



seAp is an independent charity that provides free independent and confidential advocacy services. We help you to understand your rights and the options that are available to you.

We can help resolve issues or concerns you may have about your health and wellbeing or your health and social care services.

Our aim is to ensure that:

- ▶ You are in control of decisions which are made about you.
- ▶ Your experiences, views, wishes and feelings are heard.
- ▶ You can contribute to improving the health and care services you use.

An advocate can:

- ▶ Let you know your rights
- ▶ Support you to have your voice heard
- ▶ Speak to relevant parties on your behalf
- ▶ Keep you informed

An advocate can't:

- ▶ Promise you an outcome
- ▶ Give legal advice
- ▶ Respond to emergency situations

If you would like any more information about seAp or the issues discussed in this leaflet, please contact your Advocate, our central contact number, or go to the seAp website.

This leaflet is produced in a number of languages and we can provide interpreters and a variety of communication tools if needed.

seAp Advocacy

Telephone: 0330 440 9000

Text: SEAP to 80800

Email: info@seap.org.uk

Web: www.seap.org.uk

Online referrals: spartan.seap.org.uk

Opening hours: Monday – Friday: 9am – 5pm
Thursday: 9am – 7pm

We aim to respond to answerphone messages within 1 working day



seAp was established in 2000 and currently provides services across the South of England.

seAp Advocacy | PO Box 375 | Hastings | TN34 9HU
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Welcome to seAp

Confidentiality

All your information will be held in confidence. We will only use the information you provide for the purposes for which it was given.

No information will be given to anyone else without your consent, except for the following reasons:

- If you tell us something which leads us to believe you or someone else may be at risk of serious harm or abuse, or assisting a serious criminal offence
- If there is a court order for disclosure

Consent

When you receive a service from us you will be asked to give us permission to work with you. For most of our services, you will be asked to complete and sign a consent form.

If you are referring someone else such as a family member, who does not lack mental capacity to do so, you will need to ensure you have the person's agreement to talk to us on their behalf.

Equality

Our staff will do their very best to meet your access, communication and cultural needs.

We have access to translators, interpreters and a range of communication tools and can make arrangements to meet the needs of people with disabilities.

Information

Everything we receive from others about you will be shared with you.

You have a right to see any information we hold about you and to have a copy of your records.

We will support you to have access to your records if required.

Our complaints procedure

We are committed to providing people who use and commission our services with the best possible service.

However we recognise that there may be times when that service falls short of the quality expected.

If you have had a poor experience of any of our services we would like to hear about it.

If you want to make a complaint about our service we will ensure:

1. Your complaint is thoroughly investigated.
2. You are fully supported throughout the complaints procedure.

Independence

seAp is an independent organisation and is not part of the NHS or any health or social care organisation.

We work solely to our clients' instructions.

Respect

The people we work with will always be treated with respect and we also expect to be treated with respect.

seAp understands that people who use our service may have had past experiences which have given them reason to be fearful, angry and distrustful and we will do everything we can to provide support and reassurance and resolve difficult issues.

However we also have a duty to provide a safe and comfortable working environment for staff. There may be circumstances that prevent us being able to provide a service.

Evaluation

We will sometimes ask you to give us your opinion about the service you receive.

This helps us to prove the value of our service and to ensure that we are meeting your needs.

No clients' names will be used in our reports unless we first ask permission.

Participation

If you are interested in advocacy and want to support our work there are lots of way you can get involved.

Why not volunteer?

If you are an existing or recent client we would value your participation in supporting our existing services, developing new services or governing the organisation.

