

A decorative border composed of numerous speech bubbles in various shades of blue and green, arranged in a circular pattern around the central text.

The Scottish Independent Advocacy Alliance

A Map of Advocacy across Scotland

2013–2014 edition

Acknowledgements

The SIAA would like to thank all those advocacy organisations and advocacy commissioners from NHS Boards and Local Authorities who responded to our requests for information.

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Foreword

This edition of the Advocacy Map 2013–14 comes at a significant point in the discussions around the provision of independent advocacy.

In Scotland we have robust legislation that enshrines the right to access independent advocacy without placing unnecessary barriers to that access. I'm concerned that the implementation of the legislation does not always correspond with the way that advocacy provision was envisaged during the development of the *Mental Health (Care & Treatment) (Scotland) Act 2003*. It is evident that the theory of legislation does not always match the reality that people face.

This research shows that the demand for advocacy continues to rise but unfortunately this is not matched with an increase in funding. As expected the wider economic environment we inhabit has had an impact on advocacy funding but it should also be noted that that same economic environment has pushed up the demand for advocacy. It has caused more people to seek support and help to deal with the impact of welfare reform and the closure of services amongst other reasons.

We know that in some areas progress regarding the development and growth of advocacy continues with commissioners and funders working with advocacy organisations to fund advocacy for many more people than the legislation stipulates. I would like to see this pattern replicated throughout Scotland because the way we include, support and empower marginalised and discriminated groups is a measure of how well developed we are as a society. Advocacy helps to dismantle barriers to access, it helps people to engage, challenge discrimination and stigma. It helps people gain control; it helps people have a sense of ownership of their lives and the community they live in. Funding advocacy shouldn't be considered a 'nice' thing to do because in fact it's the 'right' thing to do. That's even more important when resources are stretched and services are challenged. Independent advocacy is a long term investment in communities and people.

Shaben Begum MBE

Director

Scottish Independent Advocacy Alliance

The Big Picture

Introduction

This report is the regular biennial quantitative research into funding and provision of advocacy in Scotland carried out by the Scottish Independent Advocacy Alliance. Its aim is to capture levels of funding from statutory and non-statutory sources, the groups advocacy organisations are funded to support and the numbers of people they support.

This edition of the *Map of Advocacy* covers the period from 1st April 2013 to 31st March 2014. The data shows demand for advocacy has gone up by 8% whereas funding for most respondents has either been reduced or frozen. Overall the average spend per head on advocacy across all NHS Boards has reduced by close to 1 pence.

This report corroborates the findings from surveys of advocacy organisations when responding to Scottish Parliament Consultations and Call for Evidence on proposed and draft legislation. These surveys showed significant increases in referrals to advocacy organisations for a number of reasons including the closure of other services and welfare reform. This increase in demand has meant that advocacy organisations are unable to raise awareness about the value and impact of advocacy amongst potential service users as they would be unable to meet any further increases in demand and are reluctant to raise expectations.

Gaps in advocacy provision remain. Advocacy organisations report of limited access for children and young people and for adults with physical disabilities, older people, carers and people from minority ethnic communities. These gaps in provision have been highlighted in previous editions of this research and we wait for evidence of all NHS Boards and Local Authorities taking steps to address these gaps. We have also highlighted the right of people with a mental disorder within the Scottish Prison Service to access independent advocacy. Current provision is patchy and limited however there has been some progress on this issue and a significant number of Scottish prisons are in the process of ensuring access to independent advocacy for prisoners.

Methodology

The criterion for inclusion in this document is that the organisations or projects only deliver advocacy. All the organisations included in the Map have told us that they do provide advocacy although not all are independent advocacy organisations. Some NHS Boards and Local Authorities included spend on other, non-advocacy, services such as support into employment, counselling, advice, support and campaigning services. Details of these have not been included in this document. We are concerned that this indicates a lack of clarity of the definition of independent advocacy as per Section 259 of the Mental Health (*Care & Treatment*) (*Scotland*) Act 2003,* amongst some NHS Boards and Local Authorities.

As with previous editions information on advocacy funding was sought from the 14 geographic NHS Boards and all Local Authorities in Scotland plus The State Hospitals Board for Scotland. Information was also gathered from advocacy organisations on income and on statistics around the size and makeup of the organisation as well as numbers of people they support. Most of the data requested from organisations is already gathered for their own monitoring and reporting to funders. We are however aware that not all NHS Boards and Local Authorities request this information as part of their regular monitoring duties.

Responses were received from the majority of NHS Boards and Local Authorities however for some we were unable to identify the relevant person with responsibility for advocacy so for those areas and for three other areas information was not provided. The majority of advocacy organisations (95%) returned completed questionnaires. For the full list of respondents see Appendix 1.

All data is included as it was received from advocacy organisations, NHS Boards and Local Authorities. It was cross referenced only when there were clear variations between funding information given by organisations and commissioners and some of these variations remain. The SIAA cannot guarantee the accuracy of all the information included in the report.

The research for this edition of the advocacy map was carried out by Eloise Johnston, an intern recruited through Third Sector Internships Scotland. We are grateful for all her hard work, time and commitment.

* www.scotland.gov.uk/Publications/2013/08/7455

1.1 Service provision

Staff and volunteers:

The total number of staff employed by advocacy organisations in the 2013–14 year was 518. This is a rise on the figure of 430 in the 2011–12 year however as these figures include both full and part time staff we cannot identify full time equivalent posts.

In addition to paid staff advocacy organisations reported employing over 1000 volunteers. Of those 495 were volunteer advocates, the majority of the remainder were volunteer trustees or directors on advocacy organisations' volunteer Board of Directors. These numbers show a drop from the 2011–12 year which saw over 1200 volunteers of which 612 were volunteer advocates.

Not all advocacy organisations will use volunteer advocates. The use of volunteer advocates requires a considerable level of resources for recruitment, training, support and supervision. Following good practice in the use of volunteers does not offer a 'cheaper' option. Volunteers bring a range of skills and qualities to advocacy organisations and often help to enhance their independence but equally there are considerable expenses involved with the use of volunteers. In addition it can be difficult to provide a volunteer advocate for meetings during working hours or at very short notice so creating logistical issues for those organisations using volunteer advocates. Those organisations that do use volunteer advocates often have paid as well as volunteer advocates to ensure appropriate levels of availability.

Numbers accessing advocacy

Advocacy organisations were also asked the number of people that accessed each type of advocacy. From the fourteen NHS boards over 27,000 people accessed advocacy in the 2013–2014 period, an increase of 8% over the 2011–12 year figures.

Whilst this figure provides an overall picture of the numbers of people accessing advocacy, this does not provide a detailed picture of the activities and time involved. While for some accessing advocacy this may involve two or three meetings and only a few hours' work, for others their issues and situations will be more complex and may require considerably more time and involvement. The Patients' Advocacy Service, for example, noted that they provided 168 individuals a mixture of paid & volunteer advocacy, but with 2,614 actual contacts.

Levels of access:

Since 2012 some organisations had reported that, to address circumstances where available resources were insufficient to meet demand, Service Level Agreements and Contracts were now requiring that they prioritise individuals facing compulsory measures under the terms of the Mental Health (*Care & Treatment*) (Scotland) Act 2003.

The right of access to advocacy under the terms of that legislation applies equally to anyone with a mental disorder so a requirement to prioritise only those facing compulsory measures could mean that advocacy was not available for all with a statutory right of access. For example someone with a statutory right to advocacy due to their learning disability or dementia might not know about advocacy or be able to request it but would find it beneficial is less likely to have access in these circumstances. We do not have data around the responding advocacy organisations' capacity to provide non-instructed advocacy for people who lack capacity and or have profound communication needs in this climate of huge demand.

To follow up on these reports we asked advocacy organisations if their Service Level Agreement or Contract did require them to prioritise those facing compulsory measures and if so, what impact this had on advocacy availability.

50% of organisations that have Service Level Agreements or Contracts stated that they are now required to prioritise those individuals facing compulsory measures. Of that group over half now have waiting lists and state that the wait for advocacy can be significantly longer for individuals not subject to compulsory measures. Around 20% of that group reported that they had now stopped offering 'drop in' or 'surgery' sessions and over 40% no longer undertake any awareness raising activities. It is likely that the reduction in awareness raising activities and longer wait for access will contribute overall to reduced accessibility for all. We are concerned that some who do have a statutory right of access and could benefit from advocacy are not likely to find out about it if organisations feel unable to raise awareness or reach out to the harder to reach people.

Collective Advocacy:

The Mental Health Act gives a statutory right of access to both individual and collective advocacy. Collective advocacy organisations play an important role in lobbying and campaigning around many issues in order to instigate changes to service provision, the design and delivery of services, user consultation and involvement. Also they raise awareness about rights and address issues around legislation, policy, discrimination and stigma. The added value of collective advocacy includes empowerment, the raising of members' confidence, awareness and self-esteem. We have repeatedly raised the issue of the lack of access to collective advocacy in some areas and this situation does not appear to be changing. Nine out of the 32 Local Authority areas do not yet fund collective advocacy.

1.2 Adult Support and Protection and the *Patient Rights Act*

1.2.1 Adult Support & Protection (Scotland) Act 2007

'Section 6 of the Act requires Local Authorities to consider the provision of appropriate services, including independent advocacy services, in respect of all suspected adults at risk. Those adults at risk with a mental disorder have an automatic right to such a service under the 2003 Act.'^{*}

Advocacy organisations were asked whether funding from the Local Authority included specific funding to cover referrals in relation to the Adult Support & Protection (ASP) Act and the numbers of ASP related referrals received.

Of those responding to the funding question 27% stated they were in receipt of funding specifically in relation to ASP. Advocacy organisations reported receiving over 800 ASP related referrals, 3% of the total number of referrals received in 2013–14.

Organisations were also asked about involvement with local Adult Protection Committees. 41% of respondents were members of their local APC or APC Sub-Groups.

^{*} www.scotland.gov.uk/PublicationsEast/2009/01/30112831/5

1.2.2 Patient Rights (Scotland) Act 2011

- Introduced new patient rights and principles within health care delivery.
- Launched Patients Advice and Support Service (PASS) to highlight healthcare users' rights and responsibilities and refer on to other support available, including advocacy.
- The Scottish Government pledged a recurring sum of £500,000 per annum, to support advocacy.
- NHS Boards received support in the development of current strategic advocacy plans.

The Act established the Patients Advice and Support Service (PASS) to provide information and help patients to understand their rights and responsibilities when using health services, and to direct people to other types of support, such as advocacy. To support this requirement the Scottish Government made £500,000 per annum, recurring, available, to support advocacy provision in relation to the Act.

In 2013 the SIAA published findings from a survey of advocacy organisations on the implementation of the *Patient Rights (Scotland) Act 2011* in relation to independent advocacy provision. This research asked advocacy organisations a series of questions about the implementation of the Act. Findings showed that 13% of advocacy organisations had received additional funding in relation to the Act, a further 13% reported that funding was available but not yet allocated.

Responses to the 2013–14 Map questionnaires showed 22% of respondents in receipt of funding relating to the *Patient Rights Act*. We are concerned that so few advocacy organisations actually receive funding that is specially allocated to them from the Scottish Government via NHS Boards.

1.3 Advocacy: how accessible is it?

Advocacy organisations across Scotland have made efforts in striving for an accessible and equitable access to advocacy, despite challenges in providing advocacy to various hard to reach groups. However, many organisations were restricted to providing advocacy to those who fit within clearly defined criteria as set by the Mental Health Act and other legislation, leaving many more without a voice in some areas.

The following gaps in provision were identified by advocacy organisations, most of these gaps have already been highlighted in previous editions of this research. We are disappointed that there is little evidence of progress being made in some areas to address these gaps. However it is important to note that some of the groups identified below do have a statutory right access independent advocacy.

Physical disability

In some areas those with physical disabilities were excluded from advocacy provision if they did not met core funding criteria e.g. a mental health issue or learning disability. Seven of the 32 Local Authority areas do not have any advocacy provision for people with a physical disability.

Children and young people

Another major gap in provision identified by respondents was children and young people.

Access to advocacy for children and young people with a mental disorder is a statutory right. However the data shows that in most areas of Scotland children and young people accessing services due to their learning disability or mental health issues do not have access to independent advocacy.

We know that advocacy organisations are reporting that increasingly they are being required to prioritise adults facing compulsory measures, as highlighted earlier but children and young people are being detained and receiving treatment without access to independent advocacy. We are concerned that children and young people with a legal right to access independent advocacy still do not have the level of access adults do.

This gap has been highlighted in previous years and we still do not see evidence of it being addressed in all NHS Board and Local Authority areas. Responses from Commissioners and advocacy organisations show that in 10 out of 32 Local Authority areas there is no independent advocacy provision for children with mental health problems or learning disabilities. However there is provision for looked after and accommodated children in most Local Authority areas.

Carers

Inequity of access for carers was also identified. While there is provision in some areas of independent advocacy and in some other areas some non-independent advocacy this is by no means universal. Responses show no advocacy provision for carers in 8 Local Authority areas.

People with substance misuse issues

This was another group highlighted by organisations in some areas which slipped through the gaps in advocacy provision. 14 Local Authority areas have no specific provision for this group. Although some people could access support if they also had a mental health issue or a learning disability, organisations believed that many others with substance misuse issues and their families frequently went without advocacy, and without a voice.

Prisoners with mental disorder

This is another group that have a statutory right to access independent advocacy and have been identified in previous editions of this research. Several organisations highlighted prisoners as a group with limited access to advocacy. The SIAA published *Guidelines for Advocates working in Prisons** in early 2014 which have helped structure discussions and potential Service Level Agreements and contracts for advocacy organisations to work within the Scottish Prison Service.

Older people

Older people who may be frail and/or vulnerable are another group for whom there was limited or no provision in some areas. This particularly included older people in residential care settings.

Ethnic minorities, travellers and asylum seekers

Many advocacy organisations do not receive funding to work with particular marginalised groups who may face additional challenges in accessing services including advocacy. In some areas there are low numbers of Black Minority Ethnic Groups, Travellers or Refugees and Asylum Seekers accessing advocacy. The reasons for this are not always clear; we are however concerned that some respondents reported that they do not collect information about the ethnicity of the people they support. Equally worryingly, some organisations appear not to be required to collect this information from their NHS or Local Authority funders.

Asperger's Syndrome

A number of organisations raised the issue of people with Autism not having access to advocacy unless they also have a Learning Disability. This appears to reflect the wider system where people with Autism Spectrum Disorder and particularly Asperger's syndrome do not have access to a range of services because they do not meet the criteria of Mental Health or Learning Disability services.

* www.siaa.org.uk/wp-content/uploads/2014/05/SIAA_Guidelines_for_Advocates_working_in_Prisons.pdf

1.4 Funding

Advocacy organisations, NHS Boards and Local Authorities were asked specific questions about funding for advocacy to gain an overall picture of the statutory spend.

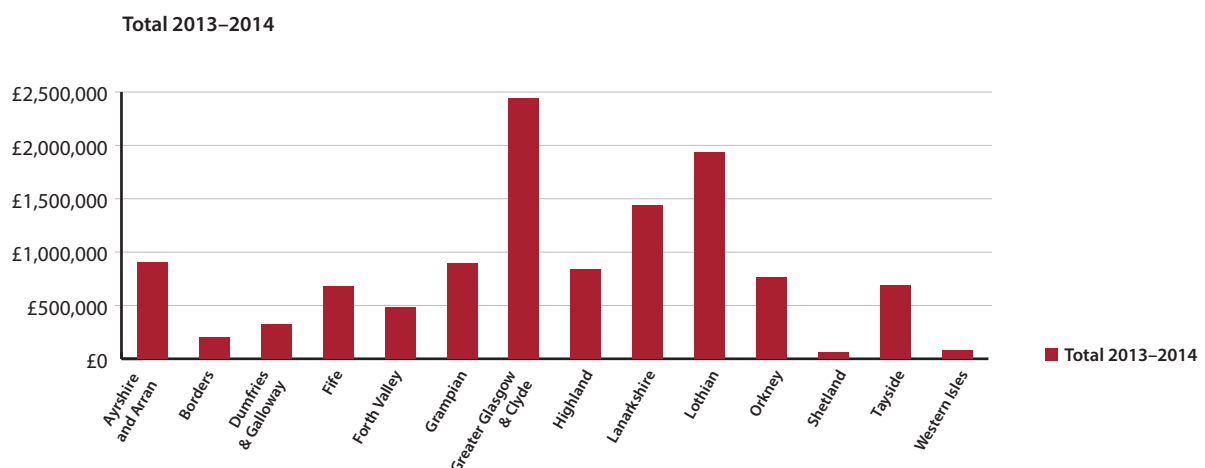
This section provides a demonstration of the overall statutory funding per NHS Board for advocacy, which is further broken down to a per-head figure to gain an idea of variations in funding across Scotland. The additional statutory funding for advocacy within the State Hospital and by the Scottish Government for 2013–2014 is also detailed. All figures are compared to their respective levels in the 2011–2012 Map.

1.4.1 Statutory funding (for independent advocacy and non-independent advocacy)

The charts and table below show the comparative in total and per person spend on advocacy for the 2013–2014 financial year.

2013–2014 Statutory funding per NHS Board

The total amount of funding for advocacy in 2013–2014 by the 14 geographic area NHS Boards and 32 Local Authorities across Scotland, and the State Hospitals Board for Scotland, was **£11,266,058**. The graph below illustrates the funding in the 14 geographic NHS Boards.

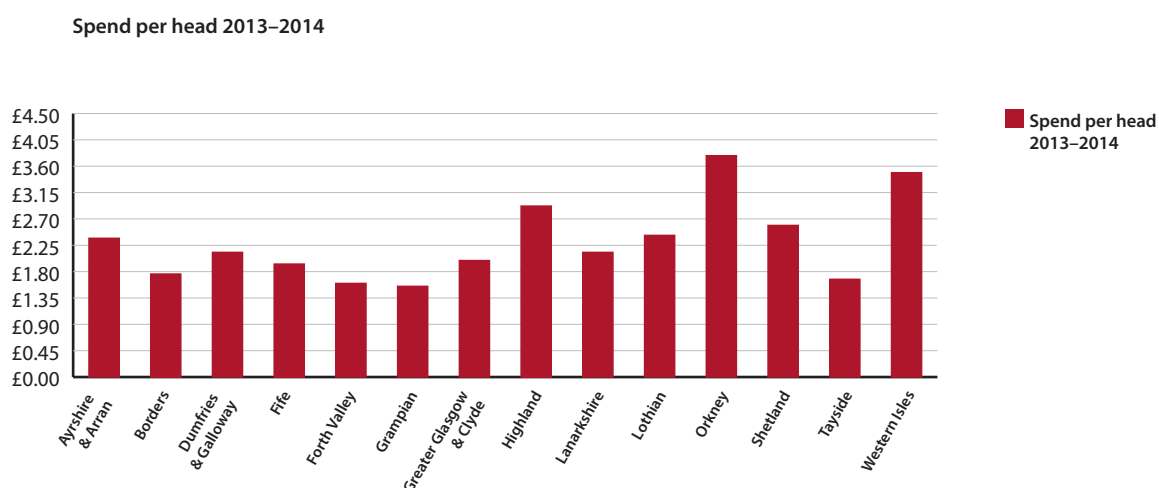


1.4.1 continued

The graph below provides a picture of differing spends for advocacy across the various NHS Boards by comparing the funding amounts to population within each area.

The average spend per person across all NHS Health Boards was £2.07, a decrease of almost £0.01 from the 2011–2012 Map.

Population figures are taken from the General Register Office for Scotland Mid 2013 Population Estimates Scotland.



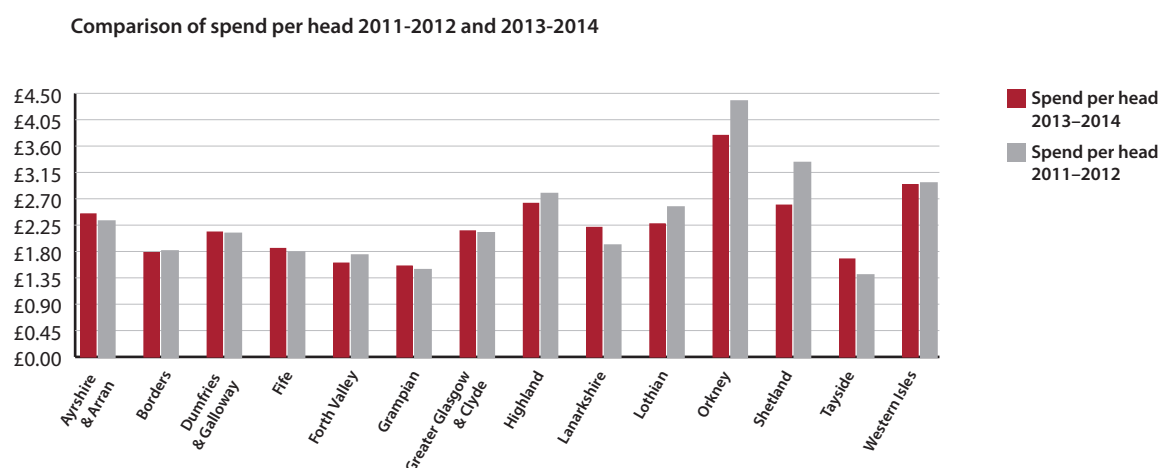
1.4.1 continued

Table 1: Total spend by each NHS Board and Local Authority in total amount and per head.

NHS Board	Total Amount	Spend per head	Population
NHS Ayrshire and Arran	£ 906,409	£ 2.44	372,210
NHS Borders	£ 202,373	£ 1.78	113,870
NHS Dumfries and Galloway	£ 319,457	£ 2.13	150,270
NHS Fife	£ 677,276	£ 1.85	366,910
NHS Forth Valley	£ 478,913	£ 1.60	299,680
NHS Grampian	£ 897,323	£ 1.55	579,220
NHS Greater Glasgow & Clyde	£ 2,463,748	£ 2.15	1,137,930
NHS Highland	£ 840,809	£ 2.62	321,000
NHS Lanarkshire	£ 1,441,545	£ 2.21	652,580
NHS Lothian	£ 1,972,472	£ 2.27	849,700
NHS Orkney	£ 81,564	£ 3.78	21,570
NHS Shetland	£ 60,156	£ 2.59	23,200
NHS Tayside	£ 689,051	£ 1.67	412,160
NHS Western Isles	£ 80,595	£ 2.94	27,400
Total	£11,111,691		

Comparison of funding to the 2011–2012 Map

The graph below shows a comparison of 2011–2012 and 2013–2014 figures for average spend per head in each NHS Board.



Additional statutory spend

The State Hospital Board and the Scottish Government also contributed statutory funding for advocacy. The table below shows the funding for 2013–2014.

Funding for Self-Directed Support has solely been to support the implementation of the Social Care (Self-Directed Support) (Scotland) Act 2013 and is shown here separately.

Funding Body	Spend on advocacy 2013–2014
The State Hospital	£154,368
Scottish Government	£255,923
Scottish Government SDS	£292,538

The funding for the Patients' Advocacy Service at The State Hospital in the 2013–14 year shows an increase over the 2011–12 figure as has the Scottish Government funding. In addition to more general funds the Scottish Government has provided around £300,000 for advocacy organisations as a part of the initiative to support the implementation of the Social Care (Self-Directed Support) (Scotland) Act 2013.

The following organisations received grants from the Scottish Government in the 2013–2014 year.

- AIMS Advocacy
- Advocacy Service Aberdeen
- Carers Scotland
- Central Advocacy Partners
- Dunfermline Advocacy
- Focus ARBD
- Lomond & Argyll Advocacy
- Partners in Advocacy
- Advocacy Orkney
- Borders Independent Advocacy Service
- Ceartas
- Circles Inverclyde
- Equal Say
- Kindred
- Mental Health Advocacy Project

1.4.2 Non-statutory funding (for independent advocacy and non-independent advocacy)

The following bodies granted funds towards advocacy in 2013–2014:

- Agnes Hunter, VAF
- Big Lottery
- Comic Relief
- Henry Smith Charity
- See Me
- Sick Kids Friends Foundation
- The Robertson Trust
- Voluntary Action Fund
- BBC Children in Need
- Children In Need
- Edinburgh and Lothian Health Foundation
- R S Macdonald
- The Gannochy Trust
- Third Sector Early Intervention Fund
- Youth Philanthropy Initiative

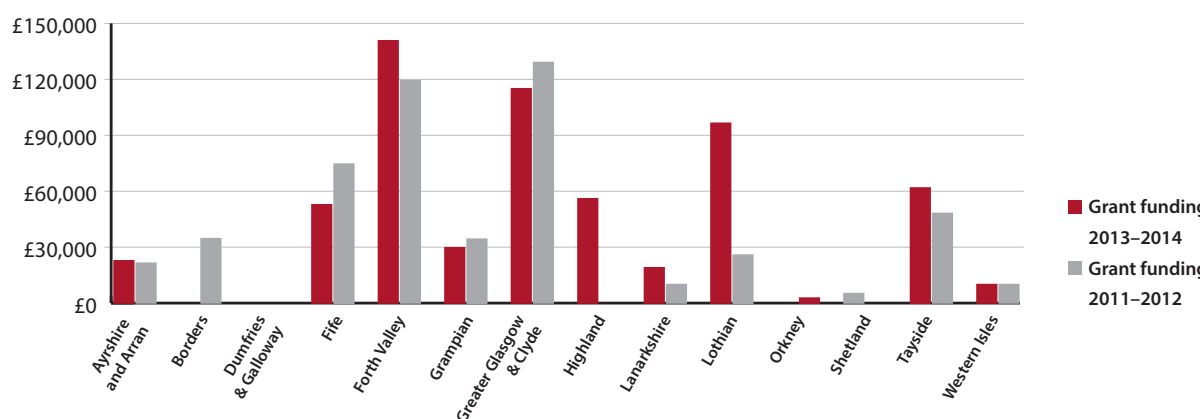
The total amount awarded in 2013–2014 from charitable trusts and other grant awarding bodies to advocacy organisations was £610,329.

The non-statutory funding for advocacy appears to have slightly risen from the previous map, as the graph and table demonstrates below. This figure, however, does not show an increase keeping pace with inflation and accordingly does not indicate real term increase in grant or trust funding. It should be noted that the data was gathered from advocacy organisations and therefore may not be complete as the response rate from advocacy organisations was just over 95%.

The chart and table below show a comparison from the 2011–2012 and 2013–2014 Maps of the non-statutory spend on advocacy from charitable trusts and foundations and from fundraising in each NHS Board area.

1.4.2 continued

Non-statutory funding 2011-2012 and 2013-2014



NHS Board	Grant funding '13-14	Grant funding '11-12
NHS Ayrshire and Arran	£ 23,742	£ 21,422
NHS Borders	£ 0	£ 34,608
NHS Dumfries and Galloway	£ 0	£ 0
NHS Fife	£ 52,716	£ 74,576
NHS Forth Valley	£ 140,707	£ 119,384
NHS Grampian	£ 29,741	£ 34,344
NHS Greater Glasgow and Clyde	£ 115,000	£ 129,087
NHS Highland	£ 56,000	£ 0
NHS Lanarkshire	£ 19,000	£ 10,000
NHS Lothian	£ 96,500	£ 25,800
NHS Orkney	£ 0	£ 2,731
NHS Shetland	£ 5,140	£ 0
NHS Tayside	£ 61,783	£ 48,153
NHS Western Isles	£ 10,000	£ 10,000

Applications of grant or trust funding

All advocacy organisations were asked if they had applied for grant or trust funding in 2013–2014. The survey found that 41 of the 56 organisations that responded had applied for grant or trust funding, 15 organisations had not applied.

Of the 41 organisations that had applied for grant or trust funding:

- 24 stated that their application or applications were successful.
- 9 stated that only some of their applications had been successful, that they did not receive the amount that was applied for, or had applications pending.
- 8 stated that their application or applications were unsuccessful.

These figures indicate that in 2013–2014 40% of organisations had some funding from grants or trusts.

It should also be considered that the majority of this funding was on a short-term basis, usually for between one and three years, and so did not offer any long term financial security for advocacy organisations. Annually reapplying for funding demands substantial time and staff resources and detracts from the service that the organisations are able to offer to clients.

Other comments on non-statutory funding

The organisations that did not apply for grant or trust funding were asked why they had decided not to do so. Their responses included:

- Insufficient time
- Insufficient staff
- No funding available which fitted with the criteria of organisations' focus
- No funding available which would permit organisation to continue in line with their agreed issue based advocacy service

Some advocacy organisations also suggested why their applications had been unsuccessful, and these comments included:

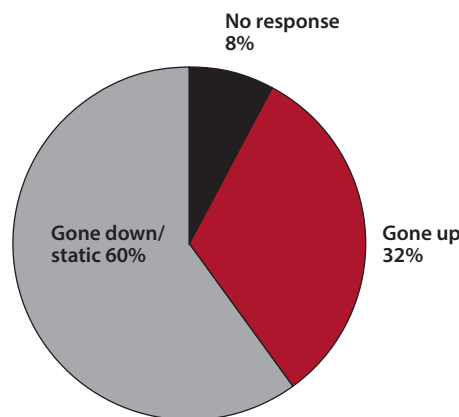
- Volume of demand across the voluntary sector
- Economic recession

1.4.3 Overall levels of funding — statutory & non-statutory

We asked organisations questions about their overall levels of funding and any changes they had noted. Respondents explained how they felt their funding has changed in recent years:

- Approximately **65%** of organisations said that their funding had either remained static or decreased.
- Approximately **35%** of organisations said that their funding had risen in recent years.

Funding for advocacy in recent years



Advocacy organisations were also asked how they felt the recession had impacted their organisation. Several key issues emerged relating to funding.

Increased demand on service — This was a recurrent statement in many organisations — that they had experienced a steady increase in demand in recent years with no increased funding to support this.

Advocacy staff doing more for less — The increased demand for advocacy services and the stagnant or reduced funding for advocacy have meant that staff within advocacy organisations have been under increased pressure when delivering advocacy services. Several organisations also reported that staff hours had been reduced due to efficiency savings imposed by funders, and that the welfare of staff had significantly decreased as workers experienced major stress and decreased moral as they sought to manage much heavier workloads without impacting their advocacy partners. This should be considered within a context where, according to calculations by the TUC, workers in the UK are suffering the most prolonged pressure on their incomes since the long depression of 1870.

Sustainability – Advocacy organisations believe that static funding or cuts in funding and increased costs seriously compromises the sustainability of their service.

Short term, project specific increases in funding

Some organisations reported that whilst their funding had increased, this was only for the implementation of Self-directed Support. Importantly, this funding is not on a recurring basis and therefore does not constitute secure funding. Many organisations' core funding had remained static for several years, so in real terms had decreased.

1.5 NHS & Local Authority responsibilities

1.5.1 Strategic Planning

We have seen limited evidence of strategic planning in some NHS Boards and Local Authority areas. In some cases it is difficult to gain access to published strategic plans. This apparent lack of strategic planning in some areas means that gaps in provision highlighted by advocacy organisations and previous editions of this research are not being considered. The Scottish Government updated and published *Independent Advocacy: Guide for Commissioners* (2013) which describes good practice around strategic planning including involving service users, carrying out needs assessments, best use of public money and the importance of realistic, secure long term funding.

1.5.2 Monitoring

The *Guide for Commissioners* also stresses the importance of monitoring and evaluation; some respondents reported having very little monitoring of their work whilst others were required to produce regular reports on numbers of individuals and groups supported, time spent and patterns regarding issues raised. Monitoring plays an important role in ensuring quality of service provision. We are aware that in some areas advocacy organisations are required to demonstrate their use of the SIAA *Principles & Standards* and *Code of Practice* documents as part of their Service Level Agreement or contract. Whilst this is a welcome development we are aware that this is not the case in all areas. We are concerned that in some NHS and Local Authority areas there is little monitoring taking place. Ideally we would like to see the implementation of the *Guide for Commissioners* to be monitored to ensure that vulnerable groups and individuals are not denied their statutory right to access independent advocacy.

1.5.3 Evaluation

The SIAA has been funded by the Scottish Government to run a Quality Assurance Pilot Project until June 2015. The aim of this pilot is to carry out evaluations of advocacy organisations in different NHS Board areas using the *SIAA Evaluation Framework* (2010). The evaluations are being carried out by sessional evaluators including people who have used advocacy and funders from different geographical areas. The work of the Pilot Project is being evaluated on an ongoing basis by the Scottish Health Council. Through this project we are being made aware that many advocacy organisations are not receiving any funding for an external evaluation, although this is clearly stipulated in the *Guide for Commissioners*. This raises a range of concerns we have around the long term sustainability of independent advocacy, quality assurance of advocacy organisations and ultimately the safeguarding of rights of people to access high quality independent advocacy.

Conclusions

The findings from this research make for bleak reading but they are also a tribute to the Scottish advocacy movement. Over the last decade, we have seen steady increases in the demand for advocacy. Reasons for this include more legislation and policy recognising the role that advocacy plays in helping people secure their rights, influence their own care and treatment as well as helping to shape services, policy and legislation.

This report shows that there is advocacy provision in all Local Authority and NHS Board areas. However more detailed scrutiny shows that increasingly people are forced to wait sometimes weeks to see an advocate.

People often need an advocate when they are facing a crisis, when decisions with potentially long reaching consequences are being made, for example children being taken into care or adults being moved into residential care. These are not situations where people should have to wait extensive periods of time. People should be able to access an advocate as and when they need to.

We are concerned that the actual provision in most parts of Scotland does not match the legislation. And that access to advocacy is not a reality for everyone. We know that some of the most marginalised groups who have a statutory right to access advocacy still have no or very limited access. We once again raise the issue of children and young people within the mental health system not having access to advocacy.

Advocacy helps people to think about their needs, articulate their wishes and desires, make sense of their situation and safeguard their rights. Therefore in the case of children and young people it is crucial that the lack of advocacy provision within Child and Adolescent Mental Health Services is addressed as a matter of urgency. If we as a society have a serious commitment to excellent initiatives such as Getting It Right for Every Child then independent advocacy for children and young people must be made available immediately.

Advocacy organisations report that they have supported 27,000 people during 2013–2014 but we know that 1 in 4 of us will experience mental health difficulties in our lifetime... the figures don't add up...

There are many people who do not know about advocacy even though they have used mental health services for many years. This was shockingly illustrated by the

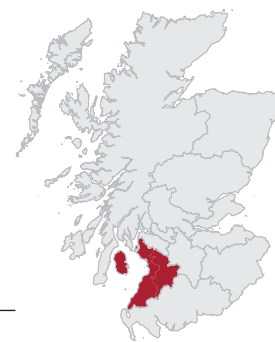
Mental Welfare Commission research* *Rights in Mental Health* which showed that the majority of participants did not know about their rights including the right to access independent advocacy.

The SIAA continues to work hard to persuade decision makers and legislators of the impact and importance of independent advocacy. We know that more people need access to all forms of advocacy and the recognition of advocacy in significant pieces of legislation and policy is a tribute to Scottish society as a whole. That recognition of advocacy is crucial but in addition so is the implementation. In a society where human rights are championed it is correct to have a right to access independent advocacy for a range of people but there also needs to be insistence that organisations are appropriately and sustainably resourced to provide this crucial service to society.

* www.mwscot.org.uk/media/129344/rightsinmentalhealth-report-final_apr_2013.pdf

2.1 NHS Ayrshire and Arran

North Ayrshire • East Ayrshire • South Ayrshire



- NHS Ayrshire and Arran
- East Ayrshire Council
- North Ayrshire Council
- South Ayrshire Council

2.1.1 Introduction

Information on jointly funded projects was provided by NHS Ayrshire & Arran. East Ayrshire Council and North Ayrshire Council also provided information on joint and council only funded projects. No information was provided by South Ayrshire Council.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

In Ayrshire monitoring is conducted quarterly with Local Authorities taking the lead role. In East Ayrshire the Contracts and Commissioning Officer attends some Board meetings.

Complaints would be looked at in monitoring meetings. The process for handling and resolution of complaints is written into contracts.

2.1.2 Funding

Organisation	Access criteria	Funder/Amount
AIMS Advocacy	People in North Ayrshire over 16 eligible to receive community care service Patients in Ayr Clinic	North Ayrshire Council & NHS Ayrshire and Arran Total = £176,677
Hear4U/Barnado's Scotland	Child Protection Process (South Ayrshire, Renfrewshire, D&G) Looked After and Accommodated (D&G) Children's Hearing System (Renfrewshire, D&G) Mental Health (South Ayrshire, D&G)	South Ayrshire Council & NHS Ayrshire and Arran Total = £37,263

2.1.2 Funding *continued*

Organisation	Access criteria	Funder/Amount
Citizen Advocacy Support Services	People with learning disabilities	South Ayrshire Council & NHS Ayrshire and Arran Total = £68,662
East Ayrshire Advocacy	Adults aged 16–65yrs who have a learning disability/mental health problem/acquired brain injury or those with a dual diagnosis, for example, mental health and addiction. Vulnerable parents whose children are subject to childcare or child protection issues. Young people under the age of 16yrs who are subject to the Mental Health Act Any East Ayrshire resident over 65yrs	East Ayrshire Council Total = £348,676
Voice Advocacy	Mental health (including Dementia) Adult Support & Protection Alcohol & addictions in recovery	South Ayrshire Council & NHS Ayrshire and Arran Total = £112,061
Who Cares? Scotland	Looked after children and young people. Types of care include foster, residential, secure, kinship and looked after at home. Care leavers.	East Ayrshire Council = £52,780 North Ayrshire Council = £57,780 South Ayrshire Council = £52,780 Total = £163,340
		Total = £906,679

2.1.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the NHS Ayrshire and Arran area. Responses were as follows:

- Children and young people with mental disorder
- Adults needing independent advocacy who don't fit into a clearly defined group
- People in prison
- Children/young people involved in court hearing regarding contact/custody where there is no social work input
- Physical disability
- Asperger's where no Learning Disability is diagnosed

2.1.4 Adult Support and Protection and the *Patient Rights Act*

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

AIMS Advocacy has been supporting people in meetings and has also been involved in a conference for the third sector, making a video and digital story and collecting people's views on their experience of ASP.

Hear4U/Barnado's provided information to on the aspects of transition between child and adult services.

East Ayrshire Advocacy has maintained regular updates and training opportunities. They also assisted with the review of ASP procedures locally.

Voice Advocacy's manager is a member of the local Adult Protection Committee.

Advocacy organisations were also asked about referrals and funding for ASP. One organisation received specifically related funding. Four of the Ayrshire & Arran advocacy organisations received around 300 ASP referrals in the 2013–14 year.

The *Patient Rights Act*

Five organisations within Ayrshire and Arran responded to this question. None had received funding.

AIMS Advocacy

70 New Street, Stevenston, KA20 3 HG
01294 608663 • info@aimsadvocacy.org.uk
Local authority areas: North Ayrshire

Project details*

Full-time staff	2
Part-time staff	14
Volunteers on Management committee or Board	7

Funding

There was no increase in statutory funding over previous years. AIMS' overall funding has however increased as a result of successful grant applications for specific projects.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
North Ayrshire Council/NHS Ayrshire and Arran	Over 16 from North Ayrshire eligible to receive community care service	1 year funding only	Yes (until Sept. 2014)	£224,964
Argyll and Islands Leader	Over 16 and resident on islands of North Ayrshire	This was a 2 year grant, which was completed in Oct. 2013.	No	£6,257
Scottish Government	Supporting implementation of Social care (Self-Directed Support)	1st year of 2 year funding	For another year	£19,200

Non-statutory funding

BIG Lottery — Support and Connect	Over 16 in North Ayrshire affected by welfare changes	1st year of 2 year funding		£23,742
<i>Additional funds accessed</i>	<i>Not available</i>	<i>Not available</i>	<i>Not available</i>	£11,824
				Total £292,244

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **496 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- No service user representation on the Board. Feedback sought from service users informs organisational planning and development.

Age groups

- 16–60
- 60+

Client groups

- Patients in Ayr Clinic
- People in North Ayrshire over the age of 16 who are eligible to receive a community care service

Numbers

- Collective or group = 15
- 1-2-1 paid = 481

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

AIMS collects information about the outcomes of their advocacy partners. They state that: *'We use the information to provide a profile of what we do and how it impacts on the people we advocate for'*.

Demographics collected

- Age
- Gender

What is the purpose for the demographics collected?

Information is recorded to ensure the organisation is providing an equitable service.

Citizen Advocacy Support Services

Sutherland House, 123 Prestwick Road, Ayr, KA8 8NJ
01292 268873 • enq@cassinfo.org.uk
Local authority areas: South Ayrshire

Project details*

Full-time staff	1
Part-time staff	2
Active Citizen Advocates	31
Volunteers on Management committee or Board	7

Funding

There was no increase in statutory funding over previous years. As a result CASS states that a waiting list has been set up and that it takes longer to respond to some referrals.

This organisation did not provide any funding information. Details shown are from Commissioners.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
South Ayrshire Council/NHS Ayrshire & Arran	Learning Disability	1 year	Not stated	£224,964
				Total £68,662

Service Provision

No additional information was provided for this project.

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

East Ayrshire Advocacy Service

20 Lindsay Street, Kilmarnock, KA1 2BB
01563 574442 • Irene@eaas.org.uk
Local authority areas: East Ayrshire

Project details*

Full-time staff	7
Part-time staff	9
Volunteers on Management committee or Board	5

Funding

Statutory funding has increased.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
East Ayrshire Council/NHS Ayrshire & Arran	Adults 16–65 with mental health problem, learning disability, acquired brain injury, people 65+	1 year	Yes	£312,717
East Ayrshire Council/NHS Ayrshire & Arran	Children/young people under 16yrs subject to Mental Health Act Vulnerable parents facing child protection issues	1 year	Yes	£31,228
				Total £343,945

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **761 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups

- 0–16
- 16–65
- 65+

Client groups

- Adults 16–65 with a mental health problem, learning disability or acquired brain injury
- Any East Ayrshire resident over the age of 65
- Vulnerable parents whose children are subject to child protection proceedings
- Children/Young people under 16 years who are subject to the mental health act.

Numbers

- Collective or group = 1832 attendances at groups
- 1-2-1 paid = 761

Monitoring

EAAS records information on issues and outcomes. These, anonymized, are reported to commissioners and for internal evaluation purposes.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

As per monitoring arrangements with commissioners and to highlight any trends or gaps in service for the organisation.

Hear4U/Barnado's Scotland*

John Pollock Centre, Mainholm Road, Ayr, KA8 0QD

01292 285372 • Hear4U@barnardos.org.uk

Local authority areas: Dumfries and Galloway, Renfrewshire, South Ayrshire

Project details**

Full-time staff	1
Part-time staff	7
Active volunteer advocates	2

Funding

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS Ayrshire and Arran and all Local Authorities	Children with mental health problems or on child protection register	1 year	Not stated	£37,263
Dumfries & Galloway Council; NHS Dumfries & Galloway	Children with mental health problems or on child protection register	1 year	Not stated	£88,061
Renfrewshire Council	Children with mental health problems or on child protection register	1 year	Not stated	£40,000
				Total £165,324

* The information in this entry covers all projects in the three Local Authority areas. The information received was not broken down by local authority area.

** Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy in all local authority areas 2013/14 = **261 people**.
- The Service Level Agreement of Hear4U/Barnardo's does require the organisation to prioritise certain groups subject to compulsory measures.
- Hear4U/Barnardo's does not have service user representation on its board or management committee. They state that,

"Children & Young People are involved in routine service review/evaluation, group work with regard to advising on service delivery and in service monitoring processes. They are also integral to staff recruitment processes."

- Age groups**
- 0–16
 - 16–18
 - 18–25

- Client groups**
- Child Protection Process (South Ayrshire, Renfrewshire, D&G)
 - Looked After and Accommodated (D&G)
 - Children's Hearing System (Renfrewshire, D&G)
 - Mental Health (South Ayrshire, D&G)

- Type**
- 1-2-1 paid
 - 1-2-1 volunteer

Monitoring

Hear4U collects information about the outcomes for advocacy partners and reported to commissioners.

- Demographics collected**
- Age
 - Gender
 - Disability
 - Ethnicity

Voice Advocacy

27/29 Crown Street, Ayr, KA8 8AG
01292 264396 • voiceadvocacy@btconnect.com
Local authority areas: South Ayrshire

Project details*

Full-time staff	1
Part-time staff	4
Volunteers on Management committee or Board	4

Funding

Statutory funding has increased allowing recruitment of a full time manager.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
South Ayrshire Council/NHS	Adults with mental health problems including Dementia	1 year	Yes	£110,923
Ayrshire & Arran	Adults with addictions in recovery Adult Support & Protection			
Total				£110,923

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **369 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups

- 18–60
- 60+

Client groups

- Adults with a mental health problem including Dementia
- Adults with addictions who are in recovery
- Adult Support & Protection

Numbers

- Collective or group = 48
- 1-2-1 paid = 321

Monitoring

Voice records information on issues and outcomes. This is used to monitor ongoing and new trends within referrals for their own information and for commissioners.

Demographics collected

- Age
- Gender

What is the purpose for the demographics collected?

To maintain a database for reference.

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
East Ayrshire Council	Looked after children and young people — all looked after placements including foster care, kinship care, local authority care and looked after at home. Care leavers up to 25.	1 year	Yes	£52,780
North Ayrshire Council	Looked after children and young people — all looked after placements including foster care, kinship care, local authority care and looked after at home. Care leavers up to 25.	1 year	Yes	£57,780
South Ayrshire Council	Looked after children and young people — all looked after placements including foster care, kinship care, local authority care and looked after at home. Care leavers up to 25.	1 year	Yes	£52,780

For information on all funding and service provision see page 197.

2.2 NHS Borders

South Borders Council



2.2.1 Introduction

Information on jointly funded projects was provided by Scottish Borders Council

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

Officers from NHS Borders and Scottish Borders Council meet with the commissioned advocacy services on a quarterly basis.

Complaints would be handled by the Council Complaints Officer in the first instance.

2.2.2 Funding

Organisation	Access criteria	Funder/Amount
Borders Independent Advocacy service (BIAS)	Learning disability Mental health problems Older people in residential care Social care and health advocacy support needs Some patients in Borders General Hospital and community hospitals	Scottish Borders Council/ NHS Borders Total = £163,155
People First Borders	Collective/self-advocacy for people with a learning disability	Scottish Borders Council/ NHS Borders Total = £28,657
Who Cares? Scotland	Looked after children and young people in residential and foster care	Scottish Borders Council/ NHS Borders Total = £10,560
		Total = £202,372

2.2.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the Scottish Borders area. Responses were as follows:

- Children and young people with mental disorder
- Older people in the community
- Former offenders
- People from minority ethnic communities

2.2.4 Adult Support and Protection and the *Patient Rights Act*

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

BIAS is represented on the Adult Protection Committee and works closely with the Adult Protection Unit

BIAS received Adult Support & Protection related funding and had 11 related referrals in the 2013–14 year.

The *Patient Rights Act*

BIAS did receive funding relating to the *Patient Rights Act* to pilot hospital based advocacy.

Borders Independent Advocacy

Low Buckholmside, Galashiels, TD1 1RT
01896 752200 • info@bordersadvocacy.org.uk
Local authority areas: Scottish Borders

Project details*

Full-time staff	7
Part-time staff	14
Active volunteer advocates	5

Funding

Funding remained at the same level as in previous years. As a result of a reduction in funding for the previous year BIAS experienced a small reduction in staff hours, this alongside increased demand for advocacy.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Scottish Borders Council/NHS Borders	Adults with: <ul style="list-style-type: none">• Mental Health problems• Learning Disabilities• Generic health and social care needs Older people Adult Support & Protection	1 year	Yes	£163,156
Scottish Government	Supporting implementation of Social care (Self-Directed Support)	1 year	Yes	£37,300
				Total £200,456

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **297 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups

- 16–60
- 60+

Client groups

- Mental health
- Learning disability
- Users of health & social care services
- Older people in residential care
- Adult Support & Protection.

Numbers

- 1-2-1 paid = 261
- 1-2-1 volunteer = 36

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

BIAS collects information about the outcomes of advocacy partners. This is for their own information and for Commissioners

Demographics collected

- Age
- Gender
- Disability
- Ethnicity
- Sexuality

What is the purpose for the demographics collected?

Information is recorded to ensure the organisation is providing an equitable service for themselves and for Commissioners.

People First Borders

Roxburgh Court House, Roxburgh Street, Galashiels, TD1 1NY
01896 752120 • mary@peoplefirstborders.org.uk
Local authority areas: Scottish Borders

No additional information was provided for this project.

Funding

This organisation did not provide any funding information. Details shown are from Commissioners

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Scottish Borders Council/NHS Borders	Learning Disability	1 year	Not stated	£28,657
				Total £28,657

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR
0141 226 4441 • hello@whocaresscotland.org
Local authority areas: Who Cares? works in multiple areas.
For full details see entry on page 196.

Funding

For Borders only

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Scottish Borders Council	Looked after children and young people in residential and foster care	1 year	Yes	£10,560

For information on all funding and service provision see page 197.

2.3 Dumfries and Galloway

Dumfries and Galloway Council



2.3.1 Introduction

Information on jointly funded projects was provided by NHS Dumfries & Galloway

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

The lead officer from either D&G Council or NHS as joint commissioners have regular monitoring meetings, minimum of 6 monthly, with advocacy providers. Providers produce regular activity reports.

Providers must have a Complaints Procedure in place with local resolution as the aim. The commissioners (Council & NHS) will not investigate complaints unless local resolution has failed.

2.3.2 Funding

Organisation	Access criteria	Funder/Amount
Dumfries & Galloway Advocacy Service	Adult generic advocacy Adult advocacy in terms of the Mental Health Act Carers advocacy Advocacy in hospitals	Dumfries & Galloway Council/NHS Dumfries & Galloway Total = £154,622
Hear4U/Barnado's Scotland	Children & young people under 18 years including under terms of Mental Health Act Looked after & accommodated children & young people Child protection	Dumfries & Galloway Council/NHS Dumfries & Galloway Total = £88,061
User & Carer Involvement (UCI)	Collective advocacy for people with lived experience of mental health problems, dementia and learning disability	Dumfries & Galloway Council/NHS Dumfries & Galloway Total = £76,774
		Total = £319,457

2.3.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the Dumfries & Galloway area. Responses were as follows:

- Carers' advocacy
- Healthcare inequalities

2.3.4 Adult Support and Protection and the *Patient Rights Act*: statutory rights being met?

Adult Support and Protection

Dumfries & Galloway Advocacy Service manager meets with the Adult Protection Committee Lead regularly.

D&GAS did not receive Adult Support & Protection related funding and had 19 related referrals in the 2013–14 year.

The *Patient Rights Act*

D&GAS and Hear4U did receive funding relating to the *Patient Rights Act*.

Dumfries and Galloway Advocacy Service

107 English Street, Dumfries, DG1 2DA
01387 247237 • info@dgadvocacy.co.uk
Local authority areas: Dumfries & Galloway

Project details*

Full-time staff	4
Part-time staff	2
Active volunteer advocates	11
Volunteers on Management committee or Board	10

Funding

Funding remained the same as in previous years. As a result one staff member did not have their contract renewed and another vacant post was left unfilled.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Dumfries & Galloway Council/NHS	Adult generic advocacy	1 year	Not known	£154,622
Dumfries & Galloway	Adult advocacy in terms of the Mental Health (<i>Care & Treatment</i>) (<i>Scotland</i>) Act 2003			
Dumfries & Galloway Council	MARAC (Domestic Abuse)	1 year	Not known	£15,298
				Total £169,920

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **523 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups

- 18–60
- 60+

Client groups

- Adult in terms of Mental Health Act
- Adult Generic

Numbers

- 1-2-1 paid = 490
- 1-2-1 volunteer = 33

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

D&GAS collects information about the outcomes of advocacy partners. The information is used for monitoring requirements and to identify areas in need of development.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

Information is recorded to ensure the organisation is providing an equitable service for themselves and for Commissioners.

Hear4U/Barnado's Scotland*

7 George Street Meuse, Dumfries, DG1 1HH

01387 264733 • Hear4U@barnardos.org.uk

Local authority areas: Dumfries and Galloway, Renfrewshire, South Ayrshire

Project details**

Full-time staff	1
Part-time staff	7
Active volunteer advocates	2

Funding

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS Ayrshire and Arran and all Local Authorities	Children with mental health problems or on child protection register	1 year	Not stated	£37,263
Dumfries & Galloway Council; NHS	Children with mental health problems or on child protection register	1 year	Not stated	£88,061
Renfrewshire Council	Children with mental health problems or on child protection register	1 year	Not stated	£40,000
				Total £165,324

* The information in this entry covers all projects in the three Local Authority areas.

The information received was not broken down by local authority area.

** Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy in all local authority areas 2013–2014 = **261 people**.
- The Service Level Agreement of Hear4U/Barnardo's does require the organisation to prioritise certain groups subject to compulsory measures.
- Hear4U/Barnardo's does not have service user representation on its board or management committee. They state that,

"Children & Young People are involved in routine service review/evaluation, group work with regard to advising on service delivery and in service monitoring processes. They are also integral to staff recruitment processes."

- Age groups**
- 0–16
 - 16–18
 - 18–25

- Client groups**
- Child Protection Process (South Ayrshire, Renfrewshire, D&G)
 - Looked After and Accommodated (D&G)
 - Children's Hearing System (Renfrewshire, D&G)
 - Mental Health (South Ayrshire, D&G)

- Type**
- 1-2-1 paid
 - 1-2-1 volunteer

Monitoring

Hear4U collects information about the outcomes for advocacy partners and reported to commissioners.

- Demographics collected**
- Age
 - Gender
 - Disability
 - Ethnicity

User and Carer Involvement

81–86 Irish Street, Dumfries, DG1 2PQ
01387 255220 • carolynlittle@userandcarer.co.uk
Local authority areas: Dumfries & Galloway

Project details*

Part-time staff	4
Active volunteer advocates	1
Active volunteers (other)	10
Volunteers on Management committee or Board	7

Funding

Funding has remained at the same level as in previous years. As a result of this staff hours have been reduced.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Dumfries & Galloway Council/NHS	People who have mental illness, dementia or learning disabilities, their families and unpaid carers	1 year	Yes	£80,000
				Total £80,000

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **400 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups

- 16–60
- 60+

Client groups

- Adults in terms of Mental Health Act
- Their families and unpaid carers

Numbers

- Collective = 400

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

UCI collects information about the issues and outcomes for advocacy partners. The information is used for monitoring requirements for funders and for Annual Report. The information is also used to report on outcomes within the Mental Health, Keys to Life and Dementia strategies to NHS and Local Authority and to Scottish Government.

Demographics collected

- No particular record kept

2.4 NHS Fife

Fife Council



2.4.1 Introduction

Information on jointly funded projects was provided by Fife Council.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

For Circles Network (the only advocacy contract), monitoring meetings are held every quarter. This will cover the type and number of referrals, additional activities carried out, and any issues that have arisen. For grant-funded organisations, a Link Officer is appointed who attends most organisational Board or management committee meetings. There is also a formal review meeting once a year.

Complaints would be looked at in monitoring meetings. Complaints would normally be expected to follow the organisation's internal complaints procedure. If the complainant was not satisfied, they could complain to Fife Council. Such a complaint would follow the Fife Council Social Work complaints procedure.

2.4.2 Funding

Organisation	Client group/access criteria	Annual spend
Circles Network	Anyone resident in Fife, aged 16 or over meeting the Eligibility Criteria — (a person who has a disability, chronic illness, dementia, mental illness, learning disability or personality disorder, and is unable to safeguard their own well-being, rights, care or other interests) Children under 18 years subject to compulsory measures under the <i>Mental Health (Care & Treatment) (Scotland) Act 2003</i>	Fife Council/NHS Fife Total = £349,750
Dunfermline Advocacy	Anyone resident in Fife, aged 16 or over meeting the Eligibility Criteria Specific service for Daleview Regional Forensic Unit	Fife Council/NHS Fife Total = £112,155
Equal Voice	Anyone resident in Fife, aged 16 or over meeting the Eligibility Criteria	Fife Council/NHS Fife Total = £33,962
IncludeME	Anyone resident in Fife, aged 16 or over meeting the Eligibility Criteria	Fife Council/NHS Fife Total = £37,744
People First Fife	Adults and older people with a learning disability	Fife Council/NHS Fife Total = £83,710
Fife Elderly Forum	Older People (65+) meeting the Eligibility Criteria who are in community hospitals or residential or nursing care homes within Fife.	Fife Council/NHS Fife Total = £16,700
Who Cares? Scotland	Young People (up to 25) who are, or have been, resident in Fife's residential homes	Fife Council/NHS Fife Total = £43,255
		Total spend = £677,276

2.4.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the Fife area. Responses were as follows:

- Citizen advocacy for people 65+
- Adults 65+ in a care home who do not have specific issues

2.4.4 Adult Support and Protection and the *Patient Rights Act*: statutory rights being met?

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

Fife Elderly Forum has a representative on the local Adult Protection Committee and training sub group.

IncludeMe communicate any identified causes for concern.

Advocacy organisations were also asked about referrals and funding for ASP. One organisation stated that they received specifically related funding and that they had 10 ASP referrals in the 2013–14 year.

The Patient Rights Act

Three organisations in Fife reported that they had received funding relating to the *Patient Rights Act*.

Circles Network Fife

1 Hanover Court, North Street, Glenrothes, KY7 5SB
01592 753383 • info.fife@circlesnetwork.org.uk
Local authority areas: Fife

Project details*

Full-time staff	6
Part-time staff	2
Active volunteer advocates	1
Active volunteers other	1

Funding

No funding information was provided by this project. Funding information shown below was provided by Commissioners

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council/ NHS Fife	Anyone resident in Fife, aged 16 or over meeting the Eligibility Criteria — (a person who has a disability, chronic illness, dementia, mental illness, learning disability or personality disorder, and is unable to safeguard their own well-being, rights, care or other interests)	1 year	Not known	£349,750
				Total £349,750

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

The project did not provide any information on numbers accessing advocacy, any requirement to prioritise advocacy for those facing compulsory measures or any information about service user involvement in and influence of the work of the project. Circles Fife is part of the Circles Network which is based in Rugby.

Circles Fife provides 1-2-1 and collective advocacy

- Age groups**
- 0–16
 - 16–60
 - 60+

- Client groups**
- Adults meeting Fife's Eligibility Criteria
 - Children under 16 subject to compulsory measures under the Mental Health Act

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Circles Network Fife collects information about the outcomes of advocacy partners for themselves and for Commissioners.

No information was provided about what demographic information is collected.

Fife continued

Dunfermline Advocacy

2 Halbeath Road, Dunfermline, KY12 7QX
01383 624382 • enquiries@dunfermlineadvocacy.org
Local authority areas: Fife

Project details*

Full-time staff	2
Part-time staff	10
Active citizen advocates	100
Volunteers on Management committee or Board	10

Funding

Funding remained the same as in previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council/ NHS Fife	Anyone resident in Fife, aged 16 or over meeting the Fife Eligibility Criteria	1 year	Yes	£112,155
Scottish Government	Supporting implementation of Social care (Self-Directed Support)	1 year	Yes to 31st March 2015	£43,030

Non-statutory funding

BIG Lottery	People between 16 and 25 years with a learning disability	Year 2 of 5	Yes	£52,716
				Total £207,901

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **110 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups • 16–65

Client groups • Adults meeting Fife's Eligibility Criteria

Numbers • Citizen advocacy = 110

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Dunfermline Advocacy collects information about the outcomes of advocacy partners. The information is used for monitoring requirements and for the organisation.

Demographics collected • Age
 • Gender
 • Disability

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes.

Fife continued

Equal Voice

The Roundhouse, Priory Campus, Victoria Road, Kirkcaldy, KY1 2QT
01592 223875 • equalvoiceincentralfife@yahoo.co.uk
Local authority areas: Fife

Project details*

Part-time staff	2
Active volunteer advocates	Not provided
Volunteers on Management committee or Board	Not provided

Funding

Funding remained the same as in previous years.

Information on funding was not provided by this project. Details shown below are from Commissioners

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council/ NHS Fife	Anyone resident in Fife, aged 16 or over meeting the Fife Eligibility Criteria	1 year	Not known	£33,962
				Total £33,962

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The project did not provide any information on numbers accessing advocacy.
- Service Level Agreement does require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups • 16–65

Client groups • Adults meeting Fife's Eligibility Criteria

Numbers • Numbers not provided

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Equal Voice collects information about the outcomes of advocacy partners as part of their monitoring requirements.

Demographics collected • Age
 • Gender

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes.

Fife Elderly Forum

Office 1–2 Fraser Buildings, Millie Street, Kirkcaldy, KY1 2NL
01592 643743 • john@fife-elderly.org.uk
Local authority areas: Fife

Project details*

Full-time staff	5**
Part-time staff	3
Volunteers on Management committee or Board	16

Funding

Funding remained the same as in previous years.

Information on funding was not provided by this project. Details shown below are from Commissioners.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council/ NHS Fife	People 65+ meeting Fife Eligibility Criteria who are in community hospitals or residential or nursing care homes	1 year	Not known	£16,700
				Total £16,700

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

**These are total staff for Fife Elderly Forum which includes 1 advocacy worker

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **72 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups • 60+

Client groups • Older people in community hospitals or residential care homes

Numbers • 1-2-1 paid = 72

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Equal Voice collects information about the outcomes of advocacy partners as part of their monitoring requirements.

Demographics collected • Age
 • Gender

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes.

Include Me

c/o FVA, 69 Crossgate, Cupar, KY15 5AS
01334 656242 • contact@includeme.org.uk
Local authority areas: Fife

Project details*

Part-time staff	4
Active citizen advocates	21
Active volunteers other	7
Volunteers on Management committee or Board	5

Funding

Funding remained the same as in previous years. Core costs have increased and it is now more difficult to recruit potential citizen advocates as people seem to have to work more to make ends meet and have less time for voluntary activities.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council/ NHS Fife	Anyone resident in Fife, aged 16 or over meeting the Fife Eligibility Criteria	1 year	Yes	£37,000
				Total £37,000

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **20 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups • 16–65

Client groups • Adults meeting Fife's Eligibility Criteria

Numbers • Citizen = 20

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Include Me collects information about the outcomes of advocacy partners. The information is used for monitoring requirements and to show the difference that citizen advocacy partnerships have on people's lives.

Demographics collected • Age
 • Gender
 • Disability

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes and for use in funding applications.

Fife continued

People First*

77–79 Easter Road, Edinburgh, EH7 5PW

0131 478 7707 • peoplefirst1@btconnect.com

Local authority areas: People First works in several Local Authority areas

Project details*

Full time staff	8
Part-time staff	6
Active volunteer advocates	3
Volunteers on Management committee or Board	Not provided

Funding

Funding remained the same as in previous years.

Information on funding was not provided by this project. Details shown below are from Commissioners.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council/NHS Fife	Adults and older people with learning disabilities	1 year	Not known	£83,710
Aberdeenshire Council	Adults with learning disabilities	1 year	Not known	£9,094
South Lanarkshire Council/NHS Lanarkshire	Adults with learning disabilities	1 year	Not known	£62,914
City of Edinburgh Council/NHS Lothian	Adults with learning disabilities	1 year	Not known	£38,764
				Total £194,482

* Information provided by this organisation does not give a breakdown across different Local Authority areas. Information provided is for the organisation as a whole.

** Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **500+ people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups • 16–60+

Client groups • Adults and older people with learning disabilities

Numbers • Collective = 500+

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

People First collects information about the outcomes for advocacy partners. The information is used for monitoring requirements and to show the differences that can be made.

Demographics collected • Age
 • Gender

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes.

Fife continued

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

For Fife only

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council	Young people up to 25 years who are, or have been, resident in Fife's residential homes	1 year	Not known	£43,255

For information on all funding and service provision see page 197.

2.5 NHS Forth Valley

Stirling Council • Falkirk Council • Clackmannanshire Council



2.5.1 Introduction

Information on jointly funded projects was provided by Stirling Council on behalf of NHS and all Local Authorities.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

In Forth Valley monitoring is conducted quarterly. Advocacy organisation provides monthly monitoring reports.

Advocacy organisations have a Complaints Policy and Procedure in place. All complaints by must be forward to commissioning partners for information.

2.5.2 Funding

Organisation	Access criteria	Annual spend
Forth Valley Advocacy	Older People Mental health Learning Disability Physical Disability	Stirling Council/Falkirk Council/ Clackmannanshire Council/NHS Forth Valley Total = £425,987
Who Cares? Scotland	Looked after & accommodated children & young people	Clackmannanshire Council = £7,780 Falkirk Council = £27,970 Stirling Council = £17,176 Total = £52,926
Central Advocacy Partners	No funding from NHS or Local Authorities	
		Total £478,913

2.5.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the Forth Valley area. Response was as follows:

- Children and young people with mental disorder

2.5.4 Adult Support and Protection and the *Patient Rights Act*: statutory rights being met?

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

Central Advocacy Partners sits on the local ASP group for Falkirk.

Forth Valley Advocacy is involved with the strategic group and local operative groups.

Advocacy organisations were also asked about referrals and funding for ASP. One organisation received specifically related funding. Advocacy organisations received around 70 ASP referrals in the 2013–14 year.

The *Patient Rights Act*

No advocacy organisations in Forth Valley had received funding relating to the *Patient Rights Act*.

Central Advocacy Partners

27 West Bridge Street, Falkirk, FK1 5RJ

01324 633321 • elizabeth@centraladvocacypartners.org.uk

Local authority areas: Clackmannanshire, Falkirk, Stirling

Project details*

Full-time staff	7
Part-time staff	5
Active volunteer advocates	3
Active volunteers other	25
Volunteers on Management committee or Board	17

Funding

Central Advocacy Partners does not receive any NHS Board or Local Authority funding for their work. Their overall income for the 2013–14 year has increased over the previous year as a result of successful funding application.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Scottish Government	Self-Directed Support for anyone with a learning disability	1 year	No	£54,590
Scottish Government	Young people 14–25 years who are on the autistic spectrum	Year 1 of 3	Yes	£50,000

Non-statutory funding

BIG Lottery	Young people with a learning disability 14–25 years	Year 4 of 5	Yes	£84,372
BIG Lottery	Groups for young people 18–25 years	Year 2 of 2	No	£15,235
Henry Smith Charity	Parents with a learning disability facing child protection proceedings	Year 3 of 3	No	£41,100
				Total £245,297

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **162 people**.
- No Service Level Agreement.
- Service user representation on the Board.

Age groups

- 16–60
- 60+

Client groups

- People with learning difficulties and disabilities

Numbers

- Collective or group = 40
- 1-2-1 paid = 97
- 1-2-1 volunteer = 4
- Peer = 36

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Central Advocacy Partners collects information about the outcomes for their advocacy partners. This is used to demonstrate that agreed funding outcomes have been met and to inform organisational practice and development.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity
- Sexuality

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

Forth Valley Advocacy

1 The Bungalows, Larbert, FK5 4SZ

01324 557070 • info@forthvalleyadvocacy.com

Local authority areas: Clackmannanshire, Falkirk, Stirling

Project details*

Full-time staff	7
Part-time staff	3
Active volunteer advocates	7
Active citizen advocates	7
Active volunteers other	5
Volunteers on Management committee or Board	6

Funding

There was no increase in statutory funding over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Clackmannanshire Council/ Falkirk Council/ Stirling Council/ NHS Forth Valley	People with mental health problems, dementia, learning disabilities, autism or acquired brain injury People over 65 years Children & young people under 16 years who are subject to the Mental Health Act	1 year	Yes	£390,000
				Total £390,000

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **1,022 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups

- 0–16
- 16–65
- 65+

Client groups

- Adults with mental health problems, learning disabilities etc.
- People over 65
- Children & young people under 16 years subject to the mental health act

Numbers

- 1-2-1 paid = 816
- 1-2-1 volunteer = 206

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Forth Valley Advocacy collects information about the outcomes for their advocacy partners. This is for monitoring purposes and used to improve their service.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes, to ensure the organisation is providing an equitable service and to evidence gaps for funding applications.

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

There was no increase in statutory funding over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Clackmannanshire Council	Looked after children and young people in residential and foster care	1 year	Not known	£7,780
Falkirk Council	Looked after children and young people in residential and foster care	1 year	Not known	£27,970
Stirling Council	Looked after children and young people in residential and foster care	1 year	Not known	£17,176

For information on all funding and service provision see page 197.

2.6 Grampian

City of Aberdeen • Aberdeenshire • Moray



2.6.1 Introduction

Information on funding for projects was provided by NHS Grampian, Aberdeenshire Council and Moray Council. No information was provided by Aberdeen City Council.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

For Aberdeenshire all contracts are monitored using Aberdeenshire Council's Contract Monitoring Framework. Moray Council monitors the organisation quarterly. NHS Grampian holds monitoring meetings on an ad hoc basis.

Complaints would be looked at in monitoring meetings. All organisations are required to have a complaints policy and procedure and report on complaints received in the contract monitoring returns. Meetings are held to discuss individual complaints where appropriate.

2.6.2 Funding

Organisation	Access criteria	Annual spend
Advocacy North East	Adult users of health & social cares services	Aberdeenshire Council/ NHS Grampian Total = £193,752
Advocacy North East	Adults with mental health problems or learning disabilities Adult generic	Moray Council/NHS Grampian Total = £123,617
Advocacy North East	Adults with mental health problems, substance misuse, physical disabilities or, learning disabilities Unpaid carers Older people Prisoners	NHS Grampian Total = £99,526
Advocacy Service Aberdeen	All client groups	NHS Grampian Total = £148,038
Advocacy Service Aberdeen	Aberdeenshire residents who are patients in Royal Cornhill Hospital or Elmwood Learning Disabilities Unit	Aberdeenshire Council Total = £29,494
Advocacy Service Aberdeen	Adults with mental health problems or learning disabilities Older people	Aberdeen City Council* Total = £231,459
People First	Adults with learning disabilities	Aberdeenshire Council Total = £9,094
Who Cares? Scotland	Looked after children and young people in residential and foster care	Aberdeen City Council = £15,000 Aberdeenshire Council = £19,793 Moray Council = £27,550 Total = £62,343
		Total £897,323

* No information was provided by Aberdeen City Council. Details in this table were provided by Advocacy Service Aberdeen

2.6.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the Grampian area. Responses were as follows:

- People with a physical disability
- People with substance misuse issues
- People affected by domestic abuse — new project due to start in 2014–15 year.
- Children/young people
- Travellers or Gypsies

2.6.4 Adult Support and Protection and the *Patient Rights Act*: statutory rights being met?

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

Advocacy North East's manager is a member of the local Adult Protection Committee.

Advocacy Service Aberdeen's manager is a member of the local Adult Protection Committee.

Advocacy organisations were also asked about referrals and funding for ASP. One organisation received specifically related funding. Around 30 ASP referrals in the 2013–14 year.

The *Patient Rights Act*

No Grampian based organisations had received funding.

Advocacy North East

Unit 11, Elgin Business Centre, Maisondieu Road, Elgin, IV30 1RH
01343 559649 • advocacynemoray@btconnect.com
Local authority areas Moray

Unit 2, Dalfling Business Centre, Blairdaff, Inverurie, AB51 5LA
01467 651604 • advocacyne@btconnect.com
Local authority area: Aberdeenshire

Project details*

Full-time staff	6
Part-time staff	14
Active volunteer advocates	25
Active volunteers other	5
Volunteers on Management committee or Board	4

Funding

Funding has increased from previous year as has demand for advocacy.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS Grampian	Adult users of health & social care services Unpaid carers	1 year	No	£67,964
Aberdeenshire Council/NHS Grampian	Adult users of health & social care services Unpaid carers	1 year	Yes	£193,958
Moray Council/NHS Grampian	Adult users of health & social care services Unpaid carers	1 year	Yes	£123,618
				Total £385,540

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **950 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups

- 6–60
- 60+

Client groups

- Adults using health & social care services
- Unpaid carers

Numbers

- Collective or group = 40
- 1-2-1 paid = 901
- 1-2-1 volunteer = 9

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Advocacy North East collects information about the outcomes for their advocacy partners. The information provides evidence to funders of independent advocacy meeting local strategic outcomes. The information also contributes to the staff and organisation's ongoing development.

Demographics collected

- Age
- Gender
- Disability

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

Advocacy Service Aberdeen

Aberdeen Business Centre, Willowbank Road, Aberdeen, AB11 6YG

01224 332393 • asa@advocacy.org.uk

Local authority areas: Aberdeen City

Project details*

Full-time staff	13
Part-time staff	4
Active volunteer advocates	4
Volunteers on Management committee or Board	8

Funding

Statutory funding has remained static for several years. The overall funding has increased as a result of new projects.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Aberdeen City Council	Adults with mental health problems or learning disabilities Older people	1 year	Yes	£231,459
Aberdeenshire Council	Adults with mental health problems	1 year	Yes	£30,359
NHS Grampian	Adults with mental health problems or learning disabilities Older people	1 year	Yes	£154,789
Scottish Government	Adults accessing Self-Directed Support	Year 1 of 2	Yes	£17,618

Non-statutory funding

BBC Children in Need	Children with additional support needs	Year 3 of 3	Not known	£29,741
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Total £463,966

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **950 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

- Age groups**
- 0–16
 - 16–60
 - 60+

- Client groups**
- Adults with mental health problems or learning disabilities
 - Older people
 - Children with additional support needs
 - Unpaid carers

- Numbers**
- Collective or group = 40
 - 1-2-1 paid = 901
 - 1-2-1 volunteer = 9

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Advocacy Service Aberdeen collects information about the outcomes for their advocacy partners. This is used to inform funders, the public and funding applications and to guide service and practice development.

- Demographics collected**
- Age
 - Gender
 - Disability

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

People First*

77–79 Easter Road, Edinburgh, EH7 5PW

0131 478 7707 • peoplefirst1@btconnect.com

Local authority areas: People First works in several Local Authority areas

Project details*

Full time staff	8
Part-time staff	6
Active volunteer advocates	3
Volunteers on Management committee or Board	Not provided

Funding

Funding remained the same as in previous years.

Information on funding was not provided by this project. Details shown below are from Commissioners

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council/ NHS Fife	Adults and older people with learning disabilities	1 year	Not known	£83,710
Aberdeenshire Council	Adults with learning disabilities	1 year	Not known	£9,094
South Lanarkshire Council/NHS Lanarkshire	Adults with learning disabilities	1 year	Not known	£62,914
City of Edinburgh Council/NHS Lothian	Adults with learning disabilities	1 year	Not known	£38,764
				Total £194,482

* Information provided by this organisation does not give a breakdown across different Local Authority areas. Information provided is for the organisation as a whole.

** Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **500+ people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups • 16–60+

Client groups • Adults and older people with learning disabilities

Numbers • Collective or group = 500+

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

People First collects information about the outcomes for advocacy partners. The information is used for monitoring requirements and to show the differences that can be made.

Demographics collected • Age
 • Gender

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes.

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

For Grampian area only.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Aberdeen City Council	Looked after children and young people in residential and foster care	1 year	Not known	£15,000
Aberdeenshire Council	Looked after children and young people in residential and foster care	1 year	Not known	£19,793
Moray Council	Looked after children and young people in residential and foster care	1 year	Not known	£27,550

For information on all funding and service provision see page 197.

2.7 Greater Glasgow and Clyde

City of Glasgow Council • East Dunbartonshire Council •
West Dunbartonshire Council • East Renfrewshire Council •
Renfrewshire Council • Inverclyde Council



2.7.1 Introduction

Information on some of the jointly funded projects was provided by NHS Greater Glasgow & Clyde. Glasgow City Council, Renfrewshire Council and East Renfrewshire CHCP also provided information on joint and council only funded projects. No information was provided by Inverclyde Council, East Dunbartonshire Council or West Dunbartonshire Council.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

Respondents stated that monitoring meetings are conducted quarterly or half yearly depending on the lead commissioner.

Complaints are monitored as per standard contract management processes.

2.7.2 Funding

Organisation	Access criteria	Annual spend
ACUMEN	Mental Health service users carers	East Renfrewshire Council/NHS GG&C* Total = £63,500
Ceartas	Adult generic living in East Dunbartonshire	East Dunbartonshire Council/NHS GG&C* Total = £392,176
Circles Glasgow	Forensic mental health	NHS GG&C Total = £152,025
Circles Inverclyde	Adults with mental health problems or learning disabilities Older people	Inverclyde Council/NHS GG&C Total = £108,342
Drumchapel Advocacy Project	Residents of G15 area	Glasgow City Council Total = £45,400
Equal Say	Adults with learning disabilities Adult support & protection	Glasgow City Council/ NHS GG&C Total = £192,617
Hear4U	Children & young people under terms of Mental Health Act	Renfrewshire Council Total = £40,000

Greater Glasgow and Clyde continued

Lomond & Argyll Advocacy service	Adults with mental health problems or learning disabilities Older people	West Dunbartonshire* Council/NHS GG&C Total = £208,000
Partners in Advocacy	Children & young people up to 18 years	East Renfrewshire CHCP Total = £24,856
Partners in Advocacy	Children & young people under terms of Mental Health Act	NHS GG&C* Total = £105,628
Renfrewshire Carers Centre	Unpaid carers	Renfrewshire Council/ NHS GG&C* Total = £69,208
The Advocacy Project	Adults with mental health problems or physical disabilities Older people Adult Support & Protection	Glasgow City Council/ NHS GG&C Total = £596,385
The Advocacy Project	Adults with mental health problems or learning disabilities Older people	East Renfrewshire CHCP Total = £85,000
Who Cares	Looked after children in Local Authority care	Renfrewshire Council = £39,000 East Dunbartonshire Council* = £21,300 East Renfrewshire Council* = £25,000 Glasgow City Council* = £85,000 West Dunbartonshire Council* = £37,852
You First	Adult generic	Renfrewshire Council Total = £120,314
You First	Adults with mental health problems or learning disabilities	NHS GG&C Total = £51,500
		Total = £2,463,748

* Information on this funding was not provided by Local Authorities or NHS GG&C. Details shown were provided by the relevant advocacy organisations.

2.7.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the Greater Glasgow & Clyde area. Responses were as follows:

- Children and young people
- People from ethnic minorities
- People in prison
- People with addictions
- Criminal justice
- Asperger's where no Learning Disability is diagnosed
- Carers

2.7.4 Adult Support and Protection and the *Patient Rights Act*: statutory rights being met?

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

Equal Say's manager is a member of the local Adult Protection Committee.

Hear4U/Barnardo's provided information to on the aspects of transition between child and adult services.

Ceartas' manager is a member of the local Adult Protection Committee

LAAS' manager is a member of the local Adult Protection Committee.

The Advocacy Project has a representative on the Glasgow and East Renfrewshire Adult Protection Committees

You First's manager is a member of the local Adult Protection Committee.

Advocacy organisations were also asked about referrals and funding for ASP. Three organisations received specifically related funding. Over 420 ASP referrals were made in the Greater Glasgow & Clyde area in the 2013–14 year.

The *Patient Rights Act*

Nine organisations within Greater Glasgow & Clyde responded to this question. **One had received funding.**

ACUMEN

Room 2015, Mile End Mill, 12 Seedhill Road, Paisley, PA1 1JS

0141 887 9103 • enquiries@acumennetwork.org

Local authority areas: Argyll & Bute, East Renfrewshire, Inverclyde, Renfrewshire,
West Dunbartonshire

Project details*

Full-time staff	2
Part-time staff	3
Active volunteers other	16
Volunteers on Management committee or Board	9

Funding

Funding has reduced over that of previous year.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Argyll & Bute Council	Mental health service users and carers	1 year	Not known	£33,000
East Renfrewshire Council	Mental health service users and carers	1 year	Not known	£17,600
NHS GG&C	Mental health service users and carers	1 year	Yes	£45,900
NHS Highland	Mental health service users and carers	1 year	Yes	£12,000
				Total £108,500

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **640 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 16–60
 • 60+

Client groups • Mental health service users and carers

Numbers • Collective or group = 640

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

ACUMEN collects information on attendance at groups and meetings to monitor activity for funders and for their own use.

ACUMEN does not record information on demographic profile of members.

Carers Scotland

The Cottage, 21 Pearce Street, Glasgow, G51 3UT
0141 445 3070 • amy.anderson@carerscotland.org
Local authority areas: Glasgow City

Project details*

Part-time staff 1

Funding

Carers Scotland have a three year Scottish Government grant to develop training in self-advocacy for carers.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Scottish Government	Carers	Year 3 of 3	No	£28,000
				Total £28,000

Service Provision

At a glance:

Carers Scotland have developed self-advocacy training for carers and in the 2013–14 year delivered this training to 25 people.

Monitoring

Advocacy organisations were asked about what information they collect and the purpose. Carers Scotland collects information about the outcomes for their advocacy partners for funders and to guide their work.

Demographics collected

- Age
- Gender
- Ethnicity

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Ceartas

Suites 5–7, McGregor House, Kirkintilloch, G66 1XF
0141 775 0433 • info@ceartas.org.uk
Local authority areas: East Dunbartonshire

Project details*

Full-time staff	10
Part-time staff	1
Active volunteers other	10
Volunteers on Management committee or Board	11

Funding

Funding has gone down in the 2013–14 year. 3% cut to voluntary sector funding in East Dunbartonshire in the 2013–14 year.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
East Dunbartonshire Council	Adults with mental health problems, learning disabilities, dementia, physical disabilities, acquired brain injury, sensory impairment, addictions, additional communication needs. Older people	1 year	Not known	£ 304,976
East Dunbartonshire Council/NHS GG&C	As above	1 year	Yes	£ 27,200
East Dunbartonshire Council/NHS GG&C	As above	1 year	No	£ 30,000
East Dunbartonshire Council/NHS GG&C	As above	1 year	Yes	£ 30,000
Scottish Government	Adults accessing Self-Directed Support	1 year	Yes	£ 9,000
Total				£ 401,176

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **1,421 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- No service user representation on the Board. Service users have developed a Forum which is chaired by a service user and meets monthly. The Forum reviews Board agendas, can suggest topics for the Board to discuss and can choose whether or not to send a representative to the board meeting to highlight particular matters of concern.

Age groups

- 16–60
- 60+

Client groups

- Adults living in East Dunbartonshire who have particular support needs
- Older People

Numbers

- Collective or group = 692
- 1-2-1 paid = 729

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Ceartas collects information about the outcomes for their advocacy partners. This is used to inform funders and to guide service and practice development.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

Information is primarily recorded for the organisation

Circles Network Inverclyde

21 Grey Place, Greenock, PA15 1YF
01375 730797 • info.inverclyde@circlesnetwork.org.uk
Local authority areas: Inverclyde

Project details*

Full-time staff	5
Part-time staff	2
Active volunteer advocates	6

Funding

Funding has stayed the same as previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Inverclyde Council/ NHS GG&C	Adults with mental health problems or learning disabilities Older people	1 year	Not known	£102,000
Inverclyde Council/ NHS GG&C	Older people	1 year	Yes	£15,000
Scottish Government	Adults accessing Self- Directed Support	1 year	Not known	£40,000
				Total £157,000

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **486 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Circles Inverclyde is part of the Circles Network which is based in Rugby.

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Age groups • 16–60
 • 60+

Client groups • Adults with mental health problems or learning disabilities
 • Older people

Numbers • Collective or group = 100
 • 1-2-1 paid & volunteer = 386

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Circles Inverclyde collects information about the outcomes for their advocacy partners. This is used to inform funders, the public, advocacy service users and the Circles Network Board.

Demographics collected • Age
 • Gender
 • Disability
 • Ethnicity
 • Sexuality

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

Circles Network Glasgow

Rowanbank Clinic, 133c Balornock Road, Glasgow, G21 3UL

0141 232 6406 • info.glasgow@circlesnetwork.org.uk

Local authority areas: Glasgow City within Rowanbank or Leverndale Hospitals

No additional information was provided for this project. Circles Glasgow is part of the Circles Network which is based in Rugby.

Funding

This organisation did not provide any funding information. Details shown are from Commissioners.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS GG&C	Patients within Rowanbank Clinic and Leverndale Hospital	1 year	Not stated	£ 152,025
				Total £152,025

Drumchapel Advocacy Project

Unit 1, KCEDG Commercial Centre, Ladyloan Place, Glasgow, G15 8LB

0141 944 0507 • danny@d-mac.org.uk

Local authority areas: Glasgow City

Project details*

Full-time staff	2
Part-time staff	1
Active volunteer advocates	2
Active citizen advocates	2
Volunteers on Management committee or Board	6

Funding

Funding has gone done over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Glasgow City Council	Anyone living in the G15 area of Glasgow	1 year	Yes	£45,400
				Total £45,400

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **128 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups

- 16–60
- 60+

Client groups • Anyone living in the G15 area of Glasgow

Numbers

- Citizen = 22
- Peer = 7
- 1-2-1 paid = 46
- 1-2-1 volunteer = 9

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Circles Inverclyde collects information about the outcomes for their advocacy partners. This is used to inform funders, the public, advocacy service users and the Circles Network Board.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity
- Sexuality

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

Equal Say

11/13 Dowanhill Street, Glasgow, G11 5QS
0141 337 3133 • ca@equalsay.org
Local authority areas: Glasgow City

Project details*

Full-time staff	11
Part-time staff	2
Active volunteer advocates	48
Volunteers on Management committee or Board	7

Funding

Funding has increased in the 2013–14 year .

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Glasgow City Council/ NHS GG&C	Adults with learning disabilities	1 year	Not known	£154,000
Glasgow City Council	Adults on the autistic spectrum	1 year	No	£36,000
Scottish Government	Adults accessing Self-Directed Support	1 year	No	£73,000

Non-statutory funding

Big Lottery	Parents with learning disabilities	1 year	No	£115,000
				Total £378,000

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **387 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 16–60
 • 60+

Client groups • Adults with learning disabilities

Numbers • 1-2-1 paid = 335
 • 1-2-1 volunteer = 52

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Equal Say collects information about the outcomes for their advocacy partners for both funders and for the organisation.

Demographics collected • Age
 • Gender
 • Ethnicity

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation to ensure meeting the principle of diversity and equality of access.

Hear4U/Barnado's Scotland*

12 Lochfield Road, Paisley, PA2 7RG

0141 884 7896 • Hear4U@barnardos.org.uk

Local authority areas: Dumfries and Galloway, Renfrewshire, South Ayrshire

Project details**

Full-time staff	1
Part-time staff	7
Active volunteer advocates	2

Funding

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS Ayrshire and Arran and all Local Authorities	Children with mental health problems or on child protection register	1 year	Not stated	£37,263
Dumfries & Galloway Council; NHS Dumfries & Galloway	Children with mental health problems or on child protection register	1 year	Not stated	£88,061
Renfrewshire Council	Children with mental health problems or on child protection register	1 year	Not stated	£40,000
				Total £165,324

* The information in this entry covers all projects in the three Local Authority areas.

The information received was not broken down by local authority area.

** Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013/14 = **261 people**.
- The Service Level Agreement of Hear4U/Barnardo's does require the organisation to prioritise certain groups subject to compulsory measures.
- Hear4U/Barnardo's does not have service user representation on its board or management committee. They state that, *"Children & Young People are involved in routine service review/evaluation, group work with regard to advising on service delivery and in service monitoring processes. They are also integral to staff recruitment processes."*

- Age groups**
- 0–16
 - 16–18
 - 18–25

- Client groups**
- Adults with learning disabilities

- Numbers**
- Child Protection Process (South Ayrshire, Renfrewshire, D&G)
 - Looked After and Accommodated (D&G)
 - Children's Hearing System (Renfrewshire, D&G)
 - Mental Health (South Ayrshire, D&G)

Monitoring

Hear4U collects information about the outcomes for advocacy partners and reported to commissioners.

- Demographics collected**
- Age
 - Gender
 - Disability
 - Ethnicity

Lomond & Argyll Advocacy service

155 Glasgow Road, Dumbarton, G82 1RH

01389 726543 • admin@laas.org.uk

Local authority areas: Argyll & Bute, West Dunbartonshire

Project details*

Full-time staff	5
Part-time staff	8
Active volunteer advocates	12
Volunteers on Management committee or Board	11

Funding

Funding has stayed the same as previous year.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Argyll & Bute Council	Adults with mental health problems or learning disabilities Older people Adult Support & Protection	1 year	Yes	£87,500
West Dunbartonshire Council	Adults with mental health problems or learning disabilities Older people Adult Support & Protection	1 year	Yes	£133,000
NHS GG&C	Adults with mental health problems or learning disabilities Older people	1 year	Yes	£57,000
NHS Highland	Adults with mental health problems or learning disabilities Older people	1 year	Yes	£91,000
Scottish Government	Adults accessing Self-Directed Support	Year 2 of 3	Yes	£18,000
				Total £386,500

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **946 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 16–60
 • 60+

Client groups • Adults with mental health problems or learning disabilities
 • Older people

Numbers • Collective or group = 54
 • 1-2-1 paid & volunteer = 892

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

LAAS does not collect information about the outcomes for their advocacy partners.

Demographics collected • Age
 • Gender
 • Disability

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

Partners in Advocacy

Room 420, Pentagon Centre, 36 Washington Street, Glasgow, G3 8AZ

0141 847 0660 • linda@partnersinadvocacy.org.uk

Local authority areas: City of Edinburgh, Dundee City, East Lothian,
East Renfrewshire, Midlothian

Project details*

Full-time staff	13
Part-time staff	3
Volunteers on Management committee or Board	8

Funding

Funding has reduced over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
City of Edinburgh Council/NHS Lothian	Adults with learning or physical disabilities Older people	1 year	Not known	£275,651
Dundee City Council	Children & young people with mental health problems and other additional support needs	1 year	Not known	£16,992
East Renfrewshire CHCP	Children & young people up to 18 years	1 year	Not known	£24,856
East Lothian Council	Adults with learning disabilities	1 year	Not known	£17,250
Midlothian Council	Adults with learning disabilities	1 year	Not known	£20,982
NHS GG&C	Children & young people under terms of Mental Health Act	1 year	Not known	£105,628
Scottish Government	Children & young people with additional support needs	1 year	Not known	£35,000
				Total £496,359

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **629 people**.
- Service Level Agreement in some areas does require prioritization for those facing compulsory measures
- Service user representation on the Board.

- Age groups**
- 0–16
 - 16–60
 - 60+

- Client groups**
- Adults with learning or physical disabilities
 - Older people
 - Children with mental health problems or additional support needs

- Numbers**
- Collective or group
Edinburgh = 206
East Lothian = 50
 - 1-2-1 paid
Lothian = 291
Dundee = 39
GG&C = 143

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Partners in Advocacy collects information about the outcomes for their advocacy partners for funders and the organisation.

- Demographics collected**
- Age
 - Gender
 - Disability
 - Ethnicity
 - Sexuality

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

Renfrewshire Carers Advocacy Project

Renfrewshire Carers' Centre, Unit 55, Embroidery Mill, Seedhill, Paisley, PA1 1TJ
0141 887 3643 • maureenf@renfrewshirecarers.org.uk
Local authority areas: Renfrewshire

Project details*

Part-time staff 2

Funding

Funding increased in 2013 and has reduced in 2014.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Renfrewshire Council	Adult carers over 18 years	1 year	Yes	£19,250
Renfrewshire Council	Carers who care for people over 65 years	1 year	No	£40,000
NHS GG&C	Carers of people with mental health problems	1 year	Yes	£9,958
				Total £69,208

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **143 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups

- 18–60
- 60+
- Carers over age of 18

Client groups • 1-2-1 paid = 143

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Renfrewshire Carers Centre Advocacy collects information about the outcomes for their advocacy partners for funders.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

The Advocacy Project

Cumbræ House, 15 Carlton Court, Glasgow, G5 9JP

0141 420 0961 • enquiry@theadvocacyproject.org.uk

Local authority areas: East Renfrewshire, Glasgow City, North Lanarkshire,
South Lanarkshire

Project details*

Full-time staff	41
Part-time staff	5
Volunteers on Management committee or Board	8

Funding

Retendering processes have increased resources but across all areas total resources have not increased. North Lanarkshire have advised of a 1% rate of inflation increase for financial year 14/15. South Lanarkshire have withdrawn non-recurring resources and aligned

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Glasgow City Council/ NHS GG&C	Adults with mental health problems or physical disabilities Older people Adult Support & Protection	1 year	Yes	£578,000
East Renfrewshire CHCP	Adults with mental health problems or learning or physical disabilities Older people	1 year	Yes	£85,000
Nth. Lanarkshire Council/NHS Lanarkshire	Adults with mental health problems or learning or physical disabilities	1 year	Yes	£262,244
South Lanarkshire Council/ NHS GG&C	Adults with mental health problems Older people Generic disability (Rutherglen & Cambuslang)	1 year	Yes	£295,00
Total				£1,220,244

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.
Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **2,512 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures as a result it can take longer to respond to some requests.
- Recruitment of board members is an open process that is available to anyone who can demonstrate the skills, knowledge and understanding to contribute to the work of the organisation. Potential service users are welcome to nominate themselves. The organisation encourages service users to become involved in the development of the organisation by contributing to evaluation processes, national and local research exercises, legislative consultations etc.

Age groups

- 16–60
- 60+

Client groups

- Adults with mental health problems, physical or learning disabilities
- Older people

Numbers

- 1-2-1 paid
 - East Renfrewshire = 129
 - Glasgow City = 1,292
 - North Lanarkshire = 557
 - South Lanarkshire = 534

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

The Advocacy Project collects information about the outcomes for their advocacy partners. This is used to identify how outcomes of advocacy align with National Outcomes. Information is for funders and for the organisation.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation to identify trends and gaps in service provision and inform outreach and promotion strategy.

You First

47 Causeyside Street, Paisley, PA1 1YN
0141 849 1229 • dennis@youfirstadvocacy.org
Local authority areas: Renfrewshire

Project details*

Full-time staff	2
Part-time staff	4
Active volunteer advocates	14
Volunteers on Management committee or Board	4

Funding

Funding has reduced over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS GG&C	Adults with mental health problems or learning or physical disabilities Older people	1 year	Yes	£51,500
Renfrewshire Council	Adults with mental health problems or learning or physical disabilities Older people	1 year	Yes	£120,314
				Total £171,814

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **429 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Current recruitment underway for service users for our Board having had them previously. Service users take part in our development days and stakeholders days. Individuals who have used the service are now trained volunteer advocates.

Age groups

- 16–60
- 60+

Client groups

- Adults with mental health problems or learning or physical disabilities
- Older people

Numbers

- 1-2-1 paid = 276
- 1-2-1 volunteer = 153

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

You First collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation

Demographics collected

- Age
- Gender
- Disability

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

For Grampian area only

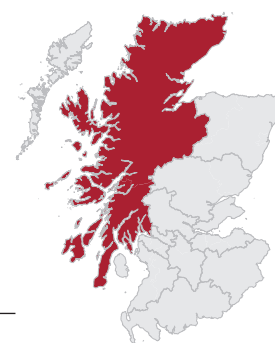
Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
East Dunbartonshire Council	Looked after children and young people in residential and foster care	1 year	Not known	£21,300
East Renfrewshire Council	Looked after children and young people in residential and foster care	1 year	Not known	£25,000
Glasgow City Council	Looked after children and young people in residential and foster care	1 year	Not known	£85,000
Renfrewshire Council	Looked after children and young people in residential and foster care	1 year	Not known	£38,000
West Dunbartonshire Council	Looked after children and young people in residential and foster care	1 year	Not known	£37,852

For information on all funding and service provision see page 197.

2.8 Highland

Argyll and Bute • Highland Council



2.8.1 Introduction

Information on some of the jointly funded projects was provided by NHS Greater Glasgow & Clyde. Glasgow City Council, Renfrewshire Council and East Renfrewshire CHCP also provided information on joint and council only funded projects. No information was provided by Inverclyde Council, East Dunbartonshire Council or West Dunbartonshire Council.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations. Respondents stated that monitoring meetings are conducted quarterly or half yearly depending on the lead commissioner. Complaints are monitored as per standard contract management processes.

2.8.2 Funding

Organisation	Access criteria	Annual spend
Advocacy Highland (includes Inverness Citizen Advocacy)	Adults and children with mental health problems, learning disabilities, dementia, autistic spectrum conditions	Highland Council/ NHS Highland Total = £270,396
Highland Users Group (Spirit Advocacy)	Adults with mental health problems — collective advocacy	Highland Council/ NHS Highland Total = £106,799
People First Highland (Spirit Advocacy)	Adults with learning disabilities — collective advocacy	Highland Council/ NHS Highland Total = £46,678
Highland Carers Advocacy	Unpaid carers — adult and young carers	Highland Council/ NHS Highland Total = £129,754
Lomond & Argyll Advocacy Service	Adults and children with mental health problems, learning disabilities, dementia	Glasgow City Council Total = £174,682
ACUMEN	Adults with mental health problems — collective advocacy	Glasgow City Council/ NHS GG&C Total = £41,500
Who Cares? Scotland	Looked after children and young people	Highland Council Total = £71,000
		Total = £840,809

2.8.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the NHS Highland area. Responses were as follows:

- Children and young people
- Adults with physical disabilities

2.8.4 Adult Support and Protection and the *Patient Rights Act*: statutory rights being met?

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

Advocacy Highland's manager is a member of the Highland Adult Protection Committee.

HUG have representatives on the APC.

Advocacy organisations were also asked about referrals and funding for ASP. Two organisations stated that they had received specifically related funding. Around 200 ASP referrals were received in the 2013–14 year.

The *Patient Rights Act*

No organisations had received *Patient Rights Act* related funding.

ACUMEN

Room 2015, Mile End Mill, 12 Seedhill Road, Paisley, PA1 1JS

0141 887 9103 • enquiries@acumennetwork.org

Local authority areas: Argyll & Bute, East Renfrewshire, Inverclyde, Renfrewshire,
West Dunbartonshire

Project details*

Full-time staff	2
Part-time staff	3
Active volunteers other	16
Volunteers on Management committee or Board	9

Funding

Funding has reduced over that of previous year.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Argyll & Bute Council	Mental health service users and carers	1 year	Not known	£33,000
East Renfrewshire Council	Mental health service users and carers	1 year	Not known	£17,600
NHS GG&C	Mental health service users and carers	1 year	Yes	£45,900
NHS Highland	Mental health service users and carers	1 year	Yes	£12,000
				Total £108,500

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **640 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 16–60
 • 60+

Client groups • Mental health service users and carers

Numbers • Collective or group = 640

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

ACUMEN collects information on attendance at groups and meetings to monitor activity for funders and for their own use.

ACUMEN does not record information on demographic profile of members.

Demographics collected • Age
 • Gender
 • Disability
 • Ethnicity

What is the purpose for the demographics collected?
information is recorded for funders and for organisation.

Advocacy Highland

3rd Floor, 33 Academy Street, Inverness, IV1 1JN
01463 233460 • info@advocacy-highland.org.uk
Local authority areas: Highland

Project details*

Full-time staff	2
Part-time staff	12
Active volunteer advocates	16
Active volunteers other	2
Volunteers on Management committee or Board	7

Funding

Funding has stayed the same as in previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Highland Council/ NHS Highland	Adults 16+ with mental health problems, learning disabilities, Autistic spectrum disorder Frail older people	1 year	Yes	£164,012
Caithness & North Sutherland Fund	Adults living in Caithness and North Sutherland Area	1 year	Not known	£23,582
				Total £187,594

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = 748 people.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups

- 16–60
- 60+

Client groups

- Adults with mental health problems or learning disabilities
- Adults with autistic spectrum disorders
- Frail older people

Numbers

- 1-2-1 paid & volunteer = 741
- Citizen advocacy = 7

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Advocacy Highland collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?
information is recorded for funders and for organisation.

Autism Rights Group Highland (ARGH)

22 Wester Inshes Place, Inverness, IV2 5HZ
01847 851743 • info@arghighland.co.uk
Local authority areas: Highland

Project details*

Active volunteers other	12
Volunteers on Management committee or Board	6

Funding

ARGH has no funding, it is a collective advocacy group wholly run by volunteers.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **60 people**.
- No Service Level Agreement as ARGH has no funder
- Service user representation on the Board

Age groups • 18–60
 • 60+

Client groups • Adults 18+ on the autistic spectrum

Numbers • Collective = 60

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

ARGH does not collect information about the outcomes for their advocacy partners.

Demographics collected • Age
 • Gender

What is the purpose for the demographics collected?

Information is recorded for the organisation.

* This organisation is run wholly by volunteers

Highland Carers' Advocacy

Glen Orrin, Dingwall, IV15 9TF
01463 723569 • sdiss-evans@hccf.org.uk
Local authority areas: Highland

Project details*

Part-time staff	5
Volunteers on Management committee or Board	10

Funding

Funding has stayed the same as in previous years.

This organisation did not provide any funding information. Details shown are from Commissioners

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Highland Council/ NHS Highland	Unpaid carers	1 year	Not known	£129,754
				Total £129,754

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **140 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • Information not supplied

Client groups • Young carers
 • Adult carers

Numbers • 1-2-1 paid = 140

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Highland Carers' Advocacy collects information about the outcomes for their advocacy partners. This is used to inform funders and to support the organisation to improve practice.

Demographics collected • Age
 • Gender
 • Disability
 • Ethnicity
 • Sexuality

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

HUG/Spirit Advocacy

Cromwell Villa, 23 Lotland Street, Inverness, IV1 1ST
01463 719366 • hug@spiritadvocacy.org.uk
Local authority areas: Highland

Project details*

Full-time staff	1
Part-time staff	2
Active volunteers other	8
Volunteers on Management committee or Board	12

Funding

Statutory funding has stayed the same as in previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Highland Council/ NHS Highland	People with mental health problems	1 year	Yes	£72,000
NHS Highland	Adults with mental health problems — Telehealth research project	1 year	No	£20,000

Non-Statutory funding

Comic Relief	People with mental health problems	1 year	Yes	£40,000
See Me	Adults with mental health problems	1 year	No	£13,000
Youth Philanthropy Initiative	People with mental health problems	1 year	No	£3,000
				Total £148,000

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people involved in collective advocacy with HUG in 2013–2014 = **500 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 16-60
 • 60+

Client groups • Adults with mental health problems

Numbers • Collective = 500

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

HUG collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation

HUG does not collect demographic information at present.

Lomond & Argyll Advocacy service

155 Glasgow Road, Dumbarton, G82 1RH

01389 726543 • admin@laas.org.uk

Local authority areas: Argyll & Bute, West Dunbartonshire

Project details*

Full-time staff	5
Part-time staff	8
Active volunteers other	12
Volunteers on Management committee or Board	11

Funding

Funding has stayed the same as previous year.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Argyll & Bute Council	Adults with mental health problems or learning disabilities Older people Adult Support & Protection	1 year	Yes	£87,500
West Dunbartonshire Council	Adults with mental health problems or learning disabilities Older people Adult Support & Protection	1 year	Yes	£133,000
NHS GG&C	Adults with mental health problems or learning disabilities Older people	1 year	Yes	£57,000
NHS Highland	Adults with mental health problems or learning disabilities Older people	1 year	Yes	£91,000
Scottish Government	Adults accessing Self-Directed Support	Year 2 of 3	Yes	£18,000
				Total £386,500

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **946 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 16–60
 • 60+

Client groups • Adults with mental health problems or learning disabilities
 • Older people

Numbers • Collective or group = 54
 • 1-2-1 paid & volunteer = 892

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

LAAS does not collect information about the outcomes for their advocacy partners.

Demographics collected • Age
 • Gender
 • Disability

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

People First Highland

Cromwell Villa, 23 Lotland Street, Inverness, IV1 1ST
07918 47763 • cfletcher@spiritadvocacy.org.uk
Local authority areas: Highland

Project details

Full-time staff	1
Active volunteers other	3
Volunteers on Management committee or Board	8

Funding

Funding has stayed the same as in previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Highland Council/ NHS Highland	Adults with learning disabilities	1 year	Not known	£46,678
				Total £46,678

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **120 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 18–60
 • 60+

Client groups • Adults with learning disabilities

Numbers • Collective = 120

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

People First Highland collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation.

Demographics collected • Age
 • Gender
 • Disability
 • Ethnicity
 • Sexuality

What is the purpose for the demographics collected?

Information is primarily recorded for funders.

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

For Highland area only

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Argyll & Bute Council	Looked after children and young people in residential and foster care	1 year	Not known	£59,000
Highland Council	Looked after children and young people in residential and foster care	1 year	Not known	£99,750

For information on all funding and service provision see page 197.

2.9 Lanarkshire

North Lanarkshire • South Lanarkshire



2.9.1 Introduction

Information on jointly funded projects was provided by NHS Lanarkshire. South Lanarkshire Council also provided information on joint and council only funded projects.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations. In Lanarkshire monitoring is conducted by means of quarterly meetings to consider statistics e.g numbers and sources of referrals, issues demographics etc. In North Lanarkshire complaints are looked at in monitoring meetings. In South Lanarkshire complaints are dealt with by the service provider.

2.8.2 Funding

Organisation	Access criteria	Annual spend
Equals Advocacy Partnership	Older people 65+	North Lanarkshire Council/NHS Lanarkshire Total = £223,081
People First Scotland	Adults with learning disabilities	South Lanarkshire Council/NHS Lanarkshire Total = £62,914
Speak Out	Adults with learning disabilities	South Lanarkshire Council/NHS Lanarkshire Total = £159,270
Shelter North Lanarkshire Advocacy Project	Adults with housing issues	North Lanarkshire Council/NHS Lanarkshire Total = £48,967
The Advocacy Project	Adults 16+ affected by disability including mental health problems Adults with mental health problems Older people	North Lanarkshire Council/NHS Lanarkshire Total = £263,645 South Lanarkshire Council/NHS Lanarkshire Total = £296,392
Your Voice	Children & young people	North Lanarkshire Council/NHS Lanarkshire Total = £240,276

Who Cares? Scotland	Looked after and accommodated children & young people	South Lanarkshire Council/NHS Lanarkshire
		Total = £147,000
		Total = £1,441,545

2.9.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the NHS Lanarkshire area. Responses were as follows:

- Carers
- Addictions
- People in prison

2.9.4 Adult Support and Protection and the *Patient Rights Act*: statutory rights being met?

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

The Advocacy Project has membership on the Service Users and Carers subgroup in North Lanarkshire and the Standards and Procedures subgroup in South Lanarkshire

Equals Advocacy has membership on the Service Users and Carers subgroup in North Lanarkshire

Speak Out has membership of the local Adult Protection Committee

Advocacy organisations were also asked about referrals and funding for ASP. Organisations reported that ASP related funding was included in the core funding. Lanarkshire advocacy organisations received around 250 ASP referrals in the 2013–14 year.

The *Patient Rights Act*

Four organisations within Lanarkshire responded to this question. Two had received funding.

Equals Advocacy Partnership

101 Park Street, Motherwell, ML1 1PF
01698 327772 • admin@equalsadvocacy.org.uk
Local authority areas: North Lanarkshire

Project details*

Full-time staff	7
Part-time staff	1
Active volunteers advocates	6
Active volunteers other	1
Volunteers on Management committee or Board	6

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
North Lanarkshire Council/NHS Lanarkshire	Adults 65+	Year 2 of 3	Yes	£134,837
NHS Lanarkshire	Adults 65+	1 year	No	£25,000
Scottish Government	Reshaping care for older people	6 months	Yes	£59,433
				Total £219,270

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **525 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 65+

Client groups • Older people

Numbers • Collective = 60
 • 1-2-1 paid = 453
 • 1-2-1 volunteer = 12

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Equals Advocacy collects information about the outcomes for their advocacy partners. This is used to provide statistical information to funders on number and source of referral as well as on outcomes. It is also used to inform the organisation

Demographics collected • Age
 • Gender
 • Disability
 • Ethnicity
 • Sexuality

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

People First*

77–79 Easter Road, Edinburgh, EH7 5PW

0131 478 7707 • peoplefirst1@btconnect.com

Local authority areas: People First works in several Local Authority areas

Project details**

Full-time staff	8
Part-time staff	6
Active volunteers advocates	3
Volunteers on Management committee or Board	Not provided

Funding

Funding remained the same as in previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council/ NHS Fife	Adults and older people with learning disabilities	1 year	Not known	£83,710
Aberdeenshire Council	Adults with learning disabilities	1 year	Not known	£9,094
South Lanarkshire Council/ NHS Lanarkshire	Adults with learning disabilities	1 year	Not known	£62,914
City of Edinburgh Council/ NHS Lothian	Adults with learning disabilities	1 year	Not known	£38,764
				Total £194,482

* Information provided by this organisation does not give a breakdown across different Local Authority areas. Information provided is for the organisation as a whole.

** Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **500+ people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups • 16–60+

Client groups • Adults and older people with learning disabilities

Numbers • Collective = 500+

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

People First collects information about the outcomes for advocacy partners. The information is used for monitoring requirements and to show the differences that can be made.

Demographics collected • Age
• Gender

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes.

Speak Out

Brandon House, 23–25 Brandon Street, Hamilton, ML3 6DA
01698 283228 • info@speak-out.org.uk
Local authority areas: South Lanarkshire

Project details*

Full-time staff	3
Part-time staff	4
Volunteers on Management committee or Board	4

Funding

Funding remained the same as in previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
South Lanarkshire Council/NHS Lanarkshire	Adults with learning disabilities	1 year	Yes	£150,000

Non-Statutory funding

Agnes Hunter VAF	Adults with learning disabilities	1 year	No	£19,000
				Total £169,000

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **165 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Speak Out supports a collective advocacy group, Lanarkshire Ace. Members of this group are involved in decision making.

Age groups

- 16–60
- 60+

Client groups

- Adults with learning disability or brain injury

Numbers

- Collective = 45
- 1-2-1 paid = 120

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Speak Out collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

The Advocacy Project

Cumbræ House, 15 Carlton Court, Glasgow, G5 9JP

0141 420 0961 • enquiry@theadvocacyproject.org.uk

Local authority areas: East Renfrewshire, Glasgow City, North Lanarkshire,
South Lanarkshire

Project details*

Full-time staff	41
Part-time staff	5
Volunteers on Management committee or Board	8

Funding

Retendering processes have increased resources but across all areas total resources have not increased. North Lanarkshire have advised of a 1% rate of inflation increase for financial year 14/15. South Lanarkshire have withdrawn non-recurring resources & aligned historical generic funding in 14/15 which results in a further reduction

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Glasgow City Council/ NHS GG&C	Adults with mental health problems or physical disabilities Older people Adult Support & Protection	1 year	Yes	£578,000
East Renfrewshire CHCP	Adults with mental health problems or learning or physical disabilities Older people	1 year	Yes	£85,000
North Lanarkshire Council/ NHS Lanarkshire	Adults with mental health problems or learning or physical disabilities	1 year	Yes	£262,244
South Lanarkshire Council/ NHS GG&C	Adults with mental health problems Older people Generic disability (Rutherglen & Cambuslang)	1 year	Yes	£295,000
Total				£1,220,244

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.
Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **2,512 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures as a result it can take longer to respond to some requests.
- Recruitment of board members is an open process that is available to anyone who can demonstrate the skills, knowledge and understanding to contribute to the work of the organisation. Potential service users are welcome to nominate themselves. The organisation encourages service users to become involved in the development of the organisation by contributing to evaluation processes, national and local research exercises, legislative consultations etc.

Age groups

- 16–60
- 60+

Client groups

- Adults with mental health problems, physical or learning disabilities
- Older people

Numbers

- 1-2-1 paid
East Renfrewshire = 129
Glasgow City = 1292
North Lanarkshire = 557
South Lanarkshire = 534

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

The Advocacy Project collects information about the outcomes for their advocacy partners. This is used to identify how outcomes of advocacy align with National Outcomes. Information is for funders and for the organisation.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation to identify trends and gaps in service provision and inform outreach and promotion strategy.

Your Voice

Unit 15 Coatbridge Business Centre, 204 Main Street, Coatbridge, ML5 3RB

01236 700108 • info@urvz.org

Local authority areas: North Lanarkshire

Project details*

Full-time staff	8
Part-time staff	2
Volunteers on Management committee or Board	8

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
North Lanarkshire Council/NHS Lanarkshire	Children & young people up to 18 years with a disability or mental health problem Looked after and accommodated children & young people up to 25 years	Year 2 of 3	Yes	£233,832
				Total £233,832

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **363 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups

- 16–60
- 16–25

Client groups

- Children and young people

Numbers

- Collective = 52
- 1–2–1 paid = 311

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Your Voice collects information about the outcomes for their advocacy partners. This is used for funders and to inform the organisation on improving service.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

For South Lanarkshire area only

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
South Lanarkshire Council	Looked after children and young people in residential and foster care	1 year	Not known	£147,000

For information on all funding and service provision see page 197.

2.10 Lothian

City of Edinburgh • East Lothian • West Lothian • Midlothian



2.10.1 Introduction

Information on jointly funded projects was provided by NHS Lothian. City of Edinburgh Council also provided information on joint and some council only funded projects. Information was also provided by East Lothian and West Lothian Councils. No information was provided by Midlothian Council.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

For Health & Social Care related contracts monitoring meetings take place a minimum of 6 monthly. Ad hoc meetings are held in all Local Authority areas which includes contract monitoring.

For Children & Families related contracts monitoring is undertaken on an annual basis.

Complaints are handled by organisations; details of complaints are included in 6 monthly returns and discussed in monitoring meetings.

2.10.2 Funding

Organisation	Access criteria	Annual spend
ACE Advocacy	Adults with learning disabilities	West Lothian Council/ NHS Lothian Total = £74,000
Advocard	Adults with mental health problems Adults with mental health problems in prison	East Lothian Council/NHS Lothian Total = £504,296
Consultation & Advocacy Promotions Service (CAPS)	Adults with mental health problems	East Lothian Council/NHS Lothian Total = £98,830 Midlothian Council/ NHS Lothian Total = £98,878 NHS Lothian Total = £167,970

2.10.2 Funding *continued*

Organisation	Access criteria	Annual spend
EARS Advocacy	West Lothian:	West Lothian Council/ NHS Lothian
	• Older people	
	• Adults with a physical disability	Total = £97,136
	Midlothian:	East Lothian Council/ NHS Lothian
	• Older people	
	• Adults with a physical disability	Total = £32,625
	Lothian wide:	NHS Lothian
	• Adults who have had a stroke	Total = £49,410
Edinburgh Carers Council	Carers who support someone using the REH or services in Edinburgh who have mental health difficulties; a learning disability; dementia; acquired brain injury; autistic spectrum condition	City of Edinburgh Council/NHS Lothian Total = £104,200
Kindred Advocacy	Parents of children & young people with additional support needs	City of Edinburgh Council/NHS Lothian Total = £14,044
Mental Health Advocacy Project	Adults with mental health problems People in Addiewell Prison	West Lothian Council/NHS Total = £176,720 NHS Lothian Total = £15,120
Partners in Advocacy	City of Edinburgh:	City of Edinburgh Council/NHS Lothian
	• Adults with learning or physical disabilities	Total = £276,019
	• Older people	East Lothian Council
	East Lothian:	Total = £45,600
	• Adults with learning disabilities	Midlothian Council
	Midlothian:	Total = £20,982
	• Adults with learning disabilities	
People First Scotland	Adults with learning disabilities	City of Edinburgh Council/NHS Lothian Total = £38,764

2.10.2 Funding *continued*

Organisation	Access criteria	Annual spend
Royal Edinburgh Hospital Patients' Council	Patients and former patients of the Royal Edinburgh Hospital	City of Edinburgh Council/NHS Lothian Total = £54,198
VOCAL Carers' Advocacy Service	Unpaid carers	Funding information not provided
Who Cares? Scotland	Looked after & accommodated children & young people	City of Edinburgh Council Total = £43,962
		East Lothian Council Total = £33,818
		Midlothian Council Total = £25,900
		Total = £1,972,472

2.10.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the NHS Lothian area. Responses were as follows:

- People from BME communities
- People with physical disabilities
- Homelessness
- People with addictions
- People on the Autistic Spectrum

2.10.4 Adult Support and Protection and the *Patient Rights Act*

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

7 organisations responded to this question. Of those 2 stated that they were involved in local Adult Protection Committee service user subgroups.

Advocacy organisations were also asked about referrals and funding for ASP. Three organisations received specifically related funding. Seven of the Lothian advocacy organisations received around 100 ASP referrals in the 2013–14 year.

The *Patient Rights Act*

Ten organisations within Lothian responded to this question.

One stated they had received funding.

ABEL

Brunton Hall, Ladywell Way, Musselburgh, EH21 6AF
0131 653 5234 • abel@eastlothian.gov.uk
Local authority areas: East Lothian

Project details*

Full-time staff	1
Part-time staff	3
Active volunteers other	2
Volunteers on Management committee or Board	8

Funding

No funding information was provided by the organisation or by Commissioners for this project.

No additional information on access criteria or levels of provision was given by the project.

*Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Ace Advocacy

28 Heatherbank, Livingston, EH54 6EE
01506 444330 • joyce.watson@enable.org.uk
Local authority areas: West Lothian

Project details*

Part-time staff 3
Volunteers on Management committee or Board 5

Funding

Funding stayed the same as in previous years.

No funding information was provided by this project. Details shown below are from Commissioners.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
West Lothian Council/NHS Lothian	Adults with learning disabilities	1 year	Not known	£74,000
				Total £74,000

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **184 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- There is no service user representation on the Board. The collective advocacy group influences the work of the organisation.

Age groups • 16–65

Client groups • Adults with learning disability or brain injury

Numbers • Collective = 80
 • 1–2–1 paid = 104

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Ace Advocacy collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation and identify ways service can be improved.

Demographics collected • Age
 • Gender
 • Disability

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Advocard

332 Leith Walk, Edinburgh, EH6 5BR
0131 554 5307 • advocacy@advocard.org.uk
Local authority areas: City of Edinburgh

Project details*

Full-time staff	5
Part-time staff	11
Active volunteer advocates	25
Volunteers on Management committee or Board	6

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
City of Edinburgh Council/NHS Lothian	Adults with mental health problems Carers of adults with mental health problems, learning disabilities, dementia & acquired brain injury (Edinburgh Carers Council) Patients & former patients of Royal Edinburgh Hospital	1 year	Yes	£576,813
NHS Lothian	Prisoners in HMP Edinburgh	1 year	Not known	£33,440
NHS Lothian	Mental health service users affected by welfare reform	Year 1 of 2	Yes	£33,440
				Total £643,693

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **1,202 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups

- 0–16
- 16–60
- 60+

Client groups

- Mental health service users
- Prisoners

Numbers

- Collective = 226
- 1–2–1 paid & volunteer = 976

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Ace Advocacy collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation and identify ways service can be improved.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity
- Sexuality

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

CAPS (Consultation & Advocacy Promotion Service)

Old Stables, Eskmills Park, Musselburgh, EH32 7PQ

0131 273 5116 • contact@capsadvocacy.org

Local authority areas: City of Edinburgh, East Lothian, Midlothian, West Lothian

Project details*

Full-time staff	5
Part-time staff	11
Active volunteer advocates	4
Active volunteer other	4
Volunteers on Management committee or Board	5

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
East Lothian Council/ Midlothian Council/ NHS Lothian	Adults with mental health problems	1 year	Yes	£200,768
NHS Lothian	Oor Mad History Project	1 year	Yes	£50,000
NHS Lothian	Personality disorder project	1 year	Yes	£17,000
NHS Lothian	Adults who have experienced psychosis	1 year	Yes	£19,000
	People with eating disorders		Not known	£7,000
	Adults who use Mental Health Services in Lothian		Yes	£8,500
NHS Lothian	Collaborate to Educate Project	1 year	Yes	£40,486
				Total £342,754

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **584 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 18–60

Client groups • Adults who use mental health services

Numbers • Collective = 342
 • 1–2–1 paid = 230
 • 1–2–1 volunteer = 12

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

CAPS collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation

Demographics collected • Age
 • Gender
 • Disability
 • Ethnicity
 • Sexuality

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for funders.

EARS Advocacy service

14 Ashley Place, Edinburgh, EH41 3JW

0131 553 8866 • info@ears-advocacy.org.uk

Local authority areas: City of Edinburgh, East Lothian, Midlothian, West Lothian

Project details*

Full-time staff	5
Part-time staff	3
Volunteers on Management committee or Board	6

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
West Lothian Council/ NHS Lothian	Adults with a physical disability or acquired brain injury Older people	1 year	Yes	£86,636
Midlothian Council/ NHS Lothian	Adults with a physical disability or acquired brain injury Older people	1 year	Not known	£39,321
East Lothian CHP	Older people	1 year	Not known	£32,625
NHS Lothian	Survivors of stroke	1 year	Not known	£49,410
				Total £207,992

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.
Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **333 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- There is no service user representation on the Board. Service user forums feed into the work of the Board.

Age groups

- 16–60
- 60+

Client groups

- Adults with physical disability or acquired brain injury
- Older people
- Survivors of stroke

Numbers

- Collective = 54
- 1–2–1 paid = 279

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

EARS Advocacy collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation

Demographics collected

- Age
- Gender
- Disability
- Ethnicity

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Edinburgh Carers Council

1 Canon Street, Edinburgh, EH3 5HE

0131 270 6087 • info@edinburghcarerscouncil.co.uk

Local authority areas: City of Edinburgh, East Lothian, Midlothian, West Lothian

Project details*

Full-time staff	1
Part-time staff	4
Volunteers on Management committee or Board	7

Funding

Statutory funding has stayed the same as in previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
City of Edinburgh Council/NHS Lothian	Carers of people with mental health problems, learning disabilities, dementia or acquired brain injury	1 year	Yes	£104,200
				Total £104,200

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **264 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups

- 16–60
- 60+

Client groups

- Carers

Numbers

- Collective = 94
- 1–2–1 paid = 170

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

ECC collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation

Demographics collected

- Age
- Gender
- Disability
- Ethnicity
- Sexuality

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Focus ARBD

10 Hailes Street, Edinburgh, EH3 9NF

07917 283760 or 07917 324615 • focusarbd@gmail.com

Local authority areas: Based in City of Edinburgh

Project details*

Part-time staff 3

Volunteers on Management committee or Board 8

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Scottish Government	Adults with alcohol related brain damage	1 year	Yes	£29,190

Non-statutory funding

Robertson Trust	Adults with alcohol related brain damage	1 year	No	£7,500
Edinburgh & Lothians Health Foundation	Adults with alcohol related brain damage	1 year	No	£10,000
				Total £46,690

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **14 people**.
- Focus ARBD is currently established in Edinburgh & Glasgow. The aim is to make collective advocacy for this group available across Scotland.
- Service user representation on the Board.

Age groups • 16–60
 • 60+

Client groups • Adults with alcohol related brain damage

Numbers • Collective =14

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Focus ARBD collects information about the outcomes for their advocacy partners. This is used to inform the work of the organisation and to provide evidence to funders.

Kindred Advocacy

7 Rutland Court Lane, Edinburgh, EH3 8ES
0131 538 5650 • sophie.pilgrim.kindred@gmail.com
Local authority areas: City of Edinburgh, Fife

Project details*

Full-time staff	5
Part-time staff	9
Active volunteers others	2
Volunteers on Management committee or Board	6

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
NHS Fife	Parent carers of children with additional support needs	1 year	Yes	£30,000
City of Edinburgh Council	Parent carers of children with additional support needs	1 year	Yes	£14,000
Midlothian Council	Parent carers of children with additional support needs	1 year	Yes	£6,000

Non-statutory funding

Big Lottery	Parent carers of children with additional support needs	1 year	Yes	£73,000
Sick Kids Friends Foundation	Parent carers of children with additional support needs	1 year	Yes	£40,000
Third Sector Early Intervention Fund	Parent carers of children with additional support needs	1 year	Yes	£60,000
R S Macdonald	Parent carers of children with additional support needs	1 year	Yes	£15,000

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Additional Support for Learning Helpline funds

City of Edinburgh	Additional Support for learning helpline	1 year	Yes	£27,000
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Total £265,000

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **628 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups

- 18–25
- 25–60

Client groups

- Parents of children and young people with disabilities or long term conditions. Young people with disabilities

Numbers

- 1-2-1 paid = 628

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Kindred Advocacy collects information about the outcomes for their advocacy partners. This is used to inform funders.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity
- Sexuality

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Mental Health Advocacy Project

Strathbrock Partnership Centre, Broxburn, EH52 5LH

01506 857230 • admin@mhap.org.uk

Local authority areas: West Lothian

Project details*

Full-time staff	4
Part-time staff	3
Active volunteers other	10
Volunteers on Management committee or Board	12

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
West Lothian Council/ NHS Lothian	Adults with mental health problems	1 year	Yes	£176,613
				Total £176,613

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **350 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups

- 16–60
- 60+

Client groups • Adults with mental health problems

Numbers

- Collective = 50
- 1-2-1 paid = 300

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Mental Health Advocacy Project does not collect information about the outcomes for their advocacy partners.

Demographics collected

- Age
- Gender
- Disability

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Room 420, Pentagon Centre, 36 Washington Street, Glasgow, G3 8AZ
0141 847 0660 • linda@partnersinadvocacy.org.uk
Local authority areas: City of Edinburgh, Dundee City, East Lothian,
East Renfrewshire, Midlothian

Full-time staff	13	Part-time staff	3
Volunteers on Management committee or Board	8		

Funding has reduced over previous years.

Funder	Access criteria	Duration	Funding continuing?	Amount
City of Edinburgh Council/NHS Lothian	Adults with learning or physical disabilities Older people	1 year	Not known	£275,651
Dundee City Council	Children & young people with mental health problems and other additional support needs	1 year	Not known	£16,992
East Renfrewshire CHCP	Children & young people up to 18 years	1 year	Not known	£24,856
East Lothian Council	Adults with learning disabilities	1 year	Not known	£17,250
Midlothian Council	Adults with learning disabilities	1 year	Not known	£20,982
NHS GG&C	Children & young people under terms of Mental Health Act	1 year	Not known	£105,628
Scottish Government	Children & young people with additional support needs	1 year	Not known	£35,000
Total				£496,359

SIAA: A Map of Advocacy across Scotland, 2013–2014 edition

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **629 people**.
- Service Level Agreement in some areas does require prioritization for those facing compulsory measures
- Service user representation on the Board.

- Age groups**
- 0–16
 - 16–60
 - 60+

- Client groups**
- Adults with learning or physical disabilities
 - Older people
 - Children with mental health problems or additional support needs

- Numbers**
- Collective or group
Edinburgh = 206, East Lothian = 50
 - 1-2-1 paid, Lothian = 291, Dundee = 39, GG&C = 143

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Partners in Advocacy collects information about the outcomes for their advocacy partners for funders and the organisation.

- Demographics collected**
- Age
 - Gender
 - Disability
 - Ethnicity
 - Sexuality

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

People First*

77–79 Easter Road, Edinburgh, EH7 5PW

0131 478 7707 • peoplefirst1@btconnect.com

Local authority areas: People First works in several Local Authority areas

Project details*

Full-time staff	8
Part-time staff	6
Active volunteer advocates	3
Volunteers on Management committee or Board	Not provided

Funding

Funding remained the same as in previous years.

Information on funding was not provided by this project.

Details shown below are from Commissioners

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Fife Council/ NHS Fife	Adults and older people with learning disabilities	1 year	Not known	£83,710
Aberdeenshire Council	Adults with learning disabilities	1 year	Not known	£9,094
South Lanarkshire Council/NHS Lanarkshire	Adults with learning disabilities	1 year	Not known	£62,914
City of Edinburgh Council/NHS Lothian	Adults with learning disabilities	1 year	Not known	£38,764
				Total £194,482

* Information provided by this organisation does not give a breakdown across different Local Authority areas. Information provided is for the organisation as a whole.

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours. Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **500+ people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures.
- Service user representation on the Board.

Age groups • 16-60+

Client groups • Adults and older people with learning disabilities

Numbers • Collective = 500+

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

People First collects information about the outcomes for advocacy partners. The information is used for monitoring requirements and to show the differences that can be made

Demographics collected • Age
 • Gender

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes.

Royal Edinburgh Hospital Patients' Council

Morningside Place, Edinburgh, EH10 5HF
0131 537 6462 • info@rehpatientscouncil.org.uk
Local authority areas: City of Edinburgh

Project details*

Full-time staff	1
Part-time staff	1
Active volunteer advocates	6
Volunteers on Management committee or Board	6

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
City of Edinburgh Council/ NHS Lothian	Patients and former patients of the Royal Edinburgh Hospital	1 year	Yes	£54,198
				Total £54,198

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **200 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 16–60
 • 60+

Client groups • Adults with mental health problems

Numbers • Collective = 200

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

REH Patients' Council collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation and to lobby for improvements and campaign for change

Demographics collected • Age
 • Gender
 • Disability
 • Ethnicity
 • Sexuality

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

VOCAL Carers' Advocacy service

8–13 Johnston Terrace, Edinburgh, EH1 2PW

0131 622 7625 • advocacy@vocal.org.uk

Local authority areas: City of Edinburgh, East Lothian, Midlothian, West Lothian

Project details*

Part-time staff	3
Active volunteer advocates	6
Volunteers on Management committee or Board	14

Funding

No funding information was provided by the project or by Commissioners

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **140 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 16–60
 • 60+

Client groups • Adult unpaid carers

Numbers • 1-2-1 paid = 100
 • 1-2-1 volunteer = 40

Monitoring

Advocacy organisations were asked about what information they collect and the purpose. VOCAL Advocacy collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation.

*Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity
- Sexuality

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

For South Lanarkshire area only

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
City of Edinburgh Council	Looked after children and young people in residential and foster care	1 year	Not known	£43,962
East Lothian Council	Looked after children and young people in residential and foster care	1 year	Not known	£30,346
Midlothian Council	Looked after children and young people in residential and foster care	1 year	Not known	£25,900

For information on all funding and service provision see page 197.

2.11 Orkney

Orkney Islands Council



2.11.1 Introduction

Information on jointly funded projects was provided by NHS Orkney.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

In Orkney monitoring is conducted by quarterly reports which are discussed at steering group meetings.

Complaints would be looked at in monitoring meetings.

2.11.2 Funding

Organisation	Access criteria	Annual spend
Advocacy Orkney	Mental Health Learning or physical disability Homelessness Poverty Child welfare	Orkney Islands Council/ NHS Orkney Total = £76,564
		Total £76,564

2.11.3 Advocacy: how accessible is it?

Gaps in advocacy provision

One gap in advocacy provision was identified — generic advocacy for children:

2.11.4 Adult Support and Protection and the *Patient Rights Act*

Advocacy Orkney is not a member of the Adult Protection Committee and did not receive any specific funding for ASP work however they did provide advocacy for two people in relation to adult protection.

Advocacy Orkney did not receive any funding in relation to the *Patient Rights Act*.

Advocacy Orkney

West Castle Street, Kirkwall, KW15 1GU
01856 870111 • info@advocacyorkney.org
Local authority areas: Orkney

Project details*

Part-time staff	4
Active volunteer advocates	3
Active citizen advocates	1
Volunteers on Management committee or Board	6

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Orkney Islands Council/ NHS Orkney	Adults with mental health problems or learning disabilities Looked after children and young people Generic advocacy for other adults	1 year	Yes	£77,000
Orkney Alcohol & Drug Partnership	Adults with addiction issues	1 year	No	£4,000
Scottish Government	Parents of children with autism	1 year	No	£4,000
				Total £86,000

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **241 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- No service user representation currently on the Board but space available.

- Age groups**
- 0–16
 - 16–60
 - 60+

- Client groups**
- Adults with mental health problems or learning disabilities
 - Looked after children & young people
 - Adult generic

- Numbers**
- Collective = 40
 - 1-2-1 paid = 30
 - Citizen advocacy = 1

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Advocacy Orkney collects information about the outcomes for their advocacy partners. This is used to inform the organisation on practice and service improvements and for or funders

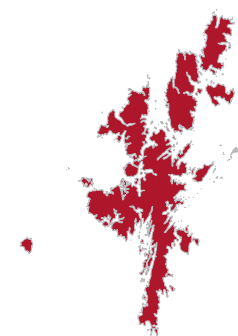
- Demographics collected**
- Age
 - Gender
 - Disability

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

2.12 Shetland

Shetland Islands Council



2.12.1 Introduction

Information on jointly funded projects was provided by NHS Shetland.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

Advocacy Shetland are required to submit quarterly management accounts and monitoring reports. An annual monitoring meeting is held and other meetings and discussions take place during the year as and when required.

Complaints are dealt with following Advocacy Shetland's Complaints Policy. In the event that Advocacy Shetland cannot resolve the complaint, it may be referred to the Council's Chief Social Work Officer.

2.12.2 Funding

Organisation	Access criteria	Annual spend
Advocacy Shetland	Mental Health Homelessness Carers Generic	Shetland Islands Council/NHS Shetland
		Total = £60,056
		Total = £60,056

2.12.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy Shetland did not identify any gaps in provision but did highlight issues around recruiting volunteers as advocates and Trustees.

2.12.4 Adult Support and Protection and the *Patient Rights Act*: statutory rights being met?

The manager of Advocacy Orkney is a member of the Adult Protection Committee. Advocacy Shetland did not receive any specific funding for ASP work however they did provide advocacy for four people in relation to adult protection.

Advocacy Shetland did not receive any funding in relation to the *Patient Rights Act*.

Advocacy Shetland

Market House, 14 Market Street, Lerwick, ZE1 0JP
01595 743929 • advocacy@shetland.org
Local authority areas: Shetland

Project details*

Full-time staff	1
Part-time staff	1
Volunteers on Management committee or Board	5

Funding

Statutory funding has reduced over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Shetland Islands Council/ NHS Shetland	Adults and children with mental health problems, a community care issue, a homelessness issue All deemed vulnerable to exclusion in the Shetland Community	1 year	Yes	£60,156

Non-statutory funding

Voluntary Action Fund	To recruit volunteers	1 year	No	£5,140
				Total £65,296

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **340 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

- Age groups**
- 0–16
 - 16–60
 - 60+

- Client groups**
- People with mental health problems or a community care issue
 - Homelessness
 - All deemed vulnerable to exclusion

- Numbers**
- 1–2–1 paid = 340

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Advocacy Orkney collects information about the outcomes for their advocacy partners. This is used to inform the organisation on practice and service improvements and for funders

- Demographics collected**
- Age
 - Gender

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

2.13 Tayside

City of Dundee • Angus • Perth and Kinross



2.13.3 Introduction

Information on jointly funded projects was provided by Perth & Kinross CHP, Perth & Kinross Council and Angus Council. No information was provided by Dundee City Council or NHS Tayside.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

Perth & Kinross Council attends quarterly Executive Board Meetings to discuss activity, finance and potential future issues.

Angus Council require quarterly reports on agreed activity measures followed by an annual report at the end of the financial year.

Complaints should be handled through the organisations' complaints procedures in the first instance Complaints would be looked at in monitoring meetings.

2.13.2 Funding

Organisation	Access criteria	Annual spend
Advocating Together	Adults with learning disabilities and/or autistic spectrum disorder	Dundee City Council/ NHS Tayside Total = £81,350*
Angus Independent Advocacy	Adults with mental health problems, learning disability, acquired brain injury Older people	Angus Council/ NHS Tayside Total = £155,188
Dundee Independent Advocacy Service	Adults with mental health problems, learning or physical disabilities or dementia Older people	Dundee City Council/ NHS Tayside Total = £157,847*

* No information was supplied by Dundee City Council or NHS Tayside. Funding data is taken from providers' responses.

Independent Advocacy Perth & Kinross	Adults with mental health problems, learning or physical disabilities, acquired brain injury Older people and people in residential care Children and young people Carers	Perth & Kinross Council/ NHS Tayside Total = £256,919
Partners in Advocacy	Children & young people with mental health problems and other additional support needs	Dundee City Council/ NHS Tayside Total = £16,992*
Who Cares? Scotland	Looked after & accommodated children & young people	Angus Council Total = £15,150
		Total £683,446

2.13.3 Advocacy: accessible, comprehensive and equitable?

Gaps in advocacy provision

Advocacy organisations were asked what if any gaps in provision of advocacy they had identified in the NHS Tayside area. Responses were as follows:

- Addiction issues
- Families at risk
- Autistic spectrum disorder
- Minority ethnic groups
- Physical disability
- Asylum seekers

2.13.4 Adult Support and Protection and the *Patient Rights Act*

Adult Support and Protection

Organisations were asked what involvement they had with their local adult support and protection committee.

Three Tayside advocacy organisations had membership of their local Adult Protection Committee. A further two organisations were on membership of relevant sub groups.

Advocacy organisations were also asked about referrals and funding for ASP. No organisations received specifically related funding. Three of the Tayside advocacy organisations received around 50 ASP referrals in the 2013–14 year.

The *Patient Rights Act*

Three Tayside advocacy organisations received funding related to the *Patient Rights Act*.

Advocating Together

13 Ryehill Lane, Dundee, DD1 4DD

01382 666601 • carina@advocating-together.org.uk

Local authority areas: Dundee City

Project details

Full-time staff	2
Active volunteer advocates	6
Active volunteers others	5
Volunteers on Management committee or Board	5

Funding

Funding has stayed the same as in previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Dundee City Council/ NHS GG&C	Adults with learning disabilities and/or autistic spectrum disorder	1 year	Yes	£81,350
				Total £81,350

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **68 people**.
- Service Level Agreement does not require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups • 18–60

Client groups • Adults with learning disabilities and/or autistic spectrum disorder

Numbers • Collective = 60
 • 1-2-1 volunteer = 8

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Advocating Together collects information about the outcomes for their advocacy partners for both funders and for the organisation.

Demographics collected • Age
 • Gender
 • Disability
 • Ethnicity
 • Sexuality

What is the purpose for the demographics collected?

Information is recorded for the organisation to identify if there are specific gaps in those who access the organisation.

Angus Independent Advocacy

60 High Street, Arbroath, DD11 1AW
01241 434413 • enquiries@angusindadvocacy.org
Local authority areas: Angus

Project details*

Full-time staff	1
Part-time staff	9
Active citizens advocates	31
Volunteers on Management committee or Board	8

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Angus Council/ NHS Tayside	Adults with mental health problems, learning disabilities, acquired brain injury, dementia Older people	1 year	Yes	£159,318
NHS Tayside	People moving from care home	1 year	No	£2,105

Non-statutory funding

Big Lottery	Citizen advocacy for people over 55 with mental health problems, learning disabilities, acquired brain injury, dementia	Year 3 of 5	Yes	£51,783
				Total £209,006

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **591 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board

Age groups • 16–60

Client groups • Adults with learning disability or acquired brain injury
 • Adults with mental health problems
 • Adults with dementia

Numbers • Citizen = 45
 • 1–2–1 paid = 509
 • 1–2–1 volunteer = 37

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Angus Independent Advocacy collects information about the outcomes for their advocacy partners. This is used to inform funders, advocacy service users and the organisation

Demographics collected • Age
 • Gender
 • Disability
 • Ethnicity
 • Sexuality

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for funders.

Dundee Independent Advocacy Support

6A Meadow Mill, West Henderson's Wynd, Dundee, DD1 5BY

01382 205515 • office@diasdundee.org

Local authority areas: Dundee City

Project details*

Full-time staff	7
Part-time staff	2
Active volunteer advocates	12
Active citizen advocates	17
Active volunteers other	7
Volunteers on Board or Management committee	8

Funding

Statutory funding has increased over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Dundee City Council/ NHS Tayside	Adults services and older people	1 year	Yes	£157,847

Non-statutory funding

Castlebeck Care	Adults with learning disabilities	1 year	Not known	£67,420
				Total £209,006

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- Numbers of people accessing advocacy in 2013–14 year was not provided.
- Service Level Agreement does require prioritization for those facing compulsory measures
- No service user representation on the Board.

Age groups • 21+

Client groups • Adults with learning disability or brain injury
 • Adults with mental health problems
 • Adults with dementia
 • Older people

Numbers Information not provided

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

DIAS does not collect information about the outcomes for their advocacy partners.

Demographics collected • Age
 • Gender
 • Disability

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Independent Advocacy Perth & Kinross

90 Tay Street, Perth, PH2 8NP
01698 283228 • info@iapk.org.uk
Local authority areas: Perth & Kinross

Project details*

Full-time staff	3
Part-time staff	8
Active volunteer advocates	35
Volunteers on Management committee or Board	5

Funding

Statutory funding has stayed the same as in previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Perth & Kinross Council/ NHS Tayside	Adults with mental health problems, learning or physical disabilities Children & young people Older People Carers	1 year	Yes	£217,919
Perth & Kinross Council	As above delivered by volunteer advocates	1 year	No	£16,000
NHS Tayside	As above delivered by volunteer advocates	6 months	Yes	£10,300
	Prisoners in HMP Perth	6 months	Yes	£12,000

Non-statutory funding

The Gannochy Trust	Volunteer advocacy	Year 1 of 3	Yes	£10,000
				Total £266,219

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **1,078 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- No service user representation on the Board. IAPK gathers feedback when a case is closed and an annual survey to identify areas for improvement/development.

- Age groups**
- 0–16
 - 16–60
 - 60+

- Client groups**
- Adults with mental health problems, learning or physical disability
 - Children & young people
 - Older people
 - Carers

- Numbers**
- Collective = 198
 - 1-2-1 paid = 800
 - 1-2-1 volunteer = 80

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

IAPK collects information about the outcomes for their advocacy partners. This is used to inform funders and the organisation

- Demographics collected**
- Age
 - Gender
 - Disability
 - Ethnicity

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Partners in Advocacy

Room 420, Pentagon Centre, 36 Washington Street, Glasgow, G3 8AZ

0141 847 0660 • linda@partnersinadvocacy.org.uk

Local authority areas: City of Edinburgh, Dundee City, East Lothian,
East Renfrewshire, Midlothian

Project details*

Full-time staff	13
Part-time staff	3
Volunteers on Management committee or Board	8

Funding

Funding has reduced over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
City of Edinburgh Council/ NHS Lothian	Adults with learning or physical disabilities Older people	1 year	Yes	£275,651
Dundee City Council	Children & young people with mental health problems and other additional support needs	1 year	Not known	£16,992
East Renfrewshire CHCP	Children & young people up to 18 years	1 year	Not known	£24,856
East Lothian Council	Adults with learning disabilities	1 year	Not known	£17,250
Midlothian Council	Adults with learning disabilities	1 year	Not known	£20,982
NHS GG&C	Children & young people under terms of Mental Health Act	1 year	Not known	£105,628
Scottish Government	Children & young people w. additional support needs	1 year	Not known	£35,000
				Total £496,359

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.
Details shown are for all Local Authority areas.

Service Provision

At a glance:

- The total number of people in receipt of advocacy across all local authority areas 2013–2014 = **629 people**.
- Service Level Agreement in some areas does require prioritization for those facing compulsory measures
- Service user representation on the Board.

Age groups

- 0–16
- 16–60
- 60+

Client groups

- Adults with learning or physical disabilities
- Older people
- Children with mental health problems or additional support needs

Numbers

- Collective or group
Edinburgh = 206
East Lothian = 50
- 1-2-1 paid
Lothian = 291
Dundee = 39
GG&C = 143

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Partners in Advocacy collects information about the outcomes for their advocacy partners for funders and the organisation.

Demographics collected

- Age
- Gender
- Disability
- Ethnicity
- Sexuality

What is the purpose for the demographics collected?

Information is recorded for funders and for organisation.

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

For South Lanarkshire area only

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Angus Council	Looked after children and young people in residential and foster care	1 year	Not known	£15,150

For information on all funding and service provision see page 197.



2.14 Western Isles

Comhairle nan Eilean Siar

2.14.3 Introduction

Information on jointly funded projects was provided by NHS Western Isles. No information was provided by Comhairle nan Eilean Siar.

In addition to information on funding Commissioners were asked about monitoring arrangements and arrangements for handling of complaints about advocacy organisations.

6 monthly activity statements are produced. A report is produced for discussion at all Board meetings showing an activity update and financial statement. NHS Western Isles Head of Planning attends Board meetings.

Any complainant would be advised to use NHS Western Isles' complaints procedure. Dependent upon the nature of the complaint, it may be appropriate to discuss it at Planning Group meetings or a meeting would be arranged with Advocacy Western Isles specifically to discuss the complaint.

2.14.2 Funding

Organisation	Access criteria	Annual spend
Advocacy Western Isles	Generic, to all residents of Western Isles Children & young people	Comhairle nan Eilean Siar/ NHS Western Isles Total = £56,595*
Who Cares? Scotland	Looked after and accommodated children & young people	Comhairle nan Eilean Siar Total = £24,000*
		Total = £80,595

* Figure for Local Authority not provided, information taken from Advocacy Western Isles' and Who Cares? Scotland's responses

2.14.3 Advocacy: how accessible is it?

Gaps in advocacy provision

Advocacy Western Isles identified gaps in advocacy provision for people on the autistic spectrum, their parents and/or carers, people with dementia and people in hospital.

2.14.4 Adult Support and Protection and the *Patient Rights Act*: statutory rights being met?

Adult Support and Protection

Advocacy Western Isles does not receive specific funding for Adult Support & Protection work. They have provided advocacy awareness sessions and advocacy related literature to the Adult Protection Committee.

The Patient Rights Act

Advocacy Western Isles did receive funding relating to the *Patient Rights Act*.

Advocacy Western Isles

Lamont Lane, Stornoway, HS1 2EB
01851 701755 • office@advocacywi.co.uk
Local authority areas: Comhairle nan Eilean Siar

Project details*

Full-time staff	1
Part-time staff	4
Active volunteer advocates	4
Active volunteer other	3
Volunteers on Management committee or Board	2

Funding

Statutory funding from the Local Authority has reduced over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Comhairle nan Eilean Siar	Generic advocacy for Western Isles residents with priority given to people with mental health problems or learning disabilities.	1 year	Yes	£25,133
NHS Western Isles	Generic advocacy for Western Isles residents with priority given to people with mental health problems or learning disabilities. Children & young people	1 year	Yes	£40,462

Non-statutory funding

Children in Need	Children & young people	1 year	No	£10,000
				Total £75,595

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **215 people**.
- Service Level Agreement does require prioritization for those facing compulsory measures
- Service user representation on the Board.

- Age groups**
- 0–16
 - 16–60
 - 60+

- Client groups**
- Adults with mental health problems or learning disability
 - Children & young people
 - Parent/carers
 - Generic

- Numbers**
- Collective = 18
 - 1-2-1 paid = 187
 - 1-2-1 volunteer = 10

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Advocacy Western Isles collects information about the outcomes for their advocacy partners. This is used for funders and to inform and improve service provision for the organisation.

- Demographics collected**
- Age
 - Gender
 - Disability

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Who Cares? Scotland

5 Oswald Street, Glasgow, G1 4QR

0141 226 4441 • hello@whocaresscotland.org

Local authority areas: Who Cares? works in multiple areas.

For full details see entry on page 196.

Funding

For South Lanarkshire area only

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
Comhairle nan Eilean Siar	Looked after children and young people in residential and foster care	1 year	Not known	£24,000

For information on all funding and service provision see page 197.

2.15 The State Hospital Board

2.15.1 Introduction

No information was provided by The State Hospitals Board for Scotland. Funding details shown below were provided by the Patients' Advocacy service.

2.15.2 Funding

Organisation	Access criteria	Annual spend
Patients' Advocacy Service	Patients within The State Hospital	The State Hospitals Board for Scotland
		Total = £154,367
		Total = £154,367

2.15.3 The *Patient Rights Act* :

The Patients' Advocacy service does receive funding in relation to the *Patient Rights Act*.

Patients' Advocacy Service

The State Hospital, Lampitts Road, Carstairs, ML11 8RP
01555 842078 • TSH.Advocacy@nhs.net

Project details*

Full-time staff	3
Part-time staff	2
Active volunteer advocates	3
Active volunteer other	1
Volunteers on Management committee or Board	7

Funding

Statutory funding has reduced over previous years.

Statutory funding

Funder	Access criteria	Duration	Funding continuing?	Amount
The State Hospitals Board for Scotland	Patients within The State Hospital	1 year	Yes	£154,367
				Total £154,367

* Hours for part time staff members are not detailed so these numbers do not indicate the total staff hours.

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **168 people**.
Number of contacts in 13/14 year = 2,614.
- Service user representation on the Board.

Age groups • 16–60
 • 60+

Client groups • Patients within The State Hospital

Numbers • 1-2-1 paid & volunteer = 168

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

The Patients' Advocacy Service collects information about the outcomes for their advocacy partners. This is used for funders and for the organisation.

Demographics collected • Age
 • Gender
 • Ethnicity

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

2.16 Who Cares? Scotland

Who Cares? Scotland provides advocacy for looked after and accommodated children and young people. The head office is in Glasgow, the organisation works across 24 Local Authorities in Scotland

5 Oswald Street, Glasgow, G1 4QR
0141 226 4441 • hello@whocaresscotland.org

Project details*

Full and part-time staff	38
Volunteers on Management committee or Board	12

Funding

Statutory funding has increased over previous years.

Who Cares? Scotland continued

Statutory funding			
Local Authority Funder	Duration	Amount	Access criteria
Aberdeen City	1 year	£15,000	<p>Looked after children and young people — all looked after placements including foster care, kinship care, Local Authority care and looked after at home.</p> <p>Care leavers up to 25 years</p>
Aberdeenshire	1 year	£19,793	
Angus	1 year	£15,150	
Argyll & Bute	1 year	£59,000	
City of Edinburgh	1 year	£43,962	
Clackmannanshire	1 year	£7,780	
East Ayrshire	1 year	£52,780	
East Dunbartonshire	1 year	£21,300	
East Lothian	1 year	£30,346	
East Renfrewshire	1 year	£25,000	
Falkirk	1 year	£27,970	
Fife	1 year	£43,255	
Glasgow City	1 year	£85,000	
Highland	1 year	£99,750	
Midlothian	1 year	£25,900	
Moray	1 year	£27,550	
North Ayrshire	1 year	£57,780	
Renfrewshire	1 year	£38,000	
Scottish Borders	1 year	£10,560	
South Ayrshire	1 year	£52,780	
South Lanarkshire	1 year	£147,000	
Stirling	1 year	£17,176	
West Dunbartonshire	1 year	£37,852	
Western Isles	1 year	£24,000	
Total		£984,684	

Service Provision

At a glance:

- The total number of people in receipt of advocacy 2013–2014 = **2,100** people.
- Service Level Agreements do require prioritization for those facing compulsory measures
- Service user representation on the Board.

- Age groups**
- 0–16
 - 16–18
 - 18–25

- Client groups**
- Looked after and accommodated children & young people

- Numbers**
- Collective = 500
 - 1-2-1 paid = 1,600

Monitoring

Advocacy organisations were asked about what information they collect and the purpose.

Who Cares? Scotland collects information about the outcomes for their advocacy partners. This is used for funders and for the organisation.

- Demographics collected**
- Age
 - Gender
 - Disability
 - Ethnicity

What is the purpose for the demographics collected?

Information is recorded for monitoring purposes for both funders and organisation.

Appendix 1 — List of Respondents

Commissioners	Advocacy Organisations
<ul style="list-style-type: none"> • NHS Ayrshire & Arran • East Ayrshire Council • North Ayrshire Council 	<ul style="list-style-type: none"> • AIMS Advocacy • CASS • East Ayrshire Advocacy Service • Hear4U • Voice Advocacy
<ul style="list-style-type: none"> • Scottish Borders Council 	<ul style="list-style-type: none"> • Borders Independent Advocacy Service
<ul style="list-style-type: none"> • NHS Dumfries & Galloway • Dumfries & Galloway Council 	<ul style="list-style-type: none"> • Dumfries & Galloway Advocacy Service • Hear4U • User & Carer Involvement
<ul style="list-style-type: none"> • NHS Fife • Fife Council 	<ul style="list-style-type: none"> • Circles Fife • Dunfermline Advocacy • Equal Voice • Fife Elderly Forum • Include Me • People First Scotland
<ul style="list-style-type: none"> • Forth Valley NHS • Clackmannanshire Council • Falkirk Council • Stirling Council 	<ul style="list-style-type: none"> • Central Advocacy Partners • Forth Valley Advocacy • People First Scotland
<ul style="list-style-type: none"> • NHS Grampian • Aberdeenshire Council • Moray Council 	<ul style="list-style-type: none"> • Advocacy North east • Advocacy Service Aberdeen • People First Scotland

Appendix 1 continued

Commissioners	Advocacy Organisations
<ul style="list-style-type: none"> • NHS Greater Glasgow & Clyde • East Renfrewshire Council • Glasgow City Council • Renfrewshire Council 	<ul style="list-style-type: none"> • ACUMEN • Carers Scotland • Ceartas • Circles Inverclyde • Drumchapel Advocacy Project • Equal Say • Hear4U • LAAS • Partners in Advocacy • People First Scotland • Renfrewshire Carers Advocacy • The Advocacy Project • You First Advocacy
<ul style="list-style-type: none"> • NHS Highland • Highland Council • Argyll & Bute Council 	<ul style="list-style-type: none"> • Advocacy Highland • Autism Rights Group Highland • Highland Carers Advocacy • HUG • People First Highland
<ul style="list-style-type: none"> • NHS Lanarkshire • North Lanarkshire Council • South Lanarkshire Council 	<ul style="list-style-type: none"> • Equals Advocacy Partnership • People First Scotland • Speak Out Advocacy • The Advocacy Project • Your Voice

Appendix 1 continued

Commissioners	Advocacy Organisations
<ul style="list-style-type: none"> • NHS Lothian • City of Edinburgh Council • East Lothian Council • West Lothian Council 	<ul style="list-style-type: none"> • ABEL • Ace Advocacy • Advocard • CAPS • Ears Advocacy • Edinburgh Carers Council • Focus ARBD • Mental Health Advocacy Project • Partners in Advocacy • People First Scotland • Royal Edinburgh Patients Council • VOCAL Carers Advocacy
<ul style="list-style-type: none"> • NHS Orkney • Orkney Islands Council 	<ul style="list-style-type: none"> • Advocacy Orkney
<ul style="list-style-type: none"> • NHS Shetland • Shetland Islands Council 	<ul style="list-style-type: none"> • Advocacy Shetland
<ul style="list-style-type: none"> • Angus Council • Perth & Kinross Council • Perth & Kinross CHP 	<ul style="list-style-type: none"> • Advocating Together • Angus Independent Advocacy • Dundee Independent Advocacy Support • Independent Advocacy Perth & Kinross
<ul style="list-style-type: none"> • NHS Western Isles 	<ul style="list-style-type: none"> • Advocacy Western Isles
	<ul style="list-style-type: none"> • Who Cares? Scotland