

Advocacy Charter

The advocacy charter sets out 9 key areas that are upheld by the MindOut advocacy service

Clarity of Purpose

MindOut advocates are directed by the wishes and interests of the people they advocate for. MindOut advocates are non-judgmental and respectful of people's needs, views and experiences. Our advocates will ensure that information concerning the people they advocate for is shared with these individuals.

Equality and Diversity

MindOut has a written equal opportunities policy that recognises the need to be proactive in tackling all forms of inequality, discrimination, and social exclusion. The advocacy service has a system in place for the fair and equitable allocation of our advocates' time.

Independence

MindOut's advocacy service is structurally independent from statutory organisations. The advocacy service will be as free from conflict of interest as possible in both design and operation, and actively seek to reduce conflicting interests.

Empowerment

The advocacy service will support self-advocacy and empowerment through its work. People who use the service will have a say in the level of involvement and style of advocacy support they want. MindOut will ensure that people who want to, can influence and be involved in the running and management of the service.

Accountability

MindOut's advocacy service has in place systems for the effective monitoring and evaluation of our work. Anyone using the service will have a named advocate and a means of contacting them.

Accessibility

Advocacy is provided free of charge. The advocacy scheme will ensure that its premises, policies, procedures, and publicity materials promote access for all local LGBT&T communities.

Supporting advocates

The advocacy service ensures advocates are prepared, trained and supported in their role and provided with opportunities to develop their skills and experience.

Confidentiality

MindOut's advocacy service has a written policy on confidentiality, stating that information known about a person using the service is confidential to the team and explains the circumstances under which confidentiality might be breached.

Complaints

The advocacy service has a written policy describing how to make complaints or give feedback about the service or about individual advocates. Where necessary, the service will enable people who use its services to access external independent support to make or pursue a complaint.