‘Gloria’ wanted support from an Advocate due to her daughter being refused a place at her chosen school. Gloria did not know what the process was for appealing the decision of the Local Authority and did not have the confidence to do this by herself.

Gloria’s Advocate worked with her to find out all the reasons that Gloria felt that the chosen, out of catchment, school would be best for her daughter. Gloria’s daughter had some physical disabilities that made it essential that special provision was put in place whilst also maintaining her independence.

Gloria’s Advocate ensured that Gloria knew exactly what was happening and what to expect from the appeals meeting. Her Advocate ensured that they both had a list of all the reasons that the chosen school suited her daughter. Her Advocate also ensured that Gloria got written information on her daughter’s needs from professionals and their opinions on what she needed from her new school.

Gloria did all the talking at her appeals meeting, with her Advocate there for support, and her daughter went to the chosen comprehensive school. She is now thriving, and Gloria is very proud of her.

Gloria is now training to be a Supporting a Voice Volunteer and would like to become a salaried Advocate herself.