

What DOES an Advocate Do?

- *Provides a free, independent and confidential service for adults*
- *Gives Support with issues such as: Benefits and Appeals Tribunals, Housing, Signposting to other services, Support at meetings, Making a complaint, Help with Letter Writing and Form Filling*
- *Gives Support with Mental Health and Wellbeing*

What Does An Advocate NOT do?

- *Offer Advice*
- *Counselling*
- *Mediation*
- *Social Work*
- *Legal Representation*
- *Befriending*



Contact Ann Owen for an informal chat :

0208 843 0532 (Tel)) 0208 893 6142 (Fax)
Email: ann.owen@mind-eh.org

The Lotus Centre
48 Hartington Road, Southall, Middlesex
UB2 5AX

Opening Hours: Monday - Friday, 9am-5pm

The Advocacy service is also available as a drop in at :

Neighbourly Care Southall
32 Featherstone Road
Southall UB2 5AQ

Thursday 10am-12pm

MAC (Mind Action Centre)
The Lido
63 Mattock Lane
West Ealing W13 9LA

Thursday 1pm-2pm

For any feedback regarding the service, please contact:

Mind in Ealing & Hounslow
The Priors Community Centre
Acton Lane, Acton
London, W3 8NY
0208 992 0303 (Tel) 0208 993 8151 (Fax)
Email: info@mind-eh.org



For better
mental health

Ealing Community Advocacy
(for all residents in Ealing Borough)

Free and Confidential Service

Ann Owen (Independent Advocate)

Tel 0208 843 0532

Email: ann.owen@mind-eh.org

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48 Hartington Road, Southall,
Middlesex
UB2 5AX



Choosing Health - Health and Wellbeing

How can we help you?



MIND's Advocacy Service aims to provide practical and non judgmental support, to enable people to take control of their lives and play a more active part within the community. We provide a free translation service, if English isn't your first language. We work in partnership with many other services to support you.

Our Free and Confidential Service aims to help people to:

- Make informed choices
- Represent themselves
- Access Community Services
- Feel a sense of control and empowerment
- Work on a specific issue, to an agreed timeframe

Case Studies:

“English wasn't my first language, and I was overwhelmed with financial difficulties and unable to pay the rent. With the help of the advocacy and translation service I discovered that I could claim Housing Benefit.”

“I was feeling very anxious and unsure as to what to say in a meeting with my doctor to discuss my mental health needs. The advocate came with me to the meeting and helped me to plan what I wanted to say, giving me confidence to speak up for myself.”

“Complex health and social issues impacted on my mental health leaving me unable to deal with day to day problems. My heating repeatedly broke down during the cold winter, and it was only with the help of the Advocacy service making a complaint to my housing association that the issue was resolved the next day”

“Advocacy helps you to have your say in what happens in your life. Advocacy is supporting you in speaking out about what you need.”

If you have been sectioned under the Mental Health Act 2007, and are subject to a supervised community treatment order (SCT) you are legally entitled to an INDEPENDENT MENTAL HEALTH ADVOCATE (IMHA).

