

*POhWER is a charity and membership organisation. We provide information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion. Our services are designed by service users for service users. Last year we provided direct advocacy to over 25,000 people and handled 153,000 contacts for information and advice. Over 70,000 self help materials were downloaded from our website. POhWER is one of the largest providers of advocacy services in the UK and England's largest provider of NHS Complaints Advocacy. In Nottingham City and Nottinghamshire, POhWER currently delivers the **Your Voice Your Choice** service, comprising information, advice and statutory and non-statutory advocacy services delivered across City and County. We have opened 1696 new cases alone in Nottingham and Nottinghamshire in the past financial year.\**

\*The Your Voice Your Choice service includes:

A dedicated telephone **Access to Advocacy Service** delivering information, advice and supported signposting, as well as access to our full range of advocacy services:

**Care Act Advocacy:** a free, confidential and independent statutory advocacy service (part of the Care Act 2014) supporting and representing people experiencing substantial difficulty being involved in a needs assessment; carer's assessment; safeguarding enquiry/review; or the preparation or review of a care or support plan under the Care Act, and who have no one else to support their involvement.

**NHS Complaints Advocacy:** a free, confidential and independent service supporting those who need support to make a complaint about NHS treatment or care, including complaints about their GP, dentist, local hospital, ambulance service or pharmacy or supporting those making a complaint on someone else's behalf, including if someone has died.

**Independent Mental Health Advocacy (IMHA):** a free, confidential and independent statutory advocacy service now part of the Mental Health Act 1983, providing information, support and representation to 'qualifying patients' impacted by the Mental Health Act, namely those detained or subject to a Community Treatment Order (CTO) or Guardianship Order under the Act.

**Independent Mental Capacity Advocacy (IMCA):** a free, confidential and independent statutory advocacy service that is part of the Mental Capacity Act 2005. Where Health or Social Care professionals have to make a relevant decision about a person who lacks the mental capacity to make the decision themselves and where there is no one else appropriate to consult, the professional making the decision must instruct an IMCA to ensure the person is represented and safeguarded where decisions may not be in the person's best interests.

**Paid Relevant Person's Representatives:** For those who are subject to the Deprivation of Liberty Safeguards (DoLS) (part of the Mental Capacity Act 2005), and have no one appropriate to take on the role of representative, Paid Representatives maintain contact with the relevant person and represent and support them in all matters relating to the deprivation of liberty safeguards, including, if appropriate, triggering a review, using an organisation's complaints procedure on the person's behalf or making an application to the Court of Protection.



***Specialist Community Advocacy services:*** delivering a one-to-one issue based advocacy service to people with mental health issues, learning disabilities, physical disabilities, older people and people with dementia who need advocacy help to express their views about the services they receive and empowering them to achieve the outcomes they want.