



What is it?

Independent Advocacy is about empowering people involved in using or receiving services. We work within Dumfries and Galloway to express our clients' views, wishes, and feelings. We are as free from conflict of interest as possible and work separately from other services; the views of service providers do not influence our actions. We are a registered charity with a Board of Directors, and we follow the Principles, Standards, and Codes of Best Practice as published by the (SIAA) Scottish Independent Advocacy Alliance.

What do advocates do?

Our Independent Advocates strive to stand by our clients and ensure that their voices are expressed without compromise. An Independent Advocate works on a one-to-one basis with clients to find solutions to their issues and help them understand the options that are available to them while protecting their rights and ensuring they are treated with respect and dignity.

Why is independent advocacy important?

Dumfries and Galloway Advocacy Service will help clients understand what might be happening in their lives and support them to take control of their circumstances by empowering them to help themselves. We will use listening skills to help clients think through their problems or find information that will help them make informed choices and decisions. Independent Advocates can also speak on a client's behalf if they feel unable to do so, making sure others fully understand their thoughts, feelings and wishes, but also make sure the client understands what may be said to them or about them.

Who we do and who are we funded by

Health and Social Care commission Dumfries and Galloway Advocacy Service to deliver services to adults aged 18 and over under the following legislation:

- Mental Health (Care & Treatment) (Scotland) Act 2003
- Adults with Incapacity (Scotland) Act 2000
- Adult Support and Protection (Scotland) Act 2007
- Social Care (Self-directed Support) (Scotland) Act 2013
- Carers (Scotland) Act 2016)

We are funded by:

- D&G Health and Social Care
- Holywood Trust
- The Bank of Scotland Foundation
- Carers Act Fund
- Patient Rights Act Fund (Scottish Government)

We are funded to advocate for the following groups:

- Mental Health
- Adults with Incapacity (incl. Guardianship and 13ZA)
- Learning Disability
- Autism
- Adult Support and Protection
- Self-Directed Support
- Unpaid Carers
- Young People (18-25 year old)

Legislation (The Law)

If an adult or a young person is subject to intervention under the Mental Health (Care & Treatment) (Scotland) Act 2003, they have a right to independent advocacy services, and the Mental Health Officer (MHO) will refer them to the relevant advocacy service.

Clients who fall under the Mental Health (Care & Treatment) (Scotland) Act 2003 can also refer themselves to our service for advocacy support regarding issues such as hospital detention, mental health tribunals, and issues relating to the NHS or Social Services.

Under the Adult Support & Protection (Scotland) Act 2007, which offers support to persons aged 16 or over, there is a right to be made aware of the role of advocacy services in assisting with a clearer understanding of the person's wishes and feelings.

The Social Care (Self-directed Support) (Scotland) Act 2013 and Carers (Scotland) Act 2016 also provide a right to advocacy.

Further Information

We are an issue-based service. As such, once the client's issue is resolved, we will contact them and/or their referrer about closing the case. If they have any further issues in the future, they can come back to us at any time.

How do you refer to our service?

Anyone can make a referral to our service, but the client must have consented to the referral unless they lack capacity, and it is then the responsibility of the referring agency to make the referral.

Call us: 01387 247237

Email us: info@dgadvocacy.co.uk

Check our website: www.dgadvocacy.co.uk

www.dgadvocacy.co.uk



t: 01387 247 237 • e: info@dgadvocacy.co.uk

Hestan House, Crichton Business Park, Bankend Road, Dumfries DG1 4TA

Scottish Charity No. SC036075 • Limited Company No. 275168