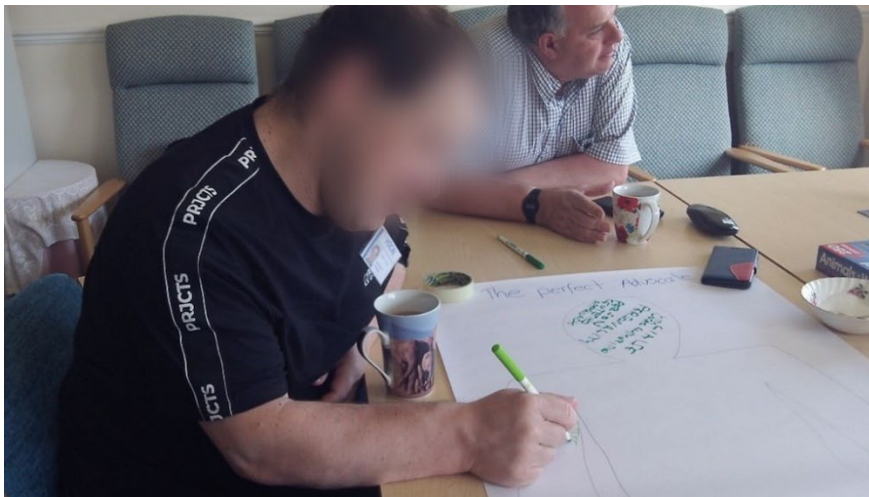




Vocal members and what they think makes a perfect advocate through a face-to-face meeting and a Zoom call.



Someone who:

- Helps with preparation – that is written down and can be taken to meetings and gives a rough outline of what to talk about first
- That is able to work with different people
- Can liaise with local authorities
- Has a personality, friendly and happy, smiley, caring, confident, challenging
- Supportive and stands up for rights, being able to speak up for the person
- Diplomatic
- Gives things a go
- Understands people with learning disabilities and has knowledge, also understands people generally
- Good time keeping

- Not allowed to talk about things I don't want or tell my family – confidentiality
- Patience and empathy
- Helpful
- Help me feel relaxed with meetings
- Be a car driver and take people to appointments
- Giving thoughts about decisions, help balance the advice
- Get different agencies involved and know who to get involved
- Less talking and more getting actively involved
- Supporting people who don't understand so they can talk slower
- Use sign language, pictures, symbols and photographs
- Use video (for meetings as prep) and hospital passports
- Doesn't rush into what they think I will say, or guess or step in
- Works on the issue step by step
- Together we work out what needs to be done first
- Keeps me updated
- Explain what they are doing and gets consent for the next step
- If they have an idea of how to help to run it through me first
- Gets to know me



They should be trained and properly recruited:

- So they use a person centred approach
- Effervescent (great word a member said, means enthusiastic)
- Good dress, clean and tidy. Man or lady.
- Independent
- Know safeguarding – and the need to raise it with the right people
- Checked by police DBS

Organisations should:

- Support members to interview new advocates (Vocal members did this and it was great)

