 781333
Email: admin@wfadvocacy.co.uk
Web: www.wfadvocacy.co.uk

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Cumbria and Lancashire
Region: North West

Why advocacy for older people is needed:

Many older people we work with are afraid or unsure about their rights. Redressing the unequal balance of power between older people and service providers is essential to creating choice, independence and equal opportunity.

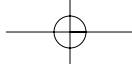
Number of older people receiving one-to-one advocacy: 13

Projects specifically for older people:

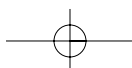
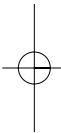
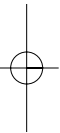
Project Name:
Funder:
Started:
End date:

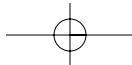
Staff and volunteers working in these projects:

Staff:
Volunteers:

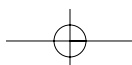
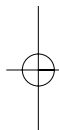
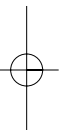


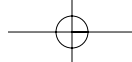
Mapping Older People's Advocacy in the English Regions





SOUTH EAST





AGE CONCERN BERKSHIRE

St Andrews House, Wilton Road, Reading, Berkshire, RG30 2SS

Contact: John Roberts
Position: Advocacy Manager
Tel: 0118 959 4242
Fax: 0118 956 9403
Email: john@acberk.org
Web: www.acberkshire.org.uk

Area covered: Berkshire
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Thames Valley
Region: South East

Why advocacy for older people is needed:

There are lots of older people with no relatives or none living locally. Many of these people need help accessing services to maintain their quality of life.

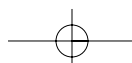
Number of older people receiving one-to-one advocacy: 50

Projects specifically for older people:

Project Name: Advocacy
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 25



AGE CONCERN BUCKINGHAMSHIRE

145 Meadowcroft, Aylesbury, Buckinghamshire, HP19 9HH

Contact: Carol Older
Position: Advocacy Manager

Tel: 01296 431911
Fax: 01296 330783
Email: advocacy@ageconcernbucks.org.uk
Web: www.ageconcernbucks.org.uk

Area covered: Buckinghamshire (not Milton Keynes)
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Thames Valley
Region: South East

Why advocacy for older people is needed:

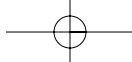
Number of older people receiving one-to-one advocacy: 34

Projects specifically for older people:

Project Name: Advocacy
Funder: County Council
Started: Apr 2005
End date: Mar 2006

Staff and volunteers working in these projects:

Staff: 3
Volunteers: 18



AGE CONCERN EAST SUSSEX

54 Cliffe High Street, Lewes, East Sussex, BN7 2AN

Contact: Mr Stephen Giles
Position: Advocacy Co-ordinator
Tel: 01273 476704
Fax: 01273 486833
Email: advocacy@ageconcern-eastsussex.org.uk
Web:

Area covered:
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Surrey and Sussex
Region: South East

Why advocacy for older people is needed:

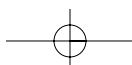
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



AGE CONCERN MILTON KEYNES

The Peartree Centre, 1 Chadds Lane, Milton Keynes, MK6 3EB

Contact: Jan Kendall
Position: Mental Health Advocacy Officer

Tel: 01908 550700
Fax: 01908 557899
Email: info@ageconcernmk.org.uk
Web: www.ageconcernmk.org.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Thames Valley
Region: South East

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy: 52

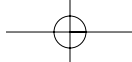
Projects specifically for older people:

Project Name: General Advocacy
Funder: Reserves
Started: 1998
End date: Ongoing

Project Name: Mental Health Advocacy
Funder: Opportunities for Volunteering, Reserves
Started: Apr 2004
End date: Apr 2007

Staff and volunteers working in these projects:

Staff: 3
Volunteers: 15



AGE CONCERN SLOUGH

c/o Kingsway United Reform Church, Church Street, Slough, SL1 1SZ

Contact: Les Bullion

Position:

Tel: 01753 521444

Fax: 01753 521141

Email: clare@acslough.org.uk

Web:

Area covered:

Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Thames Valley

Region: South East

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:

Funder:

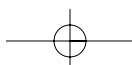
Started:

End date:

Staff and volunteers working in these projects:

Staff:

Volunteers:



AGE CONCERN SURREY

Rex House, William Road, Guildford, Surrey, GU1 4QZ

Contact: Mrs Margaret Hill
Position: Advocacy Manager
Tel: 01483 446644
Fax: 01483 454614
Email: margaret@acsurrey.org.uk
Web:

Area covered: Surrey
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Surrey and Sussex
Region: South East

Why advocacy for older people is needed:

Older age brings many changes and challenges. Many older people feel disempowered in dealing with these events.

Number of older people receiving one-to-one advocacy: 120

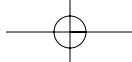
Projects specifically for older people:

Project Name: Advocacy in Care Homes and Hospitals
Funder:
Started:
End date: 2007

Project Name: General Advocacy
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 16



AGE CONCERN WEST SUSSEX

Suite 2, Anchor Springs, Littlehampton, West Sussex, BN17 6BP

Contact: Ms Shirley Lawrence
Position: Advocacy Manager
Tel: 01903 738301
Fax: 01903 738300
Email: shirley@acwestsussex.org
Web:

Area covered:
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Surrey and Sussex
Region: South East

Why advocacy for older people is needed:

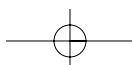
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



ALL-AGE DEMENTIA ADVOCACY PROJECT

Barton Community Centre, Underhill Circus, Oxford, OX3 9LY

Contact: Ginny Black
Position: Advocacy Worker
Tel: 01865 742745
Fax: 01865 741200
Email: adapt1@btopenworld.com
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Thames Valley
Region: South East

Why advocacy for older people is needed:

Because too many assumptions are made about people without giving them the opportunity to voice their own wishes, opinions and concerns. Advocacy can help redress this imbalance.

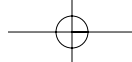
Number of older people receiving one-to-one advocacy: 9

Projects specifically for older people:

Project Name: Dementia Advocacy
Funder: County Council
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 1



ANDOVER ADVOCACY ALLIANCE

2nd Floor East Wing, Wessex Chambers, South Street, Andover, SP10 2BN

Contact: Roland Matthews
Position: Manager

Tel: 01264 336380
Fax: 01264 353010
Email: andoveradvocacy@freenet.co.uk
Web: www.tvcs.org.uk

Area covered: North West Hampshire
Organisation type: Other Advocacy Organisation or Project

SHA: Hampshire and Isle of Wight
Region: South East

Why advocacy for older people is needed:

As a group that is vulnerable and discriminated against, older people need active representation and support.

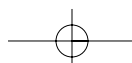
Number of older people receiving one-to-one advocacy: 20

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



CITIZENS RIGHTS FOR OLDER PEOPLE (CROP)

Barham Court Business Centre, Teston, Maidstone, Kent, ME18 5BZ

Contact: Charles Stewart
Position: District Coordinator

Tel: 01622 812228
Fax:
Email: crop-maidstone@tiscali.co.uk

Area covered: County of Kent
Organisation type: Older People's Advocacy Organisation

SHA: Kent and Medway
Region: South East

Why advocacy for older people is needed:

Senior citizens frequently have their personal rights and aspirations overlooked or ignored by the community at large. They need personal support to reach decisions affecting their personal well-being and rights as citizens.

Number of older people receiving one-to-one advocacy: 52

Projects specifically for older people:

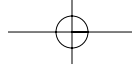
Project Name: General Advocacy Ashford and District
 Funder: PCT
 Started: 2000
 End date: May 2006

Project Name: General Advocacy Canterbury and Thanet District
 Funder: Local Authority
 Started: 4
 End date: 40

Project Name: General Advocacy Maidstone and District
 Funder: Local Authority
 Started: 1994
 End date: Ongoing

Staff and volunteers working in these projects:

Staff: 4
 Volunteers: 40



EAST HAMPSHIRE ADVOCACY SCHEME

The Tilmore Centre, 1 Tilmore Road, Petersfield Hampshire, GU32 2HG

Contact: Richard Tickner
Position: Coordinator

Tel: 01730 233345
Fax: 01730 710522
Email: ehasadvocacy@aol.com
Web:

Area covered: East Hampshire
Organisation type: Other Advocacy Organisation or Project

SHA: Hampshire and Isle of Wight
Region: South East

Why advocacy for older people is needed:

Our district contains a large proportion of pensioners living alone. Nearly half live in rural parishes with poor transport, dwindling services, lots of isolation and loneliness. There is no funding available from local authorities though they are our main referrers.

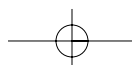
Number of older people receiving one-to-one advocacy: 36

Projects specifically for older people:

Project Name: Advocacy with Older People
Funder: Big Lottery
Started: Jul 2004
End date: Jun 2007

Staff and volunteers working in these projects:

Staff: 0.5
Volunteers: 10



MATRIX ADVOCACY SERVICES

2 The Green North Waltham, Hampshire, RG25 2BQ

Contact: Donna Moffat
Position: Project Coordinator

Tel: 01256 398928
Fax: 01256 398929
Email: donna@matrixsdt.com
Web: www.matrixsdt.com

Area covered: Hounslow, North West Surrey
Organisation type: Other Advocacy Organisation or Project

SHA: Hampshire and Isle of Wight
Region: South East

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy: 23

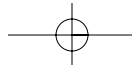
Projects specifically for older people:

Project Name: Advocacy Service for Older People in North West Surrey Hospitals
Funder: NHS Trust, PCT
Started: 1999
End date:

Project Name: Advocacy Service for Older People in West Middlesex Hospital
Funder: PCT
Started: 2002
End date:

Staff and volunteers working in these projects:

Staff: 1.5
Volunteers:



MIND IN BRIGHTON AND HOVE

79 Buckingham Road, Brighton, East Sussex, BN1 3RJ

Contact: Caroline Donovan
Position: Advocate – Older People (Functional Mental Health)

Tel: 01273 720 371
Fax: 01273 771 253
Email: carolinedonovan@mindcharity.co.uk
Web: www.mindcharity.co.uk

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Surrey and Sussex
Region: South East

Why advocacy for older people is needed:

To ensure that older people understand their rights and are in control of the decision-making process.

Number of older people receiving one-to-one advocacy: 25

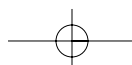
Projects specifically for older people:

Project Name: Dementia Advocacy Service
Funder: PCT, Comic Relief
Started: Jul 1998
End date: 2009

Project Name: Over 65 Functional Mental Health
Funder: PCT
Started: 1991
End date: 2008

Staff and volunteers working in these projects:

Staff: 2
Volunteers: 2



SENIOR ADVOCACY

Portman House, 53 Millbrook Road East, Southampton, SO15 1HN

Contact: Celia Hutton
Position: Coordinator
Tel: 023 80238155
Fax: Not known
Email: senioradvocacy@wordserf.com
Web:

Area covered: Local Authority
Organisation type: Older People's Advocacy Organisation

SHA: Hampshire and Isle of Wight
Region: South East

Why advocacy for older people is needed:

Often older people find it difficult to be heard. They may lack confidence to express themselves, or find that people just do not listen to them.

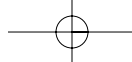
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name: Advocacy
Funder:
Started: Jan 2006
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers:



WINCHESTER DISTRICT ADVOCACY PROJECTS

The Winchester Centre, 68 St George's Street, Winchester, SO23 8AH

Contact: Dave Capps
Position: Manager

Tel: 01962 848 023
Fax: 01962 848 029
Email: dcapps@waca.org.uk
Web: www.waca.org.uk

Area covered:
Organisation type: Other Advocacy Organisation or Project

SHA: Hampshire and Isle of Wight
Region: South East

Why advocacy for older people is needed:

A frequently forgotten and ignored sector. Older people have the same right to be heard as everyone else.

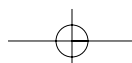
Number of older people receiving one-to-one advocacy: 4

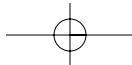
Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

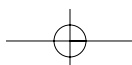
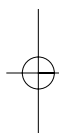
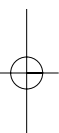
Staff and volunteers working in these projects:

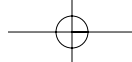
Staff:
Volunteers:





SOUTH WEST





ADVOCACY IN SOMERSET

3 Quadrant Court, Middle Street, Taunton, Somerset, TA1 1SJ

Contact: Tim Smoldon
Position: Senior Advocate

Tel: 01823 324762
Fax: 01823 272195
Email: advocacyinsomerset.2@virgin.net
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Dorset and Somerset
Region: South West

Why advocacy for older people is needed:

Anyone who is marginalised or lacking a voice should have the help of someone who can help them voice their needs, wants and concerns. This applies as much to older people as it does to any other citizen. We provide an advocacy service for in-patients of mental health units of any age.

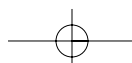
Number of older people receiving one-to-one advocacy: 5

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



ADVOCACY WORKS

The Independent Living Centre, St George's Road, Semington, Wiltshire, BA14 6JQ

Contact: Terri Williams
Position: Joint Manager
Tel: 01225 344959
Fax: 01380 870121
Email: advocacy.works@tiscali.co.uk
Web: www.advocacyworks.org.uk

Area covered: Kennet, North & West Wiltshire
Organisation type: Other Advocacy Organisation or Project

SHA: Avon, Gloucestershire and Wiltshire
Region: South West

Why advocacy for older people is needed:

Our experience of advocacy for people with mental health problems has shown that older people can be particularly vulnerable to having their rights, interests and needs overlooked or ignored. Access to information, the right to choose how they live or where and what risks they are prepared to accept is often denied them. Professionals, relatives and carers can all take control over a person's life, acting from their own view of what's best and disregarding the older person's wishes. Advocacy can help change all this, while also promoting inclusion, equality and social justice.

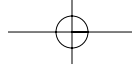
Number of older people receiving one-to-one advocacy: 6

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



AGE CONCERN CORNWALL & THE ISLES OF SCILLY

Boscawen House, Chapel Hill, Truro, TR1 3BN

Contact: Jackie Greenbrook
Position: Head of Information and Advocacy

Tel: 01872 264370
Fax: 01872 276 479
Email: acc@ageconcerncornwall.org.uk
Web: www.ageconcerncornwall.org.uk

Area covered: Cornwall and Isles of Scilly
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West Peninsula
Region: South West

Why advocacy for older people is needed:

We seek to assist people to access the information they want when they need it, together with support to understand their rights and make informed decisions.

Number of older people receiving one-to-one advocacy: 200

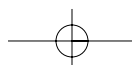
Projects specifically for older people:

Project Name: Advocacy Service
Funder: County Council
Started:
End date: Ongoing

Project Name: Review Visitor Service (Advocacy for People in Residential or Dementia Care)
Funder: County Council
Started:
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 2.5
Volunteers: 40



AGE CONCERN DEVON

6/7 Southernhay West, Exeter, Devon, EX1 1JG

Contact: Helen Morse
Position: Advocacy Manager
Tel: 01392 250085
Fax: 01392 435421
Email: info@ageconcerndevon.co.uk
Web:

Area covered: Devon
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West Peninsula
Region: South West

Why advocacy for older people is needed:

Older people need a voice and support to get their needs met.

Number of older people receiving one-to-one advocacy: 135

Projects specifically for older people:

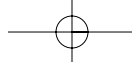
Project Name: East Devon Advocacy
Funder: Reserves, Care Direct
Started: 1992
End date:

Project Name: South Hams Advocacy
Funder: Age Concern England
Started: Jun 2005
End date: Apr 2006

Project Name: Teignbridge Advocacy
Funder: Reserves, Care Direct
Started: 1998
End date:

Staff and volunteers working in these projects:

Staff: 3
Volunteers: 25



AGE CONCERN EXETER

138 Cowick Street, Exeter, Devon, EX4 1HS

Contact: Patsy Climie
Position: Information, Advice and Advocacy Services Manager

Tel: 01392 202092
Fax: 01392 270470
Email: p.climie@ageconcernexeter.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West Peninsula
Region: South West

Why advocacy for older people is needed:

People who are housebound are at a tremendous disadvantage in fighting their corner on almost any issue. Older people and their carers face a lot of discrimination, especially within statutory services.

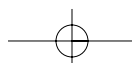
Number of older people receiving one-to-one advocacy: 3

Projects specifically for older people:

Project Name: General Advocacy
Funder: Big Lottery
Started: Feb 2006
End date: Jan 2009

Staff and volunteers working in these projects:

Staff:
Volunteers:



AGE CONCERN FOREST OF DEAN

1 Goscox Court, Hill Street, Lydney, GL15 5HJ

Contact: Ms Caroline Young
Position: Advocacy Coordinator
Tel: 01594 845621
Fax: 01594 845621
Email: ageconcern.forestofdean@virgin.net
Web:

Area covered: Forest of Dean
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Avon, Gloucestershire and Wiltshire
Region: South West

Why advocacy for older people is needed:

Older people can often feel intimidated by the "system". Historically, a close knit family unit looked after each other. But with families often living far apart more older people are isolated and alone, lacking the confidence to cope with any problems they might encounter.

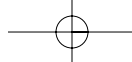
Number of older people receiving one-to-one advocacy: 6

Projects specifically for older people:

Project Name: Advocacy Service
Funder: Big Lottery, Barnwood House Trust
Started: Jul 2002
End date: Jul 2008

Staff and volunteers working in these projects:

Staff: 0.8
Volunteers: 5



AGE CONCERN OKEHAMPTON & TORRIDGE

2 Crediton Road, Okehampton, Devon, EX20 3BD

Contact: Rev Barrie Duke

Position: Chief Officer

Tel: 01837 55838

Fax:

Email: advocacy@acot.org.uk

Web: www.acot.org.uk

Area covered: North West Devon

Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West Peninsula

Region: South West

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy: 2

Projects specifically for older people:

Project Name: Advocacy

Funder:

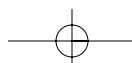
Started:

End date:

Staff and volunteers working in these projects:

Staff:

Volunteers: 1



AGE CONCERN SOMERSET

The Market House, Fore Street, Taunton, TA1 1JD

Contact: Sue Came
Position: Advocacy Services Manager

Tel: 01823 326212
Fax: 01823 324128
Email: info@ageconcernsomerset.org.uk
Web: www.ageconcernsomerset.org.uk

Area covered: Somerset and North Somerset
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Dorset and Somerset
Region: South West

Why advocacy for older people is needed:

To provide independent and impartial help and support to deal with problems and issues affecting older people's lives.

Number of older people receiving one-to-one advocacy: 125

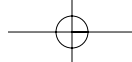
Projects specifically for older people:

Project Name: General Advocacy in North Somerset
Funder: Local Authority
Started: Sep 2005
End date: Ongoing

Project Name: General Advocacy
Funder: County Council
Started: Apr 2003
End date: Ongoing

Staff and volunteers working in these projects:

Staff:
Volunteers: 40



AGE CONCERN SWINDON

1 Milton Road, Swindon, Wiltshire, SN1 5JE

Contact: Julia Mahoney
Position: Advocacy Coordinator
Tel: 01793 692166
Fax: 01793 485011
Email: juliamahoney@ageconcernswindon.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Avon, Gloucestershire and Wiltshire
Region: South West

Why advocacy for older people is needed:

Advocacy is important to support and enable older people to express their needs and views and have their voices heard. In many cases advocacy improves quality of life.

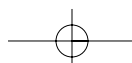
Number of older people receiving one-to-one advocacy: 3

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers: 5



AGE CONCERN TIVERTON & DISTRICT

Beck House, Beck's Square, Tiverton, Devon, EX16 6PJ

Contact: Wendy Heley
Position: Information, Advice & Advocacy Officer

Tel: 01884 242052
Fax: 01884 251333
Email: wendyheley@ageconcerntiverton.org.uk
Web:

Area covered: Mid Devon
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West Peninsula
Region: South West

Why advocacy for older people is needed:

Older people will often back away from authority and not challenge decisions. We help them to do this.

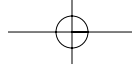
Number of older people receiving one-to-one advocacy: 30

Projects specifically for older people:

Project Name: Advocacy
Funder: PCT, Local Authority
Started: 2006
End date: 2007

Staff and volunteers working in these projects:

Staff: 1.5
Volunteers: 12



AGE CONCERN TORBAY

4 Dendy Road, Paignton, Devon, TQ4 5DB

Contact: Jowana Lamb
Position: Advocacy Coordinator
Tel: 01803 406973
Fax: 01803 213395
Email: advocacy@ageconcerntorbay.org.uk
Web: www.ageconcerntorbay.org.uk

Area covered: Torbay
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South West Peninsula
Region: South West

Why advocacy for older people is needed:

Support can make all the difference to older people being able to live their lives in the way they would like and enabling them to take their rightful place in society. The provision of clear information about rights and entitlements plays an important part. For many, advocacy is vital, and covers a wide range of issues including access to services, understanding and accessing information, and safeguarding quality of care and social needs.

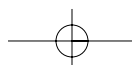
Number of older people receiving one-to-one advocacy: 14

Projects specifically for older people:

Project Name: Advocacy with Older People
Funder: Comic Relief
Started: Apr 2004
End date: Apr 2007

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 2



CITIZEN ADVOCACY TRUST GLOUCESTERSHIRE

G2, Unit 13, Salmon Springs Estate, Cheltenham Road, Stroud, Gloucestershire, GL6 6NU

Contact: Den Donnelly
Position: County Coordinator
Tel: 01453 753597
Fax:
Email: citizenadvocacyinstroud@connectfree.co.uk
Web:

Area covered: Local Authority (Stroud)
Organisation type: Other Advocacy Organisation or Project

SHA: Avon, Gloucestershire and Wiltshire
Region: South West

Why advocacy for older people is needed:

Many older people are isolated, disempowered and unaware of their rights and entitlements, which can make them particularly vulnerable.

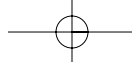
Number of older people receiving one-to-one advocacy: 9

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



GLOUCESTERSHIRE OLDER PERSONS' ASSEMBLY

14b Norbury Avenue, Matson, Gloucester, GL4 6AH

Contact: Jeannette Bates
Position: Advocacy Coordinator

Tel: 01452 332830
Fax: 01452 312800
Email: advocacy@gopa.org.uk
Web: www.gopa.org.uk

Area covered: Gloucestershire (apart from the Forest of Dean)
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Avon, Gloucestershire and Wiltshire
Region: South West

Why advocacy for older people is needed:

Many older people are unable or unwilling to speak up for themselves and as a result they will often tolerate situations or services that are inappropriate and could even be to their detriment.

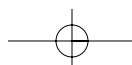
Number of older people receiving one-to-one advocacy: 14

Projects specifically for older people:

Project Name: Advocacy
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 14



HELP & CARE ADVOCACY SERVICE

The Pokesdown Centre, 896 Christchurch Road, Pokesdown, Bournemouth, Dorset, BH7 6DL

Contact: Keri Harrison
Position: Community Support Manager

Tel: 0845 422020
Fax: 01202 432299
Email: keri-harrison@helpandcare.org.uk
Web: www.helpandcare.org.uk

Area covered: Bournemouth, Poole, Christchurch
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Dorset and Somerset
Region: South West

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy: 43

Projects specifically for older people:

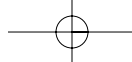
Project Name: Distress and Wellbeing
Funder: Department of Health
Started: Nov 2003
End date: Mar 2006

Project Name: General Advocacy
Funder: PCT
Started:
End date: Mar 2008

Project Name: Housing Options
Funder: Big Lottery
Started: May 2005
End date: Nov 2006

Staff and volunteers working in these projects:

Staff: 4
Volunteers: 20



SOUTH WILTSHIRE ADVOCACY NETWORK

26 Milford Street, Salisbury, Wiltshire, SP1 2AP

Contact: Jane Capper
Position: Manager

Tel: 01722 341851
Fax: 01722 342379
Email: jane@swanadvocacy.org.uk
Web: www.swanadvocacy.org.uk

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: Avon, Gloucestershire and Wiltshire
Region: South West

Why advocacy for older people is needed:

A number of older people now do not have relatives living nearby. We have found that financial abuse of the elderly is on the increase.

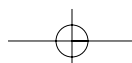
Number of older people receiving one-to-one advocacy: 15

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



WILTSHIRE OLDER PEOPLE'S ADVOCACY

Independent Living Centre, St Georges Rd, Semington, Wiltshire, BA14 6JQ

Contact: Zan Taverner
Position: Coordinator
Tel: 01380 871138
Fax:
Email: zantaverner@hotmail.com
Web:

Area covered: North Wiltshire, West Wiltshire, & part of Kennet (around Devizes)
Organisation type: Older People's Advocacy Organisation

SHA: Avon, Gloucestershire and Wiltshire
Region: South West

Why advocacy for older people is needed:

For those without family or friends who face difficult decisions.

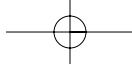
Number of older people receiving one-to-one advocacy: 9

Projects specifically for older people:

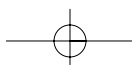
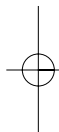
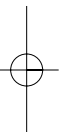
Project Name: Wiltshire Older People's Advocacy Service
Funder: Wiltshire County Council
Started: 1997
End date: Sep 2006

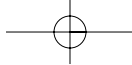
Staff and volunteers working in these projects:

Staff: 0.5
Volunteers: 5

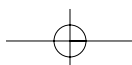
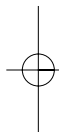
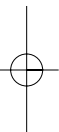


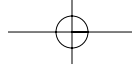
Mapping Older People's Advocacy in the English Regions





WEST MIDLANDS





AGE CONCERN COVENTRY

7 Warwick Row, Coventry, CV1 1EX

Contact: Ms Sandra Williams
Position: Advocacy and Appointeeship Manager

Tel: 024 7663 4600
Fax: 024 7663 4620
Email: Sandra@Williams759.fsbusiness.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: West Midlands South
Region: West Midlands

Why advocacy for older people is needed:

Most of the people who come to us are very vulnerable and need assistance with problems that are often very complex.

Number of older people receiving one-to-one advocacy: 80

Projects specifically for older people:

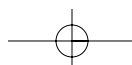
Project Name: Financial Advocacy
Funder: Local Authority
Started: Apr 2005
End date: Ongoing

Project Name: General Advocacy
Funder: Local Authority
Started: Apr 1996
End date: Ongoing

Project Name: Hospital Advocacy
Funder: Local Authority
Started: Feb 2005
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 3
Volunteers: 7



AGE CONCERN KINGSTANDING

Seymour Day Care Centre, Shaftesbury House, Princess Alice Drive, Sutton Coldfield, B73 6RD

Contact: Jackie Dray
Position: Advocate

Tel: 0121 354 8635
Fax: 0121 355 1959
Email: age_concern@hotmail.com
Web:

Area covered:
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Birmingham and the Black Country
Region: West Midlands

Why advocacy for older people is needed:

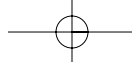
Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



AGE CONCERN SHROPSHIRE, TELFORD & WREKIN

3 Mardol Gardens, Shrewsbury, SY1 1PR

Contact: Gaynor Evans
Position: Senior Advocacy Officer
Tel: 01743 357748
Fax: 01743 248848
Email: acadvocacy@btconnect.com
Web:

Area covered: Two local authorities
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Shropshire and Staffordshire
Region: West Midlands

Why advocacy for older people is needed:

To enable, represent and support older people in times of crisis.

Number of older people receiving one-to-one advocacy: 100

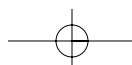
Projects specifically for older people:

Project Name: General Advocacy
Funder: Local Authorities
Started:
End date: Ongoing

Project Name: Mental Health at Shelton Hospital
Funder: PCT
Started: Apr 2004
End date: Mar 2006

Staff and volunteers working in these projects:

Staff: 1.5
Volunteers: 17



AGE CONCERN WALSALL

50 Lower Hall Lane, Walsall, WS1 1RJ

Contact: Advocacy Manager

Position:

Tel: 01922 638825

Fax: 01922 615713

Email: advocacy@ageconcernwalsall.org.uk

Web:

Area covered:

Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Birmingham and the Black Country

Region: West Midlands

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:

Funder:

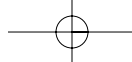
Started:

End date:

Staff and volunteers working in these projects:

Staff:

Volunteers:



AGE CONCERN WOLVERHAMPTON

Hupton House, 93/94 Darlington Street, Wolverhampton, WV1 4EX

Contact: Dennis Kennedy
Position: Manager Intermediate Services
Tel: 01902 572067
Fax: 01902 572080
Email: dkennedy@acwolverhampton.demon.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Birmingham and the Black Country
Region: West Midlands

Why advocacy for older people is needed:

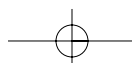
Number of older people receiving one-to-one advocacy: 55

Projects specifically for older people:

Project Name: Advocacy
Funder: Local Authority, Reserves
Started: 1999
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 3.5
Volunteers: 0.6



ASIST (ADVOCACY SERVICES IN STAFFORDSHIRE)

Winton House, Stoke Road, Stoke on Trent, ST4 2RW

Contact: Warren Low
Position: Chief Officer
Tel: 01782 845584
Fax:
Email: warrenl@asist.co.uk
Web: www.asist.co.uk

Area covered:
Organisation type: Other Advocacy Organisation or Project

SHA: Shropshire and Staffordshire
Region: West Midlands

Why advocacy for older people is needed:

Older people are often disempowered in society. This is exacerbated by increases in mental health needs through traumatic life events for the client group. Our experience is that older people with either disabilities or mental health needs often require an advocate to represent them through complex life events.

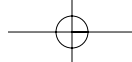
Number of older people receiving one-to-one advocacy: 66

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



BETH JOHNSON FOUNDATION

Parkfield House, 64 Princes Road, Hartshill, Stoke-on-Trent, Staffs, ST4 7JL

Contact: Betty Machin

Position: Coordinator

Tel: 01782 844036

Fax: 01782 746940

Email: Betty@bjf.org.uk

Web: www.bjf.org.uk

Area covered: North Staffordshire

Organisation type: Other Organisation with Older People's Advocacy Project

SHA: Shropshire and Staffordshire

Region: West Midlands

Why advocacy for older people is needed:

Advocacy is needed to ensure older people have a voice and address the balance of power. For example, many older people feel intimidated by their GP and need an advocate to support them.

Number of older people receiving one-to-one advocacy: 52

Projects specifically for older people:

Project Name: Dementia Advocacy

Funder: Trusts and Foundation funding

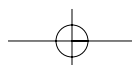
Started: 2003

End date: 2008

Staff and volunteers working in these projects:

Staff: 2

Volunteers:



BIRMINGHAM CITIZEN ADVOCACY

Southside, 249 Ladypool Road, Sparkbrook, Birmingham, B12 8LF

Contact: Ruth Davis
Position: Manager
Tel: 0121 440 2029
Fax: 0121 440 1019
Email: info@bcadvocacy.org
Web: www.bcadvocacy.co.uk

Area covered: South Birmingham
Organisation type: Other Advocacy Organisation or Project

SHA: Birmingham and the Black Country
Region: West Midlands

Why advocacy for older people is needed:

Older people can be the most marginalised and disadvantaged within our society. Independent advocacy is imperative.

Number of older people receiving one-to-one advocacy: 54

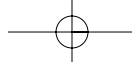
Projects specifically for older people:

Project Name: Older Adults Project
Funder: Local Authority
Started:
End date: Ongoing

Project Name: Older Asian Adults Project
Funder: PCT
Started:
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 2
Volunteers: 4



BROMSGROVE AND REDDITCH ADVOCACY GROUP

Greenlands Business Centre, Studley Road, Redditch, B98 7HD

Contact: Ingrid Mullings
Position: Older People's Project Development Officer

Tel: 01527 520809
Fax: 01527 500 537
Email: op@brag-info.org
Web: www.brag-info.org

Area covered: Bromsgrove and Redditch
Organisation type: Other Advocacy Organisation or Project

SHA: West Midlands South
Region: West Midlands

Why advocacy for older people is needed:

To protect the rights of vulnerable people who through the development of old age become vulnerable to abuse.

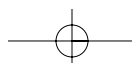
Number of older people receiving one-to-one advocacy: 27

Projects specifically for older people:

Project Name: Advocacy
Funder: Age Concern England, Local Authority
Started: Apr 2004
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 4



HEREFORDSHIRE PEOPLE'S ADVOCACY NETWORK

Advocacy House, 103-104 East Street, Hereford, HR1 2LW

Contact: Kay Rangasamy
Position: Manager
Tel: 01432 263757
Fax:
Email: advocacy@herefordshire.com
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: West Midlands South
Region: West Midlands

Why advocacy for older people is needed:

Evidence indicates that older people are not listened to and advocacy is needed to support them in this need.

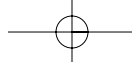
Number of older people receiving one-to-one advocacy: 39

Projects specifically for older people:

Project Name: Advocacy for Older People in Care Homes
Funder: Trusts
Started: 1999
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 1.5
Volunteers: 25



ONSIDE INDEPENDENT ADVOCACY

Williamson House, 14 Charles Street, Worcester, WR1 1AQ

Contact: Jackie Turner
Position: Advocacy Services Coordinator

Tel: 01905 27525
Fax: 01905 28554
Email: info@onside-advocacy.org.uk
Web: www.onside-advocacy.org.uk

Area covered: South Worcestershire
Organisation type: Other Advocacy Organisation or Project

SHA: West Midlands South
Region: West Midlands

Why advocacy for older people is needed:

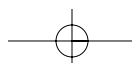
Number of older people receiving one-to-one advocacy: 45

Projects specifically for older people:

Project Name: Older People's Support
Funder: County Council, Eveson Trust
Started: Jul 97
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 1.5
Volunteers: 12



WARWICKSHIRE INDEPENDENT ADVOCACY ALLIANCE

Park House, 17 Avenue Road, Leamington Spa, CV31 3PG

Contact: Chris Bratchie
Position: Manager
Tel: 01926 887990
Fax: 01926 427127
Email: advocacy1@btinternet.com
Web:

Area covered: North & South Warwickshire & Rugby
Organisation type: Other Advocacy Organisation or Project

SHA: West Midlands South
Region: West Midlands

Why advocacy for older people is needed:

To enable older people to obtain their rights, interests and services, which in turn promotes independence.

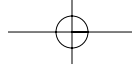
Number of older people receiving one-to-one advocacy: 21

Projects specifically for older people:

Project Name: Advocacy with Older People
Funder: PCTs, Local Authority
Started: 2000
End date: 2007

Staff and volunteers working in these projects:

Staff: 3
Volunteers: 3



WYRE FOREST ADVOCACY

Burgage Lodge, 184 Franche Road, Kidderminster, DY11 5AD

Contact: Mary Williams
Position: Coordinator

Tel: 01562 820078
Fax: 01562 820078
Email: olderadvocacy@hotmail.com
Web: www.wyreforestadvocacy.org

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: West Midlands South
Region: West Midlands

Why advocacy for older people is needed:

Because older people are frequently isolated and vulnerable; they need an advocacy scheme which understands their needs and frustrations and can support them to get things done instead of being sidelined.

Number of older people receiving one-to-one advocacy: 17

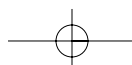
Projects specifically for older people:

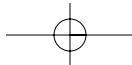
Project Name: Advocacy
Funder: Local Authority/PCT
Started: 1997
End date: Ongoing

Project Name: Dementia Advocacy
Funder: Local Authority
Started: Jun 2004
End date: Mar 2007

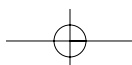
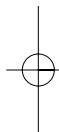
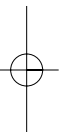
Staff and volunteers working in these projects:

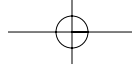
Staff: 1.3
Volunteers: 2





YORKSHIRE AND THE HUMBER





ADVOCACY ALLIANCE

Allatt House, 5 West Parade Road, Scarborough, YO12 5ED

Contact: Helen Beevers
Position: Manager

Tel: 01723 363910
Fax: 01723 363910
Email: advocacy@gotadsl.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: North and East Yorkshire and Northern Lincolnshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

Older people may have communication problems because of hearing and/or visual impairment. Some older people may have a reduced mental capacity making it difficult for them to: (1) understand policies and procedures; (2) adapt to necessary changes; (3) be aware of options; (4) know how to access information; (5) be able to make choices. At some stage an older person may need an advocate to speak up on their behalf regarding a care plan or in reviews/meetings with social services or residential care management.

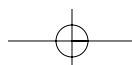
Number of older people receiving one-to-one advocacy: 45

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



AGE CONCERN BARNSLEY

12-18 Eldon Street, Barnsley, South Yorkshire, S70 2JB

Contact: Tamsin Lewis
Position: Project Coordinator

Tel: 01226 211161
Fax: 01226 213890
Email: t.lewis@ageconcernbarnsley.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South Yorkshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

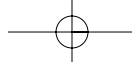
Number of older people receiving one-to-one advocacy: 20

Projects specifically for older people:

Project Name: Speak Up
Funder: Opportunities for Volunteering
Started: Apr 2005
End date: Apr 2007

Staff and volunteers working in these projects:

Staff: 0.5
Volunteers: 5



AGE CONCERN CALDERDALE

5/6 Park Road, Halifax, West Yorkshire, HX1 2TS

Contact: Eileen Rudden
Position: Advocacy Officer
Tel: 01422 252040
Fax: 01422 262000
Email: erudden@ageconcerncalderdale.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: West Yorkshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

Ageism within statutory bodies creates many opportunities for older people's voices.

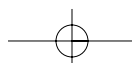
Number of older people receiving one-to-one advocacy: 13

Projects specifically for older people:

Project Name: Advocacy
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 0.6
Volunteers:



AGE CONCERN HULL

**Bradbury House, Porter Street
Porter Street, Hull, HU1 2RH**

Contact: Sue Brown
Position: Project Worker
Tel: 01482 324644
Fax: 01482 226176
Email: info@ageconcernhull.org
Web: www.ageconcernhull.org

Area covered: Hull
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: North and East Yorkshire and Northern Lincolnshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

Carer and professionals often decide what is best for the person with dementia rather than finding out what the person really wants.

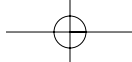
Number of older people receiving one-to-one advocacy: 10

Projects specifically for older people:

Project Name: Forget-Me-Not Advocacy Project for People with Dementia
Funder: Department of Health
Started: Jul 2004
End date: Apr 2007

Staff and volunteers working in these projects:

Staff: 0.6
Volunteers: 8



AGE CONCERN LEEDS

188a Woodhouse Lane, Leeds, LS2 9DX

Contact: Janet Justice

Position:

Tel: 0113 245 8579

Fax: 0113 244 4640

Email: advocacy@leedssilversurfers.net

Web:

Area covered:

Organisation type: Other Organisation with Older People's Advocacy Project

SHA: West Yorkshire

Region: Yorkshire and The Humber

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy:

Projects specifically for older people:

Project Name:

Funder:

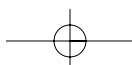
Started:

End date:

Staff and volunteers working in these projects:

Staff:

Volunteers:



AGE CONCERN ROTHERHAM

RAIN Building, Eastwood Lane, Rotherham, S65 1EQ

Contact: Andrea Fletcher
Position: Community Information Manager
Tel: 01709 513957
Fax: 01709 513803
Email: andrea.fletcher@ageconcern-rotherham.org
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: South Yorkshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

Number of older people receiving one-to-one advocacy: 85

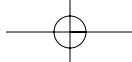
Projects specifically for older people:

Project Name: Residential Care Advocacy
Funder: Local Authority
Started: Oct 2002
End date: Ongoing

Project Name: Rotherham Older People's Advocacy Service
Funder: Big Lottery
Started: Oct 2004
End date: Oct 2007

Staff and volunteers working in these projects:

Staff: 2.2
Volunteers: 0



AGE CONCERN WAKEFIELD

7 Bank Street, Castleford, West Yorkshire, WF10 1JD

Contact: Ian Wilson
Position: Advocacy Officer

Tel: 01977 552114
Fax: 01977 518549
Email: ian@acwd.org.uk
Web:

Area covered: Local Authority
Organisation type: Other Organisation with Older People's Advocacy Project

SHA: West Yorkshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

To protect human rights.

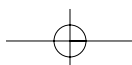
Number of older people receiving one-to-one advocacy: 11

Projects specifically for older people:

Project Name: Advocacy Service
Funder: Local Authority
Started: April ?
End date: March ?

Staff and volunteers working in these projects:

Staff: 0.33
Volunteers: 8



BRADFORD & AIREDALE MENTAL HEALTH ADVOCACY GROUP (BAMHAG)

1st Floor, The Tradeforce Building, Cornwall Place, Bradford, BD8 7JT

Contact: Kate Greenfield
Position: Mental Health Advocate for Older People
Tel: 01274 770 118
Fax: 01274 727 009
Email: kategreenfield@bamhag.charitydays.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: West Yorkshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

Older people have been overlooked for a number of years and their voices lost when it has come to the issue of their care. Because of the nature of illnesses such as dementia, there is the assumption that people 'cannot' make informed choices or that their opinions are not as valid as someone without such an illness – the 'we know what's best for you' approach. Older people have the same rights as any other person to have a voice when it comes to making decisions about their lives.

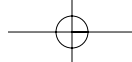
Number of older people receiving one-to-one advocacy: 10

Projects specifically for older people:

Project Name: Older People's Mental Health Advocacy
Funder: Local Authority
Started: May 2005
End date: Apr 2007

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 1



CLOVERLEAF ADVOCACY 2000 LTD

9 Wellington Road, Dewsbury, West Yorkshire, WF14 1HF

Contact: Brenda Martin
Position: Coordinator

Tel: 01924 438438
Fax: 01924 438444
Email: advocacy@cloverleaf-advocacy.co.uk
Web: www.cloverleaf-advocacy.co.uk

Area covered: Kirklees and Calderdale
Organisation type: Other Advocacy Organisation or Project

SHA: West Yorkshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

Many of the people we work with are extremely vulnerable to oppressive practice, coercion and even abuse. They may be under pressure to accept decisions made about their care by professionals or family members. Many still feel they should be grateful for the service they receive and do not like to complain about it.

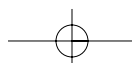
Number of older people receiving one-to-one advocacy: 80

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



ENABLE ADVOCACY SERVICE

South Yorkshire Centre for Inclusive Living, Heavens Walk, Doncaster, DN4 5HZ

Contact: Helen Butler
Position: Advocacy Service Coordinator

Tel: 01302 769219
Fax: 01302 327778
Email: helen.b@sycil.org.uk
Web: www.sycil.org.uk

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: South Yorkshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

Isolation from family and friends, difficulties understanding bureaucracy, speaking up and researching rights and information

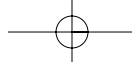
Number of older people receiving one-to-one advocacy: 6

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff:
Volunteers:



HAMBLETON AND RICHMONDSHIRE ADVOCACY

277 High Street, Northallerton, North Yorkshire, DL7 8DW

Contact: Mrs Penny Pilling
Position: Manager
Tel: 01609 778652
Fax: 01609 777730
Email: hradvocacy@freenet.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: North and East Yorkshire and Northern Lincolnshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

They are one of the most vulnerable groups of people in society.

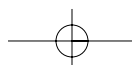
Number of older people receiving one-to-one advocacy: 41

Projects specifically for older people:

Project Name: Older Persons' Advocacy Project
Funder: Big Lottery
Started: Jul 2005
End date: Jul 2008

Staff and volunteers working in these projects:

Staff: 2
Volunteers: 11



HARROGATE & DISTRICT ADVOCACY SCHEME

9a Albert Street, Harrogate, North Yorkshire, HG1 1JX

Contact: Alison Carter
Position: Older People's Coordinator
Tel: 01423 547500
Fax: 01423 547500
Email: harrogate@advocacy.fsnet.co.uk
Web:

Area covered: Harrogate Area
Organisation type: Other Advocacy Organisation or Project

SHA: North and East Yorkshire and Northern Lincolnshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

Advocacy is needed to assist older people to say what they want, secure their rights, represent their views and interests, obtain services, and ensure that they do not suffer from discrimination.

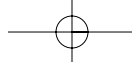
Number of older people receiving one-to-one advocacy: 10

Projects specifically for older people:

Project Name:
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 20



LEEDS MENTAL HEALTH ADVOCACY GROUP LTD

Centenary House 59 North Street, Leeds, West Yorkshire, LS2 8AY

Contact: Diane Edwards
Position: Advocate (Dementia)

Tel: 0113 2470449/52
Fax: 0113 2470448
Email: lmhag@tiscali.co.uk
Web: www.lmhag.org.uk

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: West Yorkshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

People with dementia are especially vulnerable and have difficulty in being heard. Many cases involve conflict of interest with relatives/carers, several involve issues of abuse. Advocacy provides independent support to be heard and also offers a measure of protection.

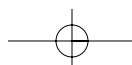
Number of older people receiving one-to-one advocacy: 25

Projects specifically for older people:

Project Name: Advocacy for People with Dementia
Funder: Local Authority
Started: 1996
End date: Ongoing

Staff and volunteers working in these projects:

Staff: 1
Volunteers:



OLDER CITIZENS ADVOCACY YORK

52 Townend Street, York, YO31 7QG

Contact: Roisheen Childs
Position: Administrator

Tel: 01904 676 200
Fax: 01904 672460
Email: ocay@btconnect.com
Web:

Area covered: Local Authority
Organisation type: Older People's Advocacy Organisation

SHA: North and East Yorkshire and Northern Lincolnshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

We help to promote access to services and raise awareness locally. We aim to defend and strengthen the rights of the older individual.

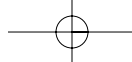
Number of older people receiving one-to-one advocacy: 6

Projects specifically for older people:

Project Name: Advocacy
Funder:
Started:
End date:

Staff and volunteers working in these projects:

Staff: 1
Volunteers: 10



SELBY DISTRICT ADVOCACY

Unit 26, Selby Ironworks Business Centre, Selby, YO8 4NN

Contact: Lyn Gregory
Position: Coordinator

Tel: 01757 290096
Fax: 01757 290096
Email: selby.advocacy@tiscali.co.uk
Web:

Area covered: Local Authority
Organisation type: Other Advocacy Organisation or Project

SHA: North and East Yorkshire and Northern Lincolnshire
Region: Yorkshire and The Humber

Why advocacy for older people is needed:

They are a vulnerable group often without family members to support them and not used to speaking up for themselves.

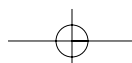
Number of older people receiving one-to-one advocacy: 19

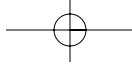
Projects specifically for older people:

Project Name: Residential and Nursing Home
Funder: PCT
Started: Apr 2005
End date: Mar 2007

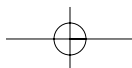
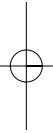
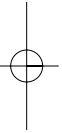
Staff and volunteers working in these projects:

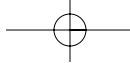
Staff: 0.5
Volunteers:





APPENDIX





MAPPING OLDER PEOPLE'S ADVOCACY PROVISION IN THE ENGLISH REGIONS

1. Do you provide independent one-to-one advocacy to older people, either as your main client group or as part of a broader service?

Yes No

We are seeking to establish what resources are available for one-to-one advocacy with older people, distinct from general information, advice or support. Unless you have a specific advocacy project, or staff or volunteers whose role is defined as advocacy, you should answer no to this question and return the form to us without completing the remainder.

2. Please select one category which best describes your organisation:

- a) We provide older people's advocacy as our principal service;
- b) We are a generic advocacy organisation but *at least* 10% of service users are older people;
- c) We have a dedicated advocacy section within our organisation to provide a service for older people.

3. Please tell us as accurately as you can how many older people you are currently working with to provide one-to-one advocacy:

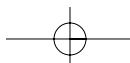
Number =

Do not include older people who receive general advice or information

4. Please confirm your contact details (*boxes expand to accommodate your answers*):

- a) Name of organisation/project
- b) Contact name
- c) Position
- d) Full address
- e) Postcode
- f) Telephone
- g) Fax
- h) Email
- i) Website

Note: the contact person should be either the coordinator of this service or the member of project staff who works directly with older people. Please do not give a general administrative contact.



5) Are you a member of OPAAL UK?

Yes No, please send further information about membership

6) Can you tell us in your own words why you think advocacy with older people is needed
(*box expands to accommodate your answer*):

7) Do you think the importance of advocacy with older people is sufficiently recognised?

Yes No

8) What geographical area do you cover?

Local authority area Other (please define)

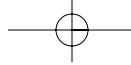
9) Do you have one or more one-to-one advocacy projects working exclusively with older people?

Yes No

If your answer is no, please do not answer the following questions.

10) Please briefly describe your advocacy project or projects with older people
(*boxes expand to accommodate your answers*):

Project 1	<input type="text"/>		
Funded by	<input type="text"/>		
Start Date	<input type="text"/>	Funding End Date	<input type="text"/>
Project 2	<input type="text"/>		
Funded by	<input type="text"/>		
Start Date	<input type="text"/>	Funding End Date	<input type="text"/>
Project 3	<input type="text"/>		
Funded by	<input type="text"/>		
Start Date	<input type="text"/>	Funding End Date	<input type="text"/>
Project 4	<input type="text"/>		
Funded by	<input type="text"/>		
Start Date	<input type="text"/>	Funding End Date	<input type="text"/>



Mapping Older People's Advocacy in the English Regions

Project 5	<input type="text"/>		
Funded by	<input type="text"/>		
Start Date	<input type="text"/>	Funding End Date	<input type="text"/>
Project 6	<input type="text"/>		
Funded by	<input type="text"/>		
Start Date	<input type="text"/>	Funding End Date	<input type="text"/>
Project 7	<input type="text"/>		
Funded by	<input type="text"/>		
Start Date	<input type="text"/>	Funding End Date	<input type="text"/>
Project 8	<input type="text"/>		
Funded by	<input type="text"/>		
Start Date	<input type="text"/>	Funding End Date	<input type="text"/>

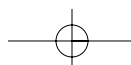
11) How many staff and/or volunteers work *directly* with older people in one-to-one advocacy?

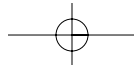
Staff (full time equivalent) Volunteers

Please return to advocacymapping@getheard.org.uk, fax to 07092 317 555 or post to Get Heard Consultancy, 12 Arnside Road, Southport PR9 0QX.

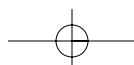
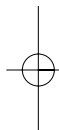
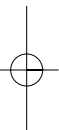
This information will form the basis of your entry in the OPAAL/ Get Heard mapping and directory of advocacy services for older people.

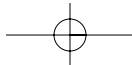
We reserve the right to edit entries for reasons of space, but full contact details will be included. We may contact you for further information.



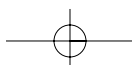
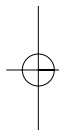
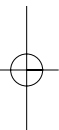


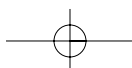
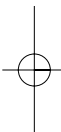
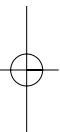
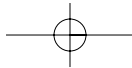
NOTES





NOTES








London area inset

1 BARKING & DAGENHAM	18 HILLINGDON
2 BARNET	19 HOUNSLOW
3 BEXLEY	20 ISLINGTON
4 BRENT	21 LAMBETH
5 BROMLEY	22 LEWISHAM
6 CAMDEN	23 MERTON
7 CITY OF WESTMINSTER	24 NEWHAM
8 COUNTY OF THE CITY OF LONDON	25 REDBRIDGE
9 CROYDON	26 RICHMOND UPON THAMES
10 EALING	27 ROYAL BOROUGH OF KENSINGTON & CHELSEA
11 ENFIELD	28 ROYAL BOROUGH OF KINGSTON UPON THAMES
12 GREENWICH	29 SOUTHWARK
13 HACKNEY	30 SUTTON
14 HAMMERSMITH & FULHAM	31 TOWER HAMLETS
15 HARINGEY	32 WALTHAM FOREST
16 HARROW	33 WANDSWORTH
17 HAVERING	



0 10 km

- 1 LIVERPOOL
- 2 BOLTON
- 3 SALFORD
- 4 TRAFFORD
- 5 ROCHDALE
- 6 MANCHESTER
- 7 TAMESIDE
- 8 OLDHAM
- 9 CITY OF WOLVERHAMPTON
- 10 WALSALL
- 11 SANDWELL
- 12 DUDLEY
- 13 BIRMINGHAM
- 14 SOLIHULL
- 15 COVENTRY

