

## 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](http://www.capsadvocacy.org)

e-mail: [advocate@capsadvocacy.org](mailto:advocate@capsadvocacy.org)

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

Revised September 2021



# CAPS



Independent Advocacy

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

## Working with Individual 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 information that you need to help inform and support your rights, decisions and choices;
- listen to what you want and support you to be 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 if you're unable to keep an appointment or need to cancel.

## Inclusivity

Everyone who accesses our individual advocacy service will be treated with a high level of dignity and respect, whatever their ethnicity, gender, sexual orientation, nationality, socio-economic class, religion, disability, marital status, parental status, criminal background, and age.

We expect our staff to display an anti-racism approach and challenge any prejudice and discrimination shown to people with protected characteristics.

Likewise, it is not acceptable to act in an abusive or discriminatory way towards anyone who works at CAPS. **We ask you to treat our team with the same respect they show to you.**

We aim for our organisation to be truly representative of all sections of society, and for each volunteer, participant, and staff member to feel respected and welcome at CAPS.

Please ask your advocacy worker for a copy of the CAPS Inclusivity Statement for more details.

## About Independent Advocacy

We are **independent**. That means, we aren't part of any other service and we don't do anything else except provide advocacy. This means we are free just to be on your side.

We are completely **led by you**. We are there to help you speak up about how **you** feel and what **you** want to happen. We will never tell you what to do or take anyone else's side against yours. This also means we cannot give you advice.

## 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 Feedback



### Evaluations

We'll ask you to take part in an evaluation survey by phone or fill in a feedback form to tell us how well you think we are doing.

The form is anonymous so no-one will know it was you. If you take part by phone, your name will not be recorded next to your answers.

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

### What to do if something goes wrong

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](mailto: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.

## Your Information

### Why does CAPS need to keep information about me?

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 this information so we can do advocacy work with you and follow our policies and procedures.

### What information does CAPS hold?

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.

### Will my advocacy worker give my information to other people?

Within CAPS, your information will only be seen by staff who need to see it as part of their work.

We will only share information with other services outside CAPS either:

- if you ask us to;
- **or if we believe you or another person might be at risk, we may have a duty to pass on information.**

### How long will CAPS keep my information for?

We will keep your information for 18 months after you finish working with us and then it will be destroyed.

### What rights do I have about the information CAPS holds about me?

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](http://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.