


Working with Collective Advocacy



**Helping you have a
stronger voice
together**

CAPS



Independent Advocacy

About CAPS

CAPS is an **Independent** Advocacy organisation. This means we are completely independent from the people who fund us and those who provide other services to the people we work with.

We only provide Independent Advocacy and no other services. We are:

- independent, free of charge, and inclusive;
- we do not give our own opinion, or follow any agenda other than that of the people we work with;
- we help people to have a voice and be more in control of their life.

About Collective Advocacy



Collective Advocacy is where groups of people with shared identities, experiences and challenges come together to have a stronger voice and bring about change. Participants share ideas on how to tackle common difficulties and take collective action.

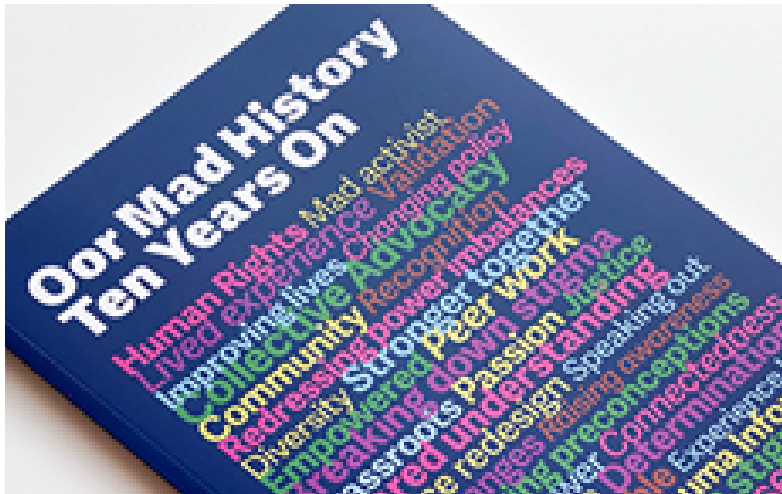
Some Collective Advocacy groups in the past have designed workshops, set up exhibitions, written letters to MSPs, organised conferences, and much more.

What do group members do?

Attend Collective Advocacy meetings and share experiences to influence and bring about change. Meetings can be in person, online or a combination of these. Our Collective Advocacy workers will work with people to find the best location and time to suit the group.

For example:

- **plan**, and **design** workshops;
- **deliver workshops** to professionals, students and members of the public;
- attend **planning and strategy meetings** to add your voice in **decision making** platforms;
- create **resources** to raise awareness.



If you want to know more about how to get involved, please fill in the form on our website here:

<https://capsadvocacy.org/about-caps/get-involved/>

Working with us

So that we can facilitate Collective Advocacy in the best way, we need to have an effective working partnership. In addition every group has an agreement where the members decide how they would like to work together in the group.



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 the work of the group;
- listen to what you want and support you to be involved in discussions and decisions about your participation;
- provide any necessary training and support to do the work decided by the group.

What we expect from you

Please:

- treat all staff and other members of the group with the same respect that you would expect from them;
 - participate in meetings and with the work in the way that is agreed by the group;
- let us know if you need any additional support from CAPS to support your work within the group;
- know that it is ok to engage with the group and the work at your own pace, there is no minimum or maximum commitment required.

Feedback

We are always interested in hearing feedback that can help us improve our service.

We have formal evaluations where we will give you the opportunity to talk to us individually, in group workshops and through online surveys.

We also encourage people to provide feedback any time they would like to.

All information will be anonymised.



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 do decide to do this you should try to speak to the advocacy worker first if this is possible.

You can chat to the **Collective Advocacy manager, Ele Davidson, on 07948740158 or ele@capsadvocacy.org.**

If you are still not happy you can make a formal complaint to CAPS management committee and your advocacy worker can provide you with the formal complaints procedure.

Inclusivity

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

We expect our staff to **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 group member and staff member to feel **respected and welcome at CAPS**. Please ask the Collective Advocacy worker for a copy of the **CAPS Inclusivity Statement** for more details.



Your Information

When you get involved with CAPS Collective Advocacy we will ask you to sign a **consent form**.

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 contact you.

We need this information so we can include you in our advocacy work, and comply with our policies and procedures.

What information does CAPS hold?

We'll keep information about your name, how to contact you, and the CAPS' groups that you are involved with.

Occasionally we will keep additional information such as your full address, if we have arranged transportation for you for example, but we will always seek your permission for this before we keep any additional information.

Will CAPS 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.**

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

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**.



Our Collective Advocacy projects

LGBTQIA+

Midlothian Collective Advocacy

Edinburgh Collective Advocacy

Oor Mad History

Experiences of Psychosis

Ethnic Minority

Seen But Not Heard

Veterans Advocacy

Experiences of Trauma

East Lothian Collective Advocacy

Peer Forum

Lothian Voices

Much More Than A Label

Arts As Advocacy



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Get involved! Contact
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CAPS Independent Advocacy is a Scottish
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