



The Queen's Diamond
Jubilee Volunteering
Award 2012

SNAP Cymru

Additional Learning Needs Advocacy for Children/Young People



You have the right to be listened to and have your views taken seriously.

Having your voice 'heard'

Sometimes it can be difficult to say how you are feeling or to share your concerns. If you have additional learning needs or a disability, having a say in all the decisions made about you is important. An advocate will make sure everyone knows how you feel.

When might I use an advocate?

- If you feel your views are not being listened to by the College, School or LA
- If you are unhappy with the way you are being supported
- If you need help with an Individual development plan
- If you feel you haven't been treated fairly
- To help you make decisions at times of transition when you move on from one school to college
- If you need a 'Case Friend' to support you with a tribunal



What will an advocate do?

- Help you speak up for yourself or speak on your behalf if that's what you want
- Listen to your concerns or worries and help you to act on them
- Be open and honest with you
- Help you challenge decisions
- Help you prepare for meetings
- Explain to others about how you are feeling
- Explain to you what is happening or what is planned to happen
- Help you to sort out a problem if you are thinking of making a complaint, a claim of discrimination or an appeal

An advocate does not necessarily make things better. There may be some things that can't be changed, but they will make sure everyone knows how you feel what outcomes you'd like and help you to understand why the decision has been made.



Registered with





If you need help,
you can contact us:

- 📞 Helpline: 0808 801 0608
- ✉ Email: enquiries@snapcymru.org
- 🌐 www.snapcymru.org
- 🐦 @snapcymru
- 📘 SNAP Cymru

These services can help you with 'one off', straightforward enquiries or more in depth support from a caseworker from your local team

Limited Company 2832114 | Registered Charity 1027599

How can I get an advocate?

You can speak to your family, school, college or social worker about getting an advocate. You can also contact SNAP Cymru directly. We will ensure your wishes and views are heard. Our service is free and independent.

Your rights

All children and young people have rights. They are set out in the United Nations Convention on the Rights of a Child (UNCRC).

You have the right to be listened to and taken seriously (Article 12) Advocacy services can help you with this.



“I got to say what I liked doing,
what I found hard and what I
wanted to happen”



The law says:

When your school or local authority is working on your additional learning needs, it's very important they :

- Ask you about your views, wishes and feelings.
- You're involved as much as possible in decisions about you.
- You get information so that you can be involved in decisions.
- You get support so you can have the best education possible.

As a person with rights, you should always be respected and listened to.