

INDEPENDENT LIVING ADVOCACY LTD

Promoting the Empowerment of Disabled People

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Independent Living Advocacy Ltd
is a Company Limited by Guarantee Registration Number 4404808

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Independent Living Advocacy Ltd provides an independent advocacy, information and advice service for disabled/older people countywide.

We aim to:

- Support disabled people in partnership with other appropriate organisations to enable them to live independently.
- Support older people whether at home or in residential care
- Find solutions, which provide disabled/older people with choice, flexibility and control.
- Work in partnership with disabled/older people's organisations.
- Work in partnership with statutory, voluntary and other organisations in the best interest of our clients.
- Provide comprehensive support and advice regarding self-management care with particular reference to Cash Payments.
- Provide initial support and advice regarding recruitment, employment and management of Personal Assistants.
- Develop relationships with independent service providers to increase flexibility and choice for our clients.
- Act independently and faithfully, representing the wishes of our clients.

We also offer assistance, advice and signpost where necessary in relation to:

- Adaptations & Equipment
- Arbitration & Conciliation
- Community Care
- Complaints
- Court of Protection
- Debt
- Disability Discrimination
- Disputes
- Financial Management
- Housing
- ILF Management
- Independent Living Trusts
- Legal Matters
- Obtaining Grants
- Transport
- Welfare Rights

We operate in accordance with independent living principles, which state:

- That all human life is of value.
- That anyone, whatever their impairment, is capable of exerting choices.
- That people who are disabled by society's reaction to physical, intellectual or sensory impairment and to emotional distress have the right to assert control over their lives.
- That disabled/older people have the right to fully participate in society.

We operate in accordance with the principles of equality and have a printed equalities statement, which is available upon request.

We aim to provide a holistic service. This is a service which takes into account all your circumstances.

We are entirely independent and have no conflicts of interest.

We accept enquiries or referrals from:

- Individual disabled/older people regardless of impairment
- Statutory Organisations
- Voluntary Organisations
- Health Professionals
- Relatives
- Friends

provided the disabled/older person is aware of and agrees with the referral.

In certain circumstances we accept referrals when the disabled/older person is not aware of it (for example, if they are unable to make informed decisions). Such referrals will be accepted in the best interest of the disabled/older person and entirely at our discretion.

All assistance, advice and information we give is given in good faith.

No liability is accepted or implied and responsibility for accepting assistance or acting upon advice and information given rests with the individual client.

We hope you will not need to complain about our service but, if you do, we have a written complaints policy, which can be obtained by contacting the office. This explains in easy to understand terms how to make your complaint and how it will be dealt with.