

Contact the Individual Advocacy Service

post: CAPS Independent Advocacy
Old Stables
Eskmills Park
Station Road
MUSSELBURGH
EH21 7PQ

phone: 0131 273 5118

web: www.capsadvocacy.org

e-mail: advocate@capsadvocacy.org

A stronger voice for
people with mental
health issues or who
use drugs or alcohol

CAPS Independent Advocacy is a
Scottish Charitable Incorporated Organisation.
Scottish Charity Number: SC021772

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CAPS
independent
advocacy

Working with Individual Advocacy

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independent
advocacy

Advocacy Agreement

So we can provide the best possible advocacy experience for you, we need to have an effective working partnership.

What you can expect from us

We will:

- always treat you with respect and not judge you;
- assist you to get any information that you need to help inform and support your rights, decisions and choices;
- listen to what you want and support you to become involved in discussions and decisions about your situation, care and treatment;
- let you know as soon as possible if we have to cancel or rearrange any meetings.



What we expect from you

Please:

- treat all staff with the same respect that you can expect from them;
- keep us up-to-date about the issues we are working on together and any changes to your contact information;
- remember to keep copies of important documents yourself;
- let us know as soon as possible if you're unable to keep an appointment or need to cancel.

What else you need to know

You will be matched with an advocacy worker who will take the lead in working with you. Sometimes, depending on availability, another advocacy worker may assist you, however you will always be told if this is necessary.

If you don't respond to any of our attempts to contact you, we may assume you no longer need advocacy and close your case. This won't prevent you contacting us for advocacy another time.

Our advocacy workers will do their best to help you resolve the issues we are working on with you, however we cannot guarantee the outcome will always be what you want.

Your Information

We need to keep information about you as part of our working partnership; without some information, we won't be able to work with you.



We need information so we can do advocacy work with you and follow our policies and procedures. We'll keep information about how to contact you, your health, your age, the issue you are working on with your advocacy worker, and how we can work safely together. We ask you for most of this information, but sometimes we might get information from elsewhere, for example another organisation you are working with, usually with your permission.

Your information will only be seen by people who need to see it as part of their work, although we will share it with other organisations you work with if you ask us to, **or may sometimes have to pass on information if we believe you or another person might be at risk.** We will keep your information for 18 months after you finish working with us and then it will be destroyed.

You have the following rights about your information:

- the right of access – e.g. to ask for a copy;
- the right to rectification – e.g. to ask us to correct mistakes;
- the right to erasure – e.g. to ask us to destroy it if we aren't working with you anymore;
- the right to restrict processing – e.g. to ask us to stop using it for a period of time if you think we are doing something wrong;
- the right to raise concerns with the Information Commissioner's Office (ICO) if you think we are doing something wrong. ICO website: ico.org.uk

You can speak to your advocacy worker about any of these rights, or for more details about how we manage information, please ask your advocacy worker for copies of our Data Protection and Confidentiality policies.

Your Feedback

We'll ask you to fill in a feedback form to tell us how well you think we are doing. You can fill this out anonymously.



We use this information to make improvements to our service and for evaluation purposes.

If you are not happy about the way we have done something you can make a complaint.

If you feel this way we would ask that you first try to speak to your advocacy worker about it.

You can also contact the Individual Advocacy Manager, Kyna Reeves, on 0131 273 5118 or kyna@capsadvocacy.org

If you are still not happy you can make a formal complaint to the Management Committee - ask your advocacy worker for a copy of our Complaints Procedure.