

- I will be honest and open about my needs, views and wishes
- I will speak clearly and calmly even if I am frustrated
- I will respect other people's opinions but still say what I would like to see happen because I know best what works for me

Confidence

- I know my own strengths and will ask for help if I need to
- I may use self help resources to support me to speak up
- I will ask people to treat me fairly and with respect

Take these steps to be a confident self-advocate:

Know what the problem is

- Do my research to understand what the issue is
- Think about what needs to change, what will help and make things better

Know my rights

- Understand what my rights are for example if it is within a health service, social care, or housing
- Know what I should expect from a service
- Understand my responsibilities
- Have access to information that explains things in a way that I can understand

Make contact

- Contact the person or the service who can help solve my problem
- Think about what I would like to say before I contact them
- Be clear and explain the problem
- Listen carefully, stay calm and remain respectful
- Take notes or ask someone to help you write down what they have said

Arrange a meeting

- Have a meeting to talk things through
- Use the Warrington Speak Up self help resources to plan what I would like to say before I go
- Ask someone to support me in the meeting if this would help

Follow up

- If something had been agreed but has not yet happened, I can follow up with the person or service involved
- I can make a formal complaint if I am still not happy

Ask for help if needed

- If I am unsure what to do, I can ask someone I trust for advice or support. This could be a family member, friend, support worker or social worker