Having someone to speak on your behalf is called advocacy. An advocate can be a friend, a relative or someone independent who works as an advocate.

Advocacy services make sure that people, particularly those who are most vulnerable, have the support necessary to ensure their voice is heard on issues that are important to them.

Advocacy takes many forms. An advocate may speak on your behalf, expressing your wishes and representing your rights or just be there to support you to speak for yourself.

An advocate may help you access information to make informed choices. They may attend a meeting with you, in a supportive role.

Advocacy can be helpful in all kinds of situations where you find it difficult to make your views heard. An advocate speaks only for the person and is independent of organisations such as social care services and the NHS.

Advocates don’t tell you what you should do or make choices for you. They won’t judge your decisions or take another person’s side against you; they will support you to make your feelings known and heard.

At Anna Freud National Centre for Children and Families, you might want an advocate to support you. If you think you would benefit from an advocacy service, this leaflet signposts a range of organisations which may be of interest to you.
Rethink Advocacy London Hub

Rethink Advocacy provides services under the Care Act, Mental Health Act, Mental Capacity Act, and in other situations where advocacy is not a legal right. They support people of all ages, including those who live with mental illness and learning, physical and sensory disabilities.

Please visit: www.rethink.org/help-in-your-area/services/advocacy/rethink-advocacy-london-hub/
Telephone: 0300 790 0559
Email: info@rethink.org

VoiceAbility

VoiceAbility offers a wide range of services for those who have mental health needs, substance misuse issues, learning disabilities, serious illness or injury and anyone who may face discrimination.

Please visit: www.voiceability.org.
Telephone: 0300 303 1660
Email: helpline@voiceability.org

Healthwatch England

Healthwatch provide information and guidance on health social care in your borough. You can find the contact details of your local Healthwatch by visiting the Healthwatch England website.

Please visit: www.healthwatch.co.uk
Telephone: 020 7383 2402
Email: enquiries@healthwatch.co.uk
**Santé Project**

The Santé project helps refugees and asylum seekers in London, particularly those with mental health issues, to gain equal access to health and other essential services.

Please visit: [www.santeproject.org.uk](http://www.santeproject.org.uk)
Telephone: 020 7482 2903
Email: santeproject44@gmail.com

**The Advocacy project**

The Advocacy Project provides free, independent and confidential advocacy and user involvement services in local communities within London, including Camden.

Please visit: [www.advocacyproject.org.uk](http://www.advocacyproject.org.uk)
Telephone: 020 3960 7920
Email: info@advocacyproject.org.uk

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**Out of hours emergency contacts**

The Centre does not offer any out-of-hours or emergency services for children, young people and families. If you require urgent assistance please contact your GP, dial NHS 111 or visit your local A&E department.

**Other languages and formats**

If you would like this leaflet in a different language or format please ask at reception or contact us at:
Email: info@annafreud.org
Telephone: 020 7794 2313

**How to give feedback**

We really want to hear from the parents, children and young people who use our services. If you have any comments or suggestions about your experience of coming to the Centre we would love to hear from you. Please get in touch by emailing feedback@annafreud.org.