

How we work

We are here to listen to you and work in a way that is best for you.

Our Service is:-



Free



Confidential



Independent



All referrals should be sent to the Hartlepool Advocacy Hub.

Referrals are then allocated to an Advocacy Provider.

Contact Us:

Incontrol-able CIC
Centre for Independent Living
Burbank Street
Hartlepool
TS24 7NY

Tel No: 07522 866 080

Email: AdvocacyHub@incontrol-able.co.uk

Hartlepool
Advocacy
Hub



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What is Advocacy?

Advocacy is about helping people to speak up for themselves and understand what their rights and entitlements are:

- An Advocate can help you to put your views across
- Give you information on the options available to you

We are INDEPENDENT of Social Services and Health Services.

We are here to listen to your concerns.



Different types of advocacy

IMHA

- Exercise your rights under the Mental Health Act 1983
- Express your views about your care and treatment
- Make a complaint about your care or treatment

IMCA

- Interview, or meet the person if possible
- Talk to professionals– paid carers and other people who can give information about the person's wishes and feelings, beliefs and values.
- Access relevant records

GENERAL

- Provide short-term, issue based advocacy and when required longer term advocacy support in specifically identified circumstances.
- Have specialist skills and training required to understand the needs of, and work with, the diverse range of people likely to access the service, for example mental ill-health and learning disabilities

Who can we help?

We can support people who live in Hartlepool and who:

1. Need support to use Social Services.
2. Need support to use a Health Service, such as a Hospital or have a Doctor.
3. Navigate through Health or Social Care Services that may affect them.
4. Is a Carer and needs support to use services.