



Advocacy Providers in Norfolk

Statutory Advocacy Provider: POhWER

POhWER is not part of the Norfolk Advocacy Partnership (NAP). The NAP organisations do not offer the below services and would instead signpost to POhWER:

- Independent Mental Capacity Advocacy (IMCA), including Deprivation of Liberty Safeguards (DoLS)
- Independent Mental Health Advocacy (IMHA)
- Independent Care Act Advocacy
- Deaf Statutory Advocacy

Age UK Norfolk offer the below services, but referrals must be made through POhWER:

- NHS Complaints Advocacy
- Relevant Paid Persons Representative (RPPR)

Community and Specialist Advocacy Providers

These organisations are part of NAP. They offer advocacy across a wide range of subjects including housing, health, social care and mental health.

There are some commonalities in the cases these organisations will or will not accept:

- The advocate must be able to work directly with the client. A carer, referrer, family member or friend can normally be involved with the process but only with consent from the client.
- The client must have capacity (the ability to use and understand information to make a decision, and communicate any decision made).
 - Except for Relevant Paid Persons Representative (RPPR) advocacy.

The below organisations cover all of Norfolk. They all accept self-referrals.

Age UK Norfolk

- Aged 50 and over
- Referrals via NCAN, phone or email.
- Offers a Money Matters service for those aged 65 and over.

- Contact
 - Phone: [03005 001217](tel:03005001217)
 - Email: advice@ageuknorfolk.org.uk

Age UK Norwich

- Aged 50 and over
- Advocacy focused on reconsiderations and appeal work, for example PIP appeals. Other types of cases should normally be directed to Age UK Norfolk.
- Referrals via NCAN, phone or email.
- Contact
 - Phone: [01603 496333](tel:01603496333)
 - Email: enquiries@ageuknorwich.org.uk

Deaf Connexions

- d/Deaf people
- Based in Norwich
- Referrals: Text, email or drop-in
 - [More information here](#)
 - Text/ whatsapp: 07932 069352
 - Email: Deafconnexionsopendoor@gmail.com

Equal Lives

- Disabilities across a range of categories:
 - Physical disabilities
 - Long-term health conditions
 - Mental health conditions
 - Neurodiversity
- As well as community advocacy, offers a child-protection advocacy service for Disabled Parents.
- Does not accept cases relating to:
 - Welfare benefits
 - Attending court
 - Issues that require legal advice
 - Complaints against an organisation the person is no longer involved with
 - Police and the criminal justice system
 - Employment tribunals
 - Children's education and special educational needs
 - Issues that have already been considered at ombudsman level
 - Post-court LAC reviews when a final decision has been made that a child/ children will not be returning to their parents

- [Referrals via form on website](#) or phone.
- Contact
 - Phone: 01508 491210
 - Email: advocacy@equallives.org.uk

MAP

- Young people 11-25
- Drop-in services in Norwich, Great Yarmouth and King's Lynn
- Contact
 - Phone: 0800 0744454
 - Email: advice@map.uk.net

Opening Doors

- People with Learning Disabilities
- Referrals via phone or email.
 - 01603 631 433
 - referrals@openingdoors.org.uk

The Bridge Plus

- People from ethnic minority and/or migrant backgrounds
- Referrals via phone or email
 - [01603 617076](tel:01603617076)
 - office@bridgeplus.org.uk

West Norfolk Deaf Association

- d/Deaf and Hard of Hearing people
- Based in King's Lynn
- Referrals via phone or email
 - [01553 773399](tel:01553773399)
 - info@wnda.org.uk