



The Advocacy Charter

- **Clarity of purpose**

We will explain what we can do and can't do for you.

- **Putting People First**

We will ask what you want to achieve and make sure you have all the information you have to make informed choices.

- **Independence**

We will do things that are important to you and not to please other people/groups.

- **Empowerment**

We will help you to speak up for yourself and make sure your choices are known.

- **Supporting Advocates**

We will help and support advocates so we can help you to speak out.

- **Accountability**

We will keep monitoring our service and have a named person to contact.

- **Accessible**

The service is free of charge to all deaf, deafened and hard of hearing people in Northamptonshire. We will use simple language for you to understand.

- **Confidentiality**

We will not pass on any information about you without your permission.

- **Equal Opportunities**

We will treat you all equal and fairly.

- **Complaints**

We have a policy on how to complain about our service.

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