

# Independent Advocates

The Care Act 2014 requires local authorities to arrange an independent advocate for adults who have substantial difficulty in being involved in assessments, care planning and care reviews, where the adult does not have someone appropriate to support them.

### [What is an Independent Advocate?](#)

Independent Advocates are independent of the local authority. Independent advocates can assist an adult who finds it difficult to have their say in their care and support (or support if they are a carer). Independent Advocacy is about giving people as much control as possible in their lives. Independent advocates can support an adult to understand local authority information and assist them to express their views and wishes.

### [What is an Appropriate Representative?](#)

If an adult finds it difficult to be fully involved in the assessment and planning process and needs assistance to make plans and decisions a representative or an independent advocate can be involved. An adult's representative is a person who is interested in the adult's welfare and who the local authority feels is an appropriate individual to be included in the process to offer the adult support, if the adult wishes.

An appropriate representative can be a family member, friend or neighbour. Where there is a family member or friend who is willing and able to facilitate the adult's involvement effectively, and who is acceptable to the adult. They will be required to be judged appropriate by Stockton-on-Tees Borough Council. The representative may be asked to support the adult in the assessment, care planning and review processes. The person cannot be employed by the adult or be known in a professional capacity to provide care or support for them.

Click on the links below for more information from the Stockton-on-Tees Borough Council's Website

### [How to request a Care Assessment](#)

### [Who can get help: National Minimum Eligibility Threshold](#)

If an appropriate representative cannot be identified by the adult the local authority will make a referral to an Independent Advocate as early as possible in the assessment process. This will ensure the adults involvement can be supported throughout all stages of the process. If the adult prefers to make the arrangements, the local authority representative (Care Manager) will provide details of Independent Advocates registered in the local area. An assessment can be stopped until an advocate is in place.

### [When is a Representative or Independent Advocate required?](#)

At the point of first contact Stockton-on-Tees Borough Council will seek to ascertain whether the adult is able to be involved in the local authority processes or whether they

would have substantial difficulty. Stockton-on-Tees Borough Council must consider whether the individual would experience substantial difficulty in any of these four areas:

- understanding information
- retaining the information
- using or weighing up the information as part of the process of being involved
- communicating their views, wishes or feelings

Where an adult has substantial difficulty in any of these four areas, it would be assessed that they would need assistance.

If an adult does have substantial difficulty, Stockton-on-Tees Borough Council must arrange for an Independent Advocate to support and represent the adult for the purpose of facilitating their involvement, unless the individual already has someone appropriate who is able to represent and support them. Independent Advocates or representative can also support an adult with the safeguarding process.


**See Stockton-on-Tees Borough Council Factsheet:**

How the Adult Safeguarding Process Works in Stockton-on-Tees


## Contacting Us

For Adult Care Services:

### First Contact

 01642 527764

Minicom: 01642 527769

 FirstContactAdults@stockton.gov.uk

 Opening Hours

Monday – Thursday 8.30am - 5pm

Friday 8.30am – 4.30pm

### **Out of hours and weekend contact Emergencies Only**

 01642 524552

Minicom: 01642 602346

## Public Information Services

Our leaflets are designed to give basic information about our services to the adult population of Stockton-On-Tees. You can find all of our information leaflets on our website: [www.stockton.gov.uk/adultsocialcare](http://www.stockton.gov.uk/adultsocialcare)

If you would like this information in any other language or format for example **large print** or audio please contact 01642 527764.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم'

على هاتف رقم 01642 527764

ARABIC

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفاً با تیم دایورسیتی (گونگونی)

با شماره 01642 527764 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe au n° 01642 527764

FRENCH

ئەگەر چەرت لێ بە ئەم زانیاریە بە دەستت بکەوت بە زمانەکانی تریان بە شیوەیەکی تر یۆ نمونه چاپی گەورە/یان بە تێبێ تۆمارکراو نکایە بە یۆهندی بکە بە 'تیمی دایفرستی'

لە سەر ژمارەکی تەلەفۆن 01642 527764

KURDISH

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請致電 01642 527764 接洽 '多元化隊'

CHINESE

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਥੱਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸ਼ੀ ਡੀ 'ਤੇ

ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

ਹੁੰ 01642 527764 ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈائریکٹ ٹیم

کو اس نمبر پر فون کیجئے 01642 527764

URDU