

Our independent advocates can help you understand your rights and choices and understand what options may be available to you. They will only do what has been agreed with you. Advocacy means enabling your voice to be heard, speaking for you when you can't, and supporting you when you can.

Advocacy is about supporting, enabling, and empowering you to express your views and concerns and access information and services where needed.

All of our services are free, confidential and independent.

To find out about these services or to speak to someone about your situation, please call us on 0300 456 2370 or see the back of this leaflet for all the ways you can contact us.

If you have difficulties reading this leaflet we can provide information in a way to suit you.

How to get in touch



Email - pohwer@pohwer.net



Telephone - 0300 456 2370
(charged at local rate)



Minicom - 0300 456 2364



Text - send the word 'pohwer' with your name and number to 81025



Post - PO Box 17943, Birmingham, B9 9PB



Website - www.pohwer.net



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City of London Advocacy Services



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The City of London Advocacy Service is provided by POhWER. POhWER support residents with a variety of issues, where there may be difficulties with communication or understanding information.

Advocacy services provided include:

NHS Complaints Advocacy

An independent service supporting those who need help to make a complaint about NHS treatment or care, including complaints about their GP, dentist, local hospital, ambulance service or pharmacy. This service can also support those making a complaint on someone else's behalf, including if someone has died.

Community Advocacy

A non-statutory service which supports residents age 18 or over who do not meet the criteria for statutory advocacy but who require advocacy support regarding a health and social care issue.

Eligible people will have a mental health problem, a learning difficulty, a physical and/or sensory disability or be an older person. Referrals will be made by the City of London Adult Social Care team.

Care Act Advocacy

A statutory advocacy service (part of the Care Act 2014) supporting and representing people experiencing substantial difficulty being involved in a needs assessment; carer's assessment; safeguarding enquiry/review; or the preparation or review of a care or support plan under the Care Act, who have no one else to support their involvement. We can also support people receiving Care Act Advocacy to make a complaint about the social care they receive.

Independent Mental Capacity Advocacy (IMCA)

Under the Mental Capacity Act 2005, when Health or Social Care professionals have to make a relevant decision about a person who lacks the mental capacity to make the decision themselves and where there is no one else appropriate to consult, the professional making the decision

must instruct an Independent Mental Capacity Advocate to ensure the person is represented and safeguarded.

Deprivation of Liberty Safeguards

For those who are subject to the Deprivation of Liberty Safeguards (DoLS) (part of the Mental Capacity Act 2005), an advocate will support them in all matters relating to the deprivation of liberty safeguards authorisation, including helping them to understand what this means, understand what rights they have, and support them to exercise those rights.

Relevant Person's Paid Representative

For those who are subject to the Deprivation of Liberty Safeguards (DoLS) (part of the Mental Capacity Act 2005), and have no one appropriate to take on the role of representative, Paid Representatives maintain contact with the relevant person and represent and support them in all matters relating to the deprivation of liberty safeguards, including, if appropriate, triggering a review, using an organisation's complaints procedure on the person's behalf or making an application to the Court of Protection.