



# ANNUAL REPORT 2015

# WHAT IS INDEPENDENT ADVOCACY?



We all need an advocate at some time in our lives. It helps to have someone around to make a difficult phone call, someone who can help write a letter or someone to go with you to a difficult meeting.

In many cases, the advocate is a friend or a family member; in others it is a teacher, nurse or social worker. This is fine, but what if we don't have any of these people around? Or what if the problem relates in some way to your family, teacher, nurse or social worker? This is where independent advocacy can help. This is when people are supported to speak up for themselves by a person who is only there for them and has no ties to the other agencies or people in their lives.

## BACKGROUND

The Advocacy Project was established in April 1992 to provide a community based, independent advocacy service for disabled people in the South East of Glasgow. It was set up by disabled people and others working in the field, who recognised a need for individuals to be supported to ensure their voice was heard. Since then it has grown to provide independent advocacy across a number of local authorities.

The Advocacy Project is a rights based organisation, committed to ensuring individuals are as involved as they can be in decisions that affect

The Advocacy Project employs staff to act as independent advocacy workers for people who have difficulty speaking up. The advocacy workers are well trained and supported by the Project. They are all subject to PVG checks and are bound by a range of policies and procedures that include things like confidentiality and adult and child protection.

Unfortunately, independent advocacy workers cannot guarantee results but they can ensure that a person's voice is heard and considered in all situations.

their lives. It aims to raise awareness of peoples' rights and ensure they are safeguarded in instances where people are unable to do so themselves.

The organisation is a registered charity and company limited by guarantee. To maintain its independence it is managed by a Board of Directors comprising of individuals with an interest in, and commitment to the work of the Project. The Board hold a strategic role within the organisation. It has a responsibility to oversee effective governance by ensuring the Project meets it's legal and corporate obligations.



# CHAIRPERSONS REPORT



Every year I am always delighted to be able to report on an organisation that has ambitious goals and continually challenges itself to achieve as much as it can. The last twelve months have kept us on our toes and we have been able to secure current service contracts in order to maintain our provision across Glasgow, & Lanarkshire. Some of our other achievements this year have included:

- Successfully sustaining our service in East Renfrewshire through a public retendering process.
- Having the current contract in North Lanarkshire extended for a further 2 years'
- Engaging in a Quality Assurance pilot for the evaluation of advocacy services. The outcome was a very complementary and constructive report on the work we do in North Lanarkshire.
- Establishing a meaningful engagement process with the people who use our services and ensuring they have an opportunity to be involved in what we do in the future.
- Being recognised by Investors in People - achieving a Silver Award.
- Through our Engagement & Involvement service, on behalf of the Scottish Government, enabling people who use services to have a say in the review of the national care standards.
- Being selected to participate in a national pilot project that aims to evidence the benefits of advocacy support to people affected by the changes in welfare reform.

We have talked over the years about our work towards a professional qualification in advocacy. We are delighted to say that this came to fruition this year when our submission of a learning programme for an "Independent Advocacy – Professional Practice Award" was approved and credit rated by Napier University in line with the

Scottish Credit Qualification Framework. We are delighted to be rolling out this programme internally over the course of the next 18 months. This is an organisational investment, not funded through service contracts, but one we feel will reap benefits for all stakeholders in the future.

Internally we continue to promote best practice and this year we have focussed on embedding a human rights approach to our advocacy practice. This culminated in our input to the new promotional material for the Scottish Human Rights Commission.

Service demand continues to challenge us and we know the effect that limited public resources will have on how services are commissioned. We strive to maintain a proactive approach to ensure that advocacy and its benefits are prioritised.

As always, I would like to conclude with my appreciation of my fellow board members, management and staff for their contribution and commitment over the year.

**TOMMY MCGUIGAN**





# HOW WE DID

**30%**  
OF OUR WORK WAS SUPPORTING PEOPLE WITH ISSUES RELATING TO THE MENTAL HEALTH (CARE AND TREATMENT) ACT



"IT HAS MADE ME FEEL BETTER ABOUT MY CIRCUMSTANCES. IT HAS HELPED ME TO UNDERSTAND MORE ABOUT MYSELF AND MADE ME FEEL MORE CAPABLE OF FILLING OUT FORMS MYSELF AND MAKING PHONE CALLS. ALL THE WORRY I HAD ABOUT MY CIRCUMSTANCES HAS GONE NOW THAT I HAVE AN ADVOCATE!"

"HAVING AN ADVOCACY WORKER WAS SO IMPORTANT FOR ME, MY PARTNER AND FAMILY. SHE SUPPORTED ME AT ALL OF MY MEETINGS IN HOSPITAL AND EXPLAINED HOW EVERYTHING WOULD PROCEED. SHE ALSO SPOKE FOR ME WHEN I WAS TOO ANXIOUS OR NERVOUS TO DO SO. WHEN I WAS DISCHARGED FROM HOSPITAL SHE CONTINUED TO SUPPORT ME AND HELPED ME TO GET REFUNDED FOR BANK AND MOBILE PHONE CHARGES. THIS WAS FANTASTIC AND HELPED ME DE-STRESS"

**14%**  
OF OUR WORK WAS SUPPORTING PEOPLE WITH ISSUES RELATING TO THE ADULTS WITH INCAPACITY (SCOTLAND) ACT



ALEX REFERRED HIMSELF TO THE ADVOCACY PROJECT. HE LIVES WITH MENTAL HEALTH DIFFICULTIES AND HAD BEEN STRUGGLING TO ACCESS SERVICES THAT COULD HELP HIM WITH HIS FINANCES AND BENEFITS. THE ADVOCACY WORKER MET WITH HIM, FOUND OUT A BIT MORE ABOUT HIS SITUATION AND HELPED HIM TO ACCESS A LOCAL WELFARE RIGHTS ORGANISATION.

ALEX SAID

"YOU WERE THE FIRST PERSON OUTSIDE THE FAMILY I HAD SPOKEN TO ABOUT MY PROBLEMS AND WHEN YOU SAID TO ME "WE CAN GET THIS SORTED OUT" IT MADE ME FEEL BETTER. JUST TALKING TO SOMEONE WHO WAS ABLE TO LISTEN TO ME AND WHO COULD HELP ME GAVE ME MY CONFIDENCE BACK"

"THE ADVOCACY WORKER PROVIDED SUPPORT FOR MY DAD WHILST HE REMAINED UNDER SECTION IN HOSPITAL. GOOD FOR ME AS HIS DAUGHTER TO KNOW THAT HIS RIGHTS AND WISHES WERE ALL BEING LOOKED AFTER INDEPENDENTLY. ALTHOUGH MY DAD HAS DEMENTIA & DIDN'T HAVE THE CAPACITY TO MAKE DECISIONS, THE ADVOCATE STILL TOOK THE TIME TO PHONE ME AND FIND OUT A BIT ABOUT MY DAD BEFORE GOING TO SEE HIM, SO SHE WOULD HAVE SOME INFORMATION ABOUT HIM TO CHAT"

**97%** OF STAKEHOLDERS FEEDBACK SAID THAT ADVOCACY SUPPORT WAS HELPFUL FOR THE INDIVIDUAL AND RESPONDED TO THEIR NEEDS.



# HOW WE DID



IN THE YEAR 2014 - 2015 THE ADVOCACY PROJECT WORKED WITH 3132 PEOPLE.



"I WOULD LIKE TO SAY A HUGE THANK YOU TO MY ADVOCACY WORKER AND THE ADVOCACY PROJECT. WITHOUT THE HELP AND SUPPORT I RECEIVED THERE IS NO DOUBT I WOULD HAVE A LONGER RECOVERY AND BEEN KEPT IN HOSPITAL MUCH LONGER. NOW I AM ABLE TO RECOVER AT HOME WHICH IS AMAZING"

"WHEN I CONTACTED YOUR SERVICE I WAS SUFFERING FROM A LOT OF DEPRESSING FEELINGS AND ENORMOUS PRESSURE DUE TO MY SITUATION AT THAT TIME. THE MEETING REALLY HELPED ME TO ALLEVIATE THAT IN A POSITIVE WAY AND GAVE ME PERSPECTIVE. MY ADVOCATE WORKED WITH ME AND GAVE ME HOPE THAT TURNED WHAT I SAW AS A TOTALLY NEGATIVE SITUATION INTO A POSITIVE ONE WITH A POTENTIALLY GOOD OUTCOME. AT THE OUTSET, I FELT REALLY BOGGED DOWN AND HOPELESS ABOUT MY SITUATION BUT THINGS GRADUALLY ARE IMPROVING IN ALL AREAS IN MY LIFE SINCE ADVOCACY SUPPORTED AND HELPED ME. IT HELPED RESOLVE MY DIFFICULTIES. HER INPUT HAS DEFINITELY HELPED TO IMPROVE MY SITUATION AND ENABLED ME TO HAVE A BETTER QUALITY OF LIFE"

**13%**  
OF OUR WORK WAS SUPPORTING PEOPLE WITH ISSUES RELATING TO THE ADULT SUPPORT AND PROTECTION (SCOTLAND) ACT



"I WOULD LIKE TO SAY A HUGE THANK YOU TO MY ADVOCACY WORKER AND THE ADVOCACY PROJECT. WITHOUT THE HELP AND SUPPORT I RECEIVED THERE IS NO DOUBT I WOULD HAVE A LONGER RECOVERY AND BEEN KEPT IN HOSPITAL MUCH LONGER. NOW I AM ABLE TO RECOVER AT HOME WHICH IS AMAZING"

**54%**  
OF PEOPLE WE SUPPORTED RECEIVED A SERVICE WITHIN 1 WEEK OF BEING REFERRED.



WE ASKED PEOPLE ABOUT WHAT THEY FELT THE OUTCOMES WERE FROM HAVING ADVOCACY SUPPORT. OUT OF 88 PEOPLE WHO RESPONDED: 62 FELT MORE LISTENED TO, 51 FELT MORE INVOLVED IN DECISION MAKING AND 41 FELT MORE IN CONTROL OF WHAT WAS HAPPENING TO THEM.



# OUR SERVICES & SOME EXAMPLES OF OUR WORK...



## GLASGOW

### OLDER PEOPLE

- Support for a person who was being removed from her home under Adult Support & Protection legislation which included accessing legal support and challenging the local authority. This enabled the person to attend court and request a Sheriff's permission to continue to live in her own home.
- Support for a person with a brain injury to get an NHS assessment and a carer's assessment. Advocacy makes sure that people have their right to care respected.
- Supporting a person to continue to live independently in the community by applying for adaptations for their home. Advocacy recognises the emphasis on independent living & promotes personal autonomy.
- Assisting people affected by delayed discharge from hospital and helping to ensure they receive the necessary care package when being discharged back to the community.

### PEOPLE LIVING WITH A PHYSICAL DISABILITY

- Support for an adult with a long term condition to disclose harm from an abusive partner and access respite support. Advocacy supports people at risk of harm to reduce their vulnerability and take control of their life.
- Support individuals who have been assessed for self-directed support & who wish to challenge the council's charging policy. Advocacy helps people challenge agencies where they feel the resources for independent living are not enough.
- Support a person who has lived in a care home for many years to get an assessment for living in the community and get their own tenancy. Advocacy helps people to realise their aspirations for an independent life.



# OUR SERVICES & SOME EXAMPLES OF OUR WORK...



## EAST RENFREWSHIRE

- Support on behalf of an individual with a long term condition who was moved to a care home from the hospital using Section 13za of the Social Work (Scotland) Act. The individual was undergoing an assessment in relation to care needs and exploring their options about where to live. The advocate supported the individual to express their views and wishes about the placement, and liaised with social work to communicate the individuals' preferred options, ensuring they were as informed and involved as possible.
- Support for an older person with a diagnosis of Dementia, and Alcohol Related Brain Damage in relation to the local authority making an application to appoint a Financial Guardian. The advocate supported the individual at the case conference, and assisted him to express his views and participate during the meeting. Where the individual disagreed with decisions, the advocate assisted him to challenge this and access appropriate legal provision, as well as helping him to explore options which the individual viewed as the least restrictive.

- Support for a person with a long term history of mental ill health and substance misuse, whose younger children were subject to child protection proceedings. The individual was supported to understand the Child Protection legislation, attend core group meetings, and access appropriate supports for addiction issues. This support helped her achieve the desired outcome of having her children returned to her care.



**"THE SUPPORT I RECEIVED WAS EXCEPTIONAL AS I WASN'T WELL AT THE TIME AND MY ADVOCATE UNDERSTOOD THE SITUATION THAT I WAS IN AND SHE SORTED IT ALL OUT"**

**"I FOUND MY ADVOCACY WORKER TO BE A GREAT HELP. SHE SEEMS TO UNDERSTAND THE PROBLEMS PEOPLE HAVE DEALING WITH MENTAL HEALTH. SHE IS THE FLORENCE NIGHTINGALE OF ADVOCACY"**

# OUR SERVICES & SOME EXAMPLES OF OUR WORK...



## SOUTH LANARKSHIRE

### ADULTS AFFECTED BY MENTAL HEALTH ISSUES:

- Working with people detained in hospital under the Mental Health Act. Helping inform them of their rights e.g. the right to appeal, and supporting them at meetings and tribunals.
- Assisting people who are unhappy with the care and treatment they receive in the community and supporting them to make their views known at relevant forums e.g. NHS or social work meetings
- Assisting people with housing issues e.g. problems with anti-social behaviour, homelessness or problems with their tenancies.
- Supporting parents with mental health issues with matters relating to their children e.g. contact with their child, children's hearings or issues with their education.



### OLDER PEOPLE IN SOUTH LANARKSHIRE, PARTICULARLY THOSE AFFECTED BY CAPACITY ISSUES:

- Supporting older people who are deemed to be at risk and placed under the Adult Support and Protection Act, informing them of their rights and support them through the process
- Supporting older people to make an informed choice about their care arrangements whether they live at home or in a residential setting, ensuring their care package meets their needs
- Safeguarding and representing older people who lack capacity due to dementia type illnesses, ensuring that agencies consider their past and present wishes and act appropriately
- Supporting older people to understand their options in regard to making a Power of Attorney or the guardianship process, and safeguarding those already subject to these measures.



# OUR SERVICES & SOME EXAMPLES OF OUR WORK...



## NORTH LANARKSHIRE

### YOUNGER ADULTS RESIDENT IN NORTH LANARKSHIRE WITH A DISABILITY:

- Supporting adults with a learning disability to promote their views in relation to self-directed support and assist them to get the care package that best meets their needs
- Supporting adults with mental health issues to liaise with psychiatric services and discuss their views on their care and treatment, whether they are detained in hospital or living in the community
- Assisting adults with addictions issues to be included and involved in agency decisions by supporting them at meetings and liaising with relevant agencies
- Supporting prisoners in HMP Shotts to know their rights and ensure their voice is heard within the prison setting.

**"I FELT SUPPORTED AND THAT HAS HELP BUILD MY CONFIDENCE. WITHOUT THE HELP FROM THE ADVOCACY PROJECT I WOULD HAVE FOUND IT MORE DIFFICULT TO COPE, LESS CONFIDENT AND THE SITUATION WOULD HAVE BEEN MUCH MORE FRIGHTENING"**

**"I FOUND MY ADVOCACY WORKER TO BE A GREAT HELP. SHE SEEMS TO UNDERSTAND THE PROBLEMS PEOPLE HAVE DEALING WITH MENTAL HEALTH. SHE IS THE FLORENCE NIGHTINGALE OF ADVOCACY"**

**"WITHOUT ADVOCACY I WOULD NOT BE ABLE TO PUT FORWARD A BETTER PICTURE OF WHAT I WANTED TO SAY. WITH THE HELP OF AN ADVOCATE, RELEVANT AGENCIES HAVE HAD TO TAKE THE SITUATION MORE SERIOUSLY THAN IF I WAS ALONE"**

**"VERY HELPFUL, BOTH ADVOCATES WERE VERY POLITE, SENSITIVE AND LISTENED WELL. THEY WERE PUNCTUAL, CONSIDERATE AND DID AS I ASKED. I WOULD RECOMMEND ADVOCACY TO ANY OTHER PATIENT"**



# OUR SERVICES & SOME EXAMPLES OF OUR WORK...



## GLASGOW MENTAL HEALTH SERVICE

Fundamentally the service ensures people with a mental health disorder have their legal right to the services of an independent advocate realised. Most of our work is to support people in relation to the Mental Health (Care and Treatment) (Scotland) Act 2003. However we also support people with a wide range of other issues. We aim to provide a comprehensive, professional advocacy service which ensures people's rights are upheld and endeavours to make certain that people are participating, understanding and engaging with their life circumstances.

This year we have provided support to the following:

- People who are detained and deprived of their liberty in hospitals and care homes.
- People who are subject to compulsory treatment in the community.
- Parental advocacy to people whose children are subject to social work procedures.
- People who are subject to Adult Support and Protection legislation.

- Safeguarding advocacy to people who have been assessed as lacking mental capacity to make decisions about their care.
- Vulnerable prisoners with a diagnosis of a mental health disorder in HMP Barlinnie.
- People who need assistance with the preparation of Advance Statements and nomination of Named Persons.
- Increasing understanding and opportunities in relation to Powers of Attorney.
- Assisting people in relation to housing or education where it appears they may be disadvantaged, discriminated or misunderstood.
- Empowering people to take control of their lives and care needs via self-directed support.

**"YOU GAVE ME AND MY FAMILY A VOICE OF OUR OWN"**



# LEARNING & DEVELOPMENT



The Advocacy Project is committed to the principles of continuous improvement and as such is always exploring areas of learning that will enhance our skills and experience and ultimately improve the quality of our services.

Highlights from our training programme this year have included:

- Say Women Self Harm Basic Awareness Training
- Applied Suicide Intervention Skills (ASIST)
- Third Party Reporting (Police Scotland)
- British Sign Language (BSL) Level 3
- Mentally Healthy Workplace Training for Managers (as part of the Healthy Working Lives - Silver Award)

The organisation has also continued to promote advocacy by delivering training to other services. This year this has included:

- 'Introduction to Rights & Advocacy' training to Glasgow Housing Association staff
- 'Delivering advocacy to Families at Risk' in partnership with the Scottish Independent Advocacy Alliance



## LEARNING ACCREDITATION OF ADVOCACY WORKER QUALIFICATION

The organisation has been successful in having its advocacy worker learning program credit rated. The new qualification 'Professional Practice Award (PPA) - Independent Advocacy (Scotland)' was credit rated by Napier University earlier this year. The PPA has been credit rated at Scottish Credit Qualifications Framework (SCQF) Level 7 and has been placed on the SCQF national framework of recognised quality assured qualifications. The PPA is credit rated for 5 years and is owned by The Advocacy Project.

In the coming period the organisation will roll out the PPA for Advocacy Worker post holders, explore learning centre accreditation and develop a program of learning for the accreditation of workplace assessors. The accreditation will be used to promote a better understanding of the value of advocacy, as well as quality assure the work our advocacy workers undertake.

The Advocacy Project has recently invested in 4 staff undertaking the PDA Diploma in Training & Development, and there will be further investment in professional Internal Verifier training. We are on course to create the outline of a professional learning centre that is qualified & accredited to recognised national standards.

# THE ENGAGEMENT & INVOLVEMENT SERVICE



The aim of our Engagement & Involvement Service is to support a co-productive approach in which service providers, service users, family and carers can work together to create a service that works for everyone, improving the quality of life for people and their communities.

## WHAT WE DO:

Support people who use services to be meaningfully involved in having a say in how their service is delivered

Encourage organisations to hear the voice of those who use their services when considering changes or improvements to that service

Promote an ethos of empowerment, participation and involvement on behalf of those who use services



## EXAMPLES OF OUR WORK:

**FACILITATION OF SERVICE USER EVALUATION IN REGARD TO ADULT SUPPORT AND PROTECTION PROCEEDINGS.**

**SUPPORTED A SERVICE FOR PEOPLE WITH A LEARNING DISABILITY TO CARRY OUT AN INDEPENDENT CONSULTATION OF ITS' SERVICE USERS AND CARERS.**

**FACILITATION OF A COLLECTIVE ADVOCACY GROUP FOR PATIENTS IN A LOW SECURE MENTAL HEALTH WARD.**

**ASSISTED CARE HOMES IN DEVELOPING PERSONALISED COMMUNICATION TOOLS TO ENHANCE ENGAGEMENT WITH THEIR RESIDENTS.**

**DELIVERED AWARENESS RAISING SESSIONS REGARDING ADULT SUPPORT AND PROTECTION LEGISLATION IN A NUMBER OF CARE HOMES.**

The Engagement & Involvement Service have been regularly facilitating patients meeting in a mental health ward. We received the following feedback from one of the ward managers:

**"IT IS VERY DIFFICULT TO UNDERESTIMATE HOW HARD PATIENTS AND ADVOCACY STAFF HAVE WORKED TO CREATE SOMETHING WHERE INDIVIDUALS UNDER VARIOUS MEASURES OF COMPULSION CAN COME TOGETHER WITH THE UNSELFCONSCIOUS RELAXED PRESUMPTION THAT THEY HAVE THE POWER TO MAKE CHOICES AND INFLUENCE THE SERVICE. THE [MEETING] IS NOW EMBEDDED IN WARD CULTURE AND DAY-TO-DAY ROUTINE. IT IS AN ASSET BOTH FOR THE PATIENTS AND THE STAFF"**

# COMMUNICATION



The Advocacy Project believes that effective communication lies at the heart of empowering people. Across all our services, we are committed to helping people find their voice and be heard in any way they can be. Sometimes this means supporting someone to speak in a meeting with professionals, sometimes it means helping care home staff find a way to connect with a resident who can no longer speak.

In their work, our Engagement & Involvement Service strive to use creative approaches to communication. Some of the tools they use include:

**GRAPHIC FACILITATION TO MAKE GROUP WORK MORE ACCESSIBLE**

**USING REMINISCENCE TOOLS AS AN AID TO FEEDBACK AND EVALUATION**

**BESPOKE PHOTO ALBUMS TO USE AS A COMMUNICATION TOOL**

**ASSET MAPS TO ENCOURAGE PEOPLE TO BE MORE INVOLVED IN THEIR COMMUNITY**

**ACCESSIBLE AND EASY READ INFORMATION INCLUDING EASY READ QUESTIONNAIRES FOR SERVICE EVALUATIONS**

This year, the North Lanarkshire collective advocacy group 'Listen Up Lanarkshire' decided they wanted to raise awareness of their experience of meetings and what they wanted them to be like. With extra funding from the local authority, the group created a short film called 'Reviews: Our Views' which became the main focus of a workshop they went on to present to various services in the local area.

To help the group achieve what they wanted to do, the Engagement & Involvement team used a number of communication tools including:

**INDIVIDUAL AND GROUP TALKING MATS**

**EASY READ PRESENTATIONS AND ACCESSIBLE INFORMATION**

## TALKING MATS

A communication framework devised by speech and language therapists that enables people who have a difficulty communicating to express their views and supports their understanding. All our staff are trained in Talking Mats and we can also provide training in how to use Talking Mats to services we are working with.



**GRAPHIC FACILITATION**

**USE OF PHOTOGRAPHS / POSTERS / DVDS / FILM**

**ROLE PLAY AND DRAMA**

# PARTNERSHIP WORKING



## LOCAL INVOLVEMENT

In addition to the ongoing delivery of services, The Advocacy Project is committed to the benefits of consultation, representation and networking at a local and national level.

As an organisation we believe that the voice of people who use services should be integral to their design and delivery at all levels. We recognise that many of the people who access our services, due to failing health and limited capacity are unable to contribute meaningfully to future planning processes. We feel it is important to represent our clients within these groups.

Over the year our ongoing involvement at a local level has included the membership of:

- Lanarkshire Advocacy Network
- North Lanarkshire Disability Partnership Board
- North Lanarkshire Mental Health Partnership Board
- North Lanarkshire Adult Support and Protection Committee's Service User and Carers Reference Group
- South Lanarkshire Adult Support and Protection Committee's Standards and Procedures Working Group



- Glasgow Adult Support and Protection Committee
- Glasgow North East Suicide Prevention Forum
- Glasgow Financial Inclusion Partnership
- NHSGG&C Equalities in Health
- NHSGG&C Learning Disability Network
- Glasgow South East Integration Network
- East Renfrewshire Adult Support and Protection Committee
- East Renfrewshire Self Directed Support Communication Group
- East Renfrewshire Disability Workers Network



# PARTNERSHIP WORKING



## NATIONAL INVOLVEMENT

At a national level our involvement has included:

- Scottish Independence Advocacy Alliance Board
- Mental Health Tribunal Scotland Advocacy Reference Group
- Prison Advocacy Forum

We have contributed to national consultations in relation to:

- Amendments to the Mental Health (Scotland) Bill
- Revising the National Care Standards

The Advocacy Project was chosen as one of five organisations nationally as an example and champion of a human rights based approach.

We feature in a short film and accompanying document highlighting our practice which is being used by the Scottish Human Rights Commission to promote the use of this approach. Both the film and document can be found at [www.healthandsocialcare-snap.com/](http://www.healthandsocialcare-snap.com/)



This year we became a Third Party Reporting Centre. In doing so, we support Police Scotland in the fight against hate crime by providing an alternative place for victims to report such crimes.

We are very well placed to identify potential hate crime and make reports due to our own work regularly focusing on issues of injustice and discrimination.

This service is available to people who use our service and the general public.



Human rights in health and social care – putting it into practice

CASE STUDIES FROM SCOTLAND



**“THE MOST IMPORTANT SUPPORT WAS NOT HAVING TO FACE IT ALONE AND HIS INTEGRITY MADE ME FEEL RELAXED. VERY GRATEFUL TO MY ADVOCACY WORKER WHO ORGANISED THIS MEETING ON MY BEHALF – IT REMOVED THE ANXIETY BEFORE THE ACTUAL EVENT TOOK PLACE.”**

**“THE MOST IMPORTANT SUPPORT WAS NOT HAVING TO FACE IT ALONE AND HIS INTEGRITY MADE ME FEEL RELAXED. VERY GRATEFUL TO MY ADVOCACY WORKER WHO ORGANISED THIS MEETING ON MY BEHALF – IT REMOVED THE ANXIETY BEFORE THE ACTUAL EVENT TOOK PLACE.”**



# ACKNOWLEDGEMENTS OF SUPPORT FROM

**NHS GREATER GLASGOW AND CLYDE**

**NHS LANARKSHIRE**

**GLASGOW CITY COUNCIL**

**SOUTH LANARKSHIRE COUNCIL**

**NORTH LANARKSHIRE COUNCIL**

**EAST RENFREWSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP**



## THE ADVOCACY PROJECT

**CUMBRAE HOUSE, 15 CARLTON COURT, GLASGOW, G5 9JP**

**TELEPHONE: 0141 420 0961**

**EMAIL: ENQUIRY@THEADVOCACYPROJECT.ORG.UK**

**YOU CAN ALSO FIND US ON FACEBOOK  
AND FOLLOW US ON TWITTER @THEADVOCACYPROJ**

**PLEASE CONTACT US IF YOU WOULD LIKE A  
COPY OF THIS REPORT IN ANOTHER FORMAT.**

**THIS REPORT CAN ALSO BE DOWNLOADED FROM OUR WEBSITE.**

**THE ADVOCACY PROJECT (SCOTLAND) LTD  
IS A COMPANY LIMITED BY GUARANTEE - 199424**

**REGISTERED CHARITY NO. SCO20564**

**VISIT US AT  
WWW.THEADVOCACYPROJECT.ORG.UK**

