

Both Age UK Hillingdon and DASH are voluntary organisations and registered charities.

DASH exists to promote and enable equality of opportunity for all disabled people in Hillingdon and to ensure that all services are conducted in a holistic manner.

Age UK Hillingdon work with and for older people in the Borough to provide services and to represent their views.

If you would like to support either Age UK Hillingdon or DASH by making a **donation**, becoming a **member** or **volunteer**, please contact us on:

For further information please contact a member of the advocacy team

**at:** Age UK Hillingdon  
Unit 2 Chapel Court  
126 Church Road  
Hayes  
UB3 2LW

**Tel: 020 8756 3040**

Office Hours  
Monday - Friday 9.30 am - 5.00 pm

Telephone lines open  
Monday - Friday 9.30 am - 5.00 pm

Answerphone available at other times.

Fax: 020 8756 3050

Email:  
[safeguarding@ageukhillingdon.org.uk](mailto:safeguarding@ageukhillingdon.org.uk)

Website:  
[www.ageukhillingdon.org.uk](http://www.ageukhillingdon.org.uk)



***Working in Partnership***

## “Side by Side” Advocacy Service

*A Service offered to adults in residential care or vulnerable people in the community going through the Safeguarding process, resident in the Borough of Hillingdon*



Age UK Hillingdon	
<b>Tel:</b>	020 8756 3040
<b>Email:</b>	<a href="mailto:safeguarding@ageukhillingdon.org.uk">safeguarding@ageukhillingdon.org.uk</a>
Registered Charity No. 1051711 Registered Company No. 3136052	
DASH	
<b>Tel:</b>	020 8848 8319
<b>Email:</b>	<a href="mailto:info@dash.org.uk">info@dash.org.uk</a>
Registered Charity No. 1093818 Registered Company No. 4204456	



INVESTOR IN PEOPLE

## What is Side by Side Advocacy?

This Advocacy service provides support, representation and information for both vulnerable adults going through the safeguarding process or who are living in residential care and require help with obtaining their rights or resolving their difficulties.

Advocacy is independent and so free from the conflicts of interest there might be if for example social care staff or a family member were to advocate for you.

### **An advocate may be able to help if you need:**

- Independent information and practical support in order to help you express your views and to make your voice heard.
- Help and encouragement to enable you to make choices, take control of your life and to stand up for your rights.
- Assistance to negotiate with a third party

### **The Advocacy Team will:**

- Speak with you to discuss your needs.
- Introduce you to one of the advocates who will give you support to deal with the problem.
- Always ask for your consent before involving a third party.
- Observe your rights to confidentiality.

If you require support with issues not covered by this service (debt problems, legal advice or counselling) we will do our best to signpost you to another service.



### **Why Advocacy?**

Advocacy can help people that may have been overlooked by formal services and systems. People who may feel isolated due to health problems; by the fact of where they live or whether they are living independently.

Some people lack confidence due to past experiences; or they may have lost faith in services and are unaware of services that are available to support them.

Advocacy Services can fill this gap by providing support, information and assistance to those who feel disempowered.



We could supply BSL (British Sign Language) interpreters and other languages interpreters.