

### Website:

[www.kag.org.uk](http://www.kag.org.uk)

KAG helps vulnerable people have a say in decisions that affect them and how they live their lives. KAG provides independent advocacy support at no direct cost to these individuals, who have a learning disability or mental health issue.

We listen to our clients, understand their needs, ensure they are aware of their rights and provide relevant information. Then, we support them in speaking up for themselves or, where this is not possible, we speak for them.



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KAG Advocacy

## Message to Volunteers - Be involved with KAG

I am delighted to be speaking to KAG's volunteers in this inaugural newsletter. Our volunteers are often the frontline of the services we provide to our users and I know that KAG would find it very hard to provide the high-quality services our funders demand without them.

Not only are you delivering our services, but you are also our main source of contact with service users and so are

uniquely placed to find out what they think about the services we provide and how they could be developed and improved.

KAG Advocacy is very keen that we hear more of the voices of the users and I very much hope that you will be able to help us understand how well our users believe we are doing. We want to know what they, and you, think about what we do, and how we do it.

I am a former Citizen Advocate, which I found to be a richly rewarding experience. In my role as Chair, I often think back to my CA days as a guide to what we should be doing. I hope you will engage with us in ensuring that users' needs and views are the main drivers in shaping the services we offer.

Thank you for all you do for KAG.

Best wishes,  
**Jim Green**  
Chair

## KAG Contact Information

### Kingston Office

KAG  
Siddeley House  
50 Canbury Park Road  
Kingston upon Thames  
Surrey  
KT2 6LX

KAG staff will be contacting you in the future on ways of obtaining feedback

Phone: 020 8549 1028  
E-mail: [rights@kag.org.uk](mailto:rights@kag.org.uk)