



ICAS

Independent Complaints
Advocacy Service

**Presentation to Kent Acquired Brain Injury
Forum**

June 2007

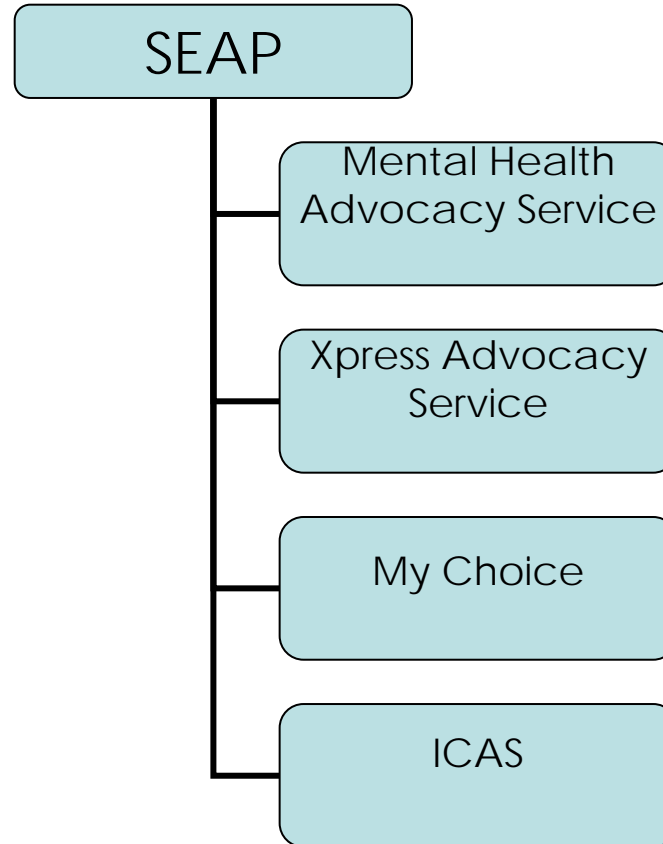
OUTLINE

- Health & Social Care Act 2001
- SEAP
- ICAS
- What is Advocacy?
- And ICAS advocacy?
- ICAS advocacy working practice
- How to access support
- Questions



HEALTH & SOCIAL CARE ACT 2001

- Section 12
- ICAS contracts
- ICAS aim
- Patient-centred
- Statistics
- Complaints Outcome Register
- Service usage



- Training, consultancy and external supervision

ICAS - Independent Complaints
Advocacy Service



ICAS

- Self-advocacy
- Supported advocacy
- Prisons



SEAP ICAS

- South East and South West regions
- Head Office
- Number of advocates



WHAT IS ADVOCACY?

- What is advocacy about?
- How does advocacy operate?
- Advocates will ...
- Advocates cannot ...



ICAS ADVOCACY?

- What is ICAS advocacy about?
- How does ICAS advocacy operate?
- ICAS advocates will ...
- ICAS Advocates cannot ...



ICAS ADVOCACY WORKING PRACTICE

- Rota based
- Community working
- Technology
- Client visits
- NHS meetings
- Networking



HOW TO ACCESS SUPPORT

- ICAS promotional literature
- Telephone contact
- www.seap.org.uk

QUESTIONS