

What does a **Shout Out!** Advocate do?

- ✔ Listens to your thoughts, wishes and feelings about something you would like to STOP, START or CHANGE.
- ✔ Tells you your **Rights and Entitlements** and how to use them.
- ✔ Makes sure you are listened to and taken seriously by those making decisions about you.
- ✔ Helps you voice your opinion in the way you want: e.g. supporting you to speak for yourself in meetings or by phone. We can also speak on your behalf.
- ✔ Gets information for you and helps you understand it.
- ✔ Supports you to **complain about a service, or the way you have been treated.**
- ✔ Preparing a statement with you to take to a meeting.

What does a **Shout Out!** Advocate **NOT** do?

- ✘ Do anything you don't want them to do!
- ✘ Tell you what to do.  Judge you.
- ✘ Discuss what you have told us with other people without permission unless there is a risk of serious harm to you or someone else. Even then we will discuss it with you first.

Shout Out! Promises ...

- 1** **PUTTING YOU FIRST:** We will listen to you and ask you what you want to happen and give you information for you to make choices.
- 2** **FREE:** You do not have to pay to use this service.
- 3** **CONFIDENTIAL:** We will keep anything you say private and safe. We will only pass things on if you or someone else may be hurt **BUT** not without you knowing.
- 4** **HONEST:** We will be honest about what we can and can't do.
- 5** **INDEPENDENT:** We work for you and you only. We are not part of the Health Service or Social Care.
- 6** **EASY TO UNDERSTAND:** We will make our information and the language we use easy to understand.
- 7** **EQUAL OPPORTUNITY:** We will treat all people fairly. We will provide the right support for each person.
- 8** **SUPPORT FOR ADVOCATES:** We help, support and train Advocates so they are good at what they do.
- 9** **IMPROVE:** We will learn from what you tell us about Shout Out! e.g. how you think we can do things better or differently.



Shout Out! can support you with ANYTHING you feel worried or strongly about, don't understand or wish to complain about



Relationships



Bullying



School



Housing and Homelessness



Anyone not listening to you!

At OTR's Shout Out! Advocacy Service an Advocate will listen to your thoughts, wishes and feelings and help you share your ideas with people who make decisions about your life.

We would like to hear from you!

We try to make Shout Out! as good as possible and the best way for us to improve is to hear from you about what you think of the service. If you are not happy with your Advocate or Shout Out! or you just want to let us know how we are doing, please contact the Advocacy Manager on the details below or download a complaints and comments form from our website at:

<http://www.offtherecord-banes.co.uk>

click on our services - Shout Out!

You can have help from someone outside Shout Out! to help you.

You will receive a response within 5 working days.



You can contact Off the records advocacy service Shout out at any time by phoning, emailing or writing to us:

Phone 01225 312481

Email advocacy@offtherecord-banes.co.uk

FREEPOST RSZB-CZKY-YKTL

Off the Record

Open House Centre

Manvers Street

BATH

BA1 1JW

Funded by

Bath & North East
Somerset Council

SHOUT OUT!

Children's Rights
& Advocacy Service

Want to have your say about What happens to YOU in YOUR life?



"Knowing my rights helps me feel in control of what was happening to me"

"Advocates speak out for you if you don't want to and they stick up and back you up on what you say"

"My Advocate helps me understand what my options are.... It was nice to have someone just to listen to me and not tell me"

For children and young people that live, work or study in B&NES that are: In care, or moving on from care; Disabled; Subject to a child protection conference; Wishing to make a complaint; 16/17 year olds facing housing issues.

off the record

