

How do I use the service?

In addition to the anxiety that can be caused by issues with financial, benefits and living we fully understand the need for safety and confidentiality at this time too.

The Enable Ability service is free to any person with disability living in Portsmouth and SE Hampshire aged 16 years and over.

To make initial contact, and to find out if we can help you, then either call the Advocacy Manager on 023 9267 1846 during office hours (this is a secure line and messages can be left) or email: advocacy@enableability.org.uk

Here we will help you to make an appointment at your choice of location or perhaps start with a telephone call over a secure connection.

Our Advocacy service receives no specific external funding and continues through support from experienced volunteers. We welcome anyone with relevant skills to contact us if you wish to help make a difference.



For more information

Enable Ability, 311-313, Copnor Road
Portsmouth, Hampshire, PO3 5EG

 Office **023 9267 1846**

 Email **advocacy@enableability.org.uk**

 Visit **www.enableability.org.uk/advocacy**

You can also find us on social media:

 **@enableability**

 **Enable Ability**

 **Enable Ability**



working with disabled people

Advocacy

an independent local advocacy service that works with people with disabilities, their carers and families, to help them to make choices and decisions that are in their best interests

Visit us online

www.enableability.org.uk/advocacy



Charity Registration: 276422
Company No: 1405937



What is the Advocacy service?

Enable Ability provides an independent advocacy service that enables us to understand our clients and helps us to ensure that they can put forward their own wishes and not those of others who may try to influence them.

Having a disability can have a major impact on one's own life and your family, whether from birth or as a result of sickness or an accident, and this is when a support network can make all the difference.

Our key focus throughout our process is to help you understand the issues ahead of you and give you the ability to make your own decisions.

Can we give you a voice? - You bet we can!

Legal advice could be available depending on circumstances and the nature of the advice required.

What sort of things can you help me with?

We can be there for you when you need us with an independent voice.

Issue types that we can provide support and have a great track-record with include:

- ✓ Disability Living Allowance
- ✓ Personal Independence Payment
- ✓ Universal Credit
- ✓ Financial Management and budgeting
- ✓ Housing issues
- ✓ Support at Reviews and Meetings
- ✓ Home visits
- ✓ Most disability-related issues
- ✓ Occupational Therapy Assessments
- ✓ Helping promote independent living
- ✓ Tribunals
- ✓ Being a part of your support team network



What, Where and When?

The Advocacy service deals with many concerns. These can include independent living, housing, transport, education and problems may also arise with regard to money management. However, overwhelmingly they tend to relate to issues with social benefits, and particularly with the many changes in benefit rules and the introduction of Universal Credit. We help assess the situation and check all paperwork and completed forms, amending as necessary to bring about the best possible outcomes. Where necessary this can lead to assisted Representation/Guidance for tribunals where we have many years' experience.

We fully recognize that it is often the thought of what is going to happen (i.e. that unknown quantity) that creates a great deal of anxiety and we at Enable Ability can help put those fears to rest.

The service is available wherever you feel least anxious. We can meet you at your home, or another location that you feel safe in. Alternatively you can come to our offices in Copnor, Portsmouth or at Landport Community Centre where we operate a drop-in every Wednesday from 10am to 1pm.

www.enableability.org.uk

Some messages from our clients past and present:

"Before I had received support from the Enable Ability Advocacy team, at times I felt very alone, now I have a friendly voice that is always there for me"

"It is very important to me to have my thoughts and wishes adhered to by an Advocate who respects my independence and has no hidden agenda."

Case Study example:

Tribunal success.

After months of working, collecting and preparing papers with our client, their case was presented to a tribunal panel.

The result?

- Initial DWP outcome was overruled!
- Client moved from no awards to a full high-rate Care and Mobility award.