



**Anna Freud**  
National Centre for  
Children and Families

## Advocacy and Support

Information for families

[annafreud.org](http://annafreud.org)



## What is Advocacy?

Having someone to speak on your behalf is called advocacy. 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 the following organisations may be of interest to you:

### Camden Advocacy Service (provided by Rethink)

Provides independent mental health advocacy (IMHA)

Please visit: [www.candi.nhs.uk/service-users-and-carers/mental-health-law/advocacy-services](http://www.candi.nhs.uk/service-users-and-carers/mental-health-law/advocacy-services)

Telephone: 020 3317 7197

Email: [camden.advocacy@rethink.org](mailto:camden.advocacy@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](http://www.voiceability.org)

Telephone: 01223 555800

Email: [imca@voiceability.org](mailto:imca@voiceability.org)

## Healthwatch

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 Engalnd website.

Please visit: [www.healthwatchcamden.co.uk](http://www.healthwatchcamden.co.uk) (Camden)

[www.healthwatch.co.uk](http://www.healthwatch.co.uk) (Healthwatch England)

Telephone: 020 3771 3930

Email: [info@healthwatchcamden.co.uk](mailto:info@healthwatchcamden.co.uk) (Camden)

## 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: [appletonruth@msn.com](mailto:appletonruth@msn.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: <http://www.advocacyproject.org.uk/>

Email: [info@advocacyproject.org.uk](mailto:info@advocacyproject.org.uk)

## Out of hours or 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 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](mailto:Info@annafreud.org)

Telephone: 020 7794 2313



Hampstead site:  
12 Maresfield Gardens, London NW3 5SU  
Tel: 020 7794 2313 Fax: 020 7794 6506

[annafreud.org](http://annafreud.org)

Our Patron: Her Royal Highness The Duchess of Cambridge

Anna Freud National Centre for Children and Families is a company limited by guarantee, company number 03819888, and a registered charity, number 1077106.

## 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](mailto:feedback@annafreud.org)

## How to find us

Buses:

No.46 – stops on Fitzjohn's Avenue  
No.13, 82, 113, 187, 268 & C11 stop on Finchley Road

Underground:

Finchley Road – Jubilee & Metropolitan Lines  
Swiss Cottage – Jubilee Line  
Hampstead – Northern Line

Overground:

South Hampstead  
Finchley Road & Frognal