



The Scottish Independent Advocacy Alliance

Elder Abuse Advocacy Guidelines

A companion to the Code of Practice for Independent Advocacy



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“Elder abuse is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person. It can be of various forms: physical, psychological/emotional, sexual, financial, or simply reflect intentional or unintentional neglect.”

World Health Organisation, 2002

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Contents

Acknowledgments	1
Introduction	4
Advocacy Examples	7



Principle 1: Independent advocacy puts the people who use it first

Standard 1.1	10
<i>Independent advocacy is directed by the needs, interests, views and wishes of the people who use it</i>	
Standard 1.2	12
<i>Independent advocacy helps people to have control over their lives and to be fully involved in decisions which affect them</i>	
Standard 1.3	14
<i>Independent advocacy tries to make sure that people's rights are protected</i>	
Standard 1.4	16
<i>Independent advocacy values the people who use it and always treats people with dignity and respect</i>	



Principle 2: Independent advocacy is accountable

Standard 2.1	18
<i>Independent advocacy is accountable to the people who use it</i>	
Standard 2.2	20
<i>Independent advocacy is accountable under the law</i>	

●	Principle 3: Independent advocacy is as free as it can be from conflicts of interest	
	Standard 3.1	22
	<i>Independent advocacy cannot be controlled by a service provider</i>	
●	Principle 4: Independent advocacy is accessible	
	Standard 4.1	24
	<i>Independent advocacy reaches out to the widest possible range of people, regardless of ability or life circumstances</i>	
	Appendices	
	1. Advocacy is, advocacy is not	26
	2. Glossary	28

Independent Advocacy Guidelines for Older People

This document has been developed as part of the elder abuse development work funded by Comic Relief. It is intended as a means of developing a consistent approach, throughout the Scottish advocacy movement, to elder abuse advocacy. Furthermore, it is intended as an appendix to the *Principles and Standards* and *Code of Practice for Independent Advocacy*, and so should be read alongside those documents.

The *Principles and Standards* and *Code of Practice for Independent Advocacy*

Developing such a document should not be seen to imply that advocating for someone experiencing elder abuse is necessarily different from advocating for someone with any other issue. This document highlights selected principles and standards which might be seen to have a particular resonance in relation to elder abuse advocacy, and explores them using elder abuse case studies. The omission of any specific principles and standards, or indicators, should not be seen to suggest they do not relate to elder abuse advocacy. Indeed, this document assumes a knowledge and understanding of both the *Code of Practice for Independent Advocacy* and the *Principles and Standards for Independent Advocacy*. Moreover, it assumes an independent advocate will adhere to all the *Principles and Standards for Independent Advocacy*.

Particular themes do emerge when considering elder abuse in the context of the *Principles and Standards for Independent Advocacy*, and whilst these are touched on throughout this document, it would be helpful to draw them out at this stage. Older people decide not to disclose they are being abused for a variety of reasons. For some it might be that they have a false impression of the role of statutory organisations or they have had a previous bad experience. Whilst for others it might be that they simply don't know what help there is, or lack any understanding of their rights. In such a situation the old adage 'information is power' comes into its own. An advocate helping an older person to get as much information as they can is vital if the older person is to make an informed choice as to whether to disclose what is happening to them.

Relevant legislation

The *Principles and Standards for Independent Advocacy* require an advocate to keep abreast of legal developments. The recently implemented *Adult Support and Protection (Scotland) Act 2007* should have profound implications for how cases of elder abuse are dealt with by local authorities and other appropriate public bodies. It is essential that independent advocates are familiar with this piece of legislation and the code of practice which accompanies it. However, it should not be viewed in isolation, but with the numerous other pieces of legislation which can be of use when advocating for an older person. Of particular note are the *Adults with Incapacity (Scotland) Act 2000* and the *Mental Health (Care and Treatment) (Scotland) Act 2003* as well as the *Human Rights Act 1998*.

Advocacy dilemmas

Of course, even an older person who is fully informed of the options open to them and the likely outcomes, as well as their legal rights, might decide to still not disclose they are being abused. That this is their 'informed choice' should be respected, unless of course there are justifiable grounds for breaking the advocacy partner's confidentiality. Such grounds are identified later in this document. In such circumstances, breaking confidentiality should not be seen as being, in some way, disloyal to the advocacy partner. Rather, in circumstances where the advocacy partner is at risk of serious harm, contacting an appropriate third party can be viewed as part of the advocate's safeguarding role.

However, here lies the difficulty with a document such as this as no two situations are the same, hard and fast rules are not always possible. Therefore, the following case studies are designed to encourage reflection and debate about what might be the best thing to do, whilst giving due consideration to the *Principles and Standards of Independent Advocacy*; the advocacy organisation's policies; the law; and the needs of the advocacy partner.

Non-instructed advocacy

This document does not cover non-instructed advocacy. That is, advocacy for people who lack capacity or who have severe communication needs. There is a separate document covering non-instructed advocacy which also supplements the *Code of Practice* and *Principles and Standards*, and that document includes a case study involving elder abuse.

Collective advocacy

Unlike the *Code of Practice for Independent Advocacy* this document does not include separate examples for collective advocacy after each standard. If a member of a collective advocacy group were experiencing

elder abuse, and they required advocacy, then it would be appropriate for them to seek, or be referred to, individual advocacy. Alternatively, if they have individual advocacy within the collective advocacy group, then that individual advocacy relationship should follow the guidelines laid out in this document.

An important role that collective advocacy can play in relation to elder abuse, would be in terms of campaigning. A collective advocacy group may be aware of practices which contribute to elder abuse or which create an environment in which elder abuse remains unchallenged. The group could campaign for a change of practices or work to develop an environment in which elder abuse is not tolerated.

Organisations' responsibilities

Unlike the *Code of Practice for Independent Advocacy* this document does not include separate examples for organisations under each standard. To do so would make this too cumbersome a document but it might, at this point, be useful to consider the role of the organisation in relation to elder abuse advocacy.

The organisation should have policies and procedures in place and ensure that all staff and volunteers are familiar with those policies and abide by them. The organisation should ensure, through appropriate training and support, that staff and volunteers understand and are familiar with the *Principles and Standards for Independent Advocacy* as well as the *Elder Abuse Advocacy Guidelines*. The organisation should also ensure, through training and support, that all staff and volunteers understand what elder abuse is and what help is available. The organisation should also be aware of its own responsibilities under the law, particularly in terms of legislation relating to adults at risk.

Whilst this document is directed at independent advocates who work with older people, it is important that all independent advocates are aware of elder abuse. A child, young person or adult who has an advocate could have a relative who is experiencing elder abuse and may well ask their independent advocate what to do. A child, young person or adult who has an advocate may be behaving in a way which is abusive to an older person. It is important that all independent advocates know the indicators of elder abuse and what help is available.

Vincent Finney
Elder Abuse Development Officer, 2008

Advocacy Examples

Example 1

Rachael is Jewish and keeps strictly to her faith. She was recently moved into a residential care home which does not adhere to the necessary dietary requirements, or rules on food preparation required by her faith; the home does not acknowledge any of the Jewish holidays, and none of the other residents seem to be Jewish.

When Rachael has complained about the food and refused to eat certain things, resulting in weight loss, she is made to feel as though she is being fussy. She has been unable to integrate into the established community of the care home and feels very lonely and isolated. Staff at the home knock on her door, which she generally keeps closed, but don't wait for a reply before walking straight in.

Morag is an advocate from the local older people's advocacy service. Whilst visiting her advocacy partner who is also a resident at the home, Morag notices Rachael sitting on her own. Morag explains who she is and tells Rachael about advocacy. As a result Rachael confides in Morag, who is concerned at the treatment Rachael has received, but Rachael really doesn't want her to make a fuss and is scared of the consequences.

Morag spends time with Rachael exploring her options and reassuring her about the likely consequences of her actions. Reassured, Rachael agrees to Morag speaking to the manager of the home about organising appropriate catering for Rachael. The successful outcome of this reassures Rachael that Morag is able to help her to achieve positive change. So, Rachael agrees to a meeting with the home manager and a couple of staff members, where Morag facilitates a discussion about the problems Rachael has had. Morag enables Rachael to explain to the staff and manager how isolated she feels in the home, about her lack of privacy and how this makes her feel.

Together they agree to respect Rachael's privacy more by waiting for an answer when they knock, whilst the manager decides to implement a policy requiring staff to knock and wait for a response with all residents. Also, the care home manager suggests she might sit down with Rachael and explore how the home could help Rachael to continue to adhere to the requirements of her faith. The staff ask if it would be possible for them to receive some training on different faiths so that they feel better able to understand Rachael's needs and those of any future residents from backgrounds different to their own.

Example 2

Matthew has a mild learning disability and lives at home with his grandmother, Anna, who is in her late 70's and is quite frail due to ill health. Dominic became Matthew's advocate several months ago when Matthew was having difficulty finding a college place.

Dominic spent time getting to know Matthew, discussed the problems he was facing and together they explored possible solutions. It is as a result of this that Matthew is now enrolled at the local community college where he has quickly settled in and made new friends.

Since Matthew started at the college, Dominic noticed a change in Matthew's attitude to his grandmother but initially put it down to him acclimatising to his new found independence. More recently Dominic noticed Matthew shouting at his grandmother and when Dominic asks Matthew if everything is alright with his grandmother, he avoids the question and gets agitated.

Since then Dominic was approached by a social worker who tells him that she believes Matthew is abusing his grandmother. She asks Dominic if he has witnessed anything which would support such an allegation. Dominic explains to the social worker that he has not witnessed, nor is he aware of anything, that would indicate Matthew is causing harm to his grandmother. Dominic informs the social worker that his organisation has a clear policy to be followed in such circumstances and she would be welcome to see it; that were he to witness anything that would indicate Anna to be at risk of harm, he would adhere to that policy. He also suggests to the social worker that she might consider referring Anna to the local older people's advocacy service.

Later, Dominic finds a suitable time and place to discuss this with Matthew, and on this occasion, he does manage to have a chat about Matthew's relationship with his grandmother. He informs Matthew about the social worker and why he didn't discuss things with her. However, he also reminds Matthew of their 'advocacy agreement', the policies his organisation requires him to follow and his responsibilities, as an advocate, under the law.

Example 3

Tomas who is in his 80's and lives alone employs Shelly to clean his flat. He contacted her after seeing an advert she placed in the corner shop offering a cleaning service to older people. Rehannah has been Tomas' advocate for several months now and has established a good relationship with him. She has helped him with a number of different problems he was experiencing and advocated successfully for him with the social work department and housing association. Tomas does not have any family in the UK and lacks any social contact with anyone other than care staff etc.

Rehannah has never met Shelly but has some concerns about her as the flat is not any cleaner than it was before Tomas employed her. She asks Tomas about Shelly and he seems reluctant to talk about her and a little embarrassed. Eventually he opens up and tells Rehannah that he lent Shelly £2,000 when she broke down and told him how her partner had lost his job and she was being threatened with repossession of her flat because they had fallen behind with the mortgage payments. That was three weeks ago and he hasn't seen her since. However, Tomas begs Rehannah not to tell anyone about this as he's embarrassed and would rather just forget it.

After leaving Tomas, Rehannah goes to the corner shop and sees Shelly's card is still there and so makes a note of her details. Back at the office Rehannah talks to her manager and a colleague about the situation, and her colleague says that her elderly neighbour briefly had a cleaner called Shelly, but the neighbour's son got rid of her because she tried to borrow money. No-one had seen or heard from her since. The manager is concerned that other older people could be at risk from the woman and so tells Rehannah that her advocacy partner's confidence might need to be broken, if it is in the public interest to do so. That is, if breaking Tomas's confidence would help prevent other people being targeted by Shelley.

Rehannah arranges to visit Tomas the following morning and discusses with him the possibility that other older people could be at risk, and informs him of what her manager said about reporting Shelly being in the public interest. She also explores with him his options and together they consider if there are any ways in which Shelly could be reported without embarrassment to Tomas.

Principle 1

Independent advocacy puts the people who use it first

✓ Standard 1.1

Independent advocacy is directed by the needs, interests, views and wishes of the people who use it

Advocates must:

- a** Explain to their advocacy partner what advocacy is and how it can help them. This may take place over a number of meetings depending on the type of advocacy and the advocacy partner's level of understanding and communication needs.
- b** Follow the agenda agreed with their advocacy partner, where possible, and not be influenced by others.
- c** Not let their personal opinions, choices and values interfere with their advocacy partner's choices. Advocates should be aware of their own prejudices.

- Principle 1:** Independent advocacy puts the people who use it first
- Standard 1.1:** Independent advocacy is directed by the needs, interests, views and wishes of the people who use it
-

Advocates' examples:

Example 1

Morag explains what advocacy is and what it can achieve to Rachael when she first meets her. Following her initial success in advocating for Rachael on a single issue, Morag explores how advocacy can help with Rachael's other issues on subsequent meetings. Furthermore, Morag agrees with Rachael what issues she will advocate for her on, and when. Whilst there may be other things Morag would like to challenge the care home on, she sticks to the agenda and pace agreed with Rachael, and doesn't allow her own choices to interfere with Rachael's.

Example 2

Dominic had explored what advocacy is, and made an 'advocacy agreement' with Matthew when they first met. However, when discussing with Matthew about the social worker's questions, he uses the opportunity to remind his advocacy partner of the role and responsibilities of an independent advocate.

Example 3

Rehannah is able to use the discussion she has with Tomas about Shelley, as an opportunity to remind her advocacy partner what her role and responsibilities as an advocate are. Whilst both Rehannah and her manager know that appropriate action regarding Shelley needs to be taken, there is nothing to indicate that anyone is at imminent and serious risk from her. Therefore, Rehannah is able to meet with Tomas the following morning, to discuss things with him and agree on a course of action.

Principle 1: Independent advocacy puts the people who use it first

✓ **Standard 1.2**

Independent advocacy helps people to have control over their lives and to be fully involved in decisions which affect them

Advocates must:

- a** Help their advocacy partner to be aware of the different choices that they have and explore the consequences of making a particular choice.
- b** Help their advocacy partner to be involved in any relevant decision making.

Principle 1: Independent advocacy puts the people who use it first

Standard 1.2: Independent advocacy helps people to have control over their lives and to be fully involved in decisions which affect them

Advocates' examples:

Example 2

Morag and Rachael discuss both the possibility of her moving to another care home but also what would need to change for her to be happy where she is. Together they weigh up the pros and cons of each option and explore how, together, they might facilitate the change needed. With that in mind, and with Rachael's agreement, Morag arranges a meeting with the care home staff, at which she enables Rachael to express her concerns and wishes. Thereby ensuring Rachael's full participation in any decision making in relation to the problems she has experienced.

Example 2

Dominic chooses a suitable time to raise the issue of Matthew's relationship with his grandmother. Dominic does not 'take a side', but he helps Matthew to see the possible consequences of his actions — that is the effect his behaviour might be having on his grandmother — as well as exploring any problems Matthew is having in his relationship with his grandmother. Dominic tells Matthew that he was contacted by a social worker but reminds him of the role of an advocate, and says he can be by his side should the social worker wish to speak to Matthew.

Example 3

Whilst respecting Tomas' choice not to report Shelly, Rehannah explains that it could be done confidentially to save his embarrassment. She also discusses with him the likelihood that other older people could be targeted by Shelly and that at least one other person has been already. Rehannah tells Tomas that if her manager decides it is in the public interest, the manager will report Shelley. However, Rehannah reassures Tomas that she will continue to be there for him whatever he decides, and will help him make his voice heard.

Principle 1: Independent advocacy puts the people who use it first

✓ **Standard 1.3**

Independent advocacy tries to make sure that people's rights are protected

Advocates must:

- a** Participate in training on the different laws that apply to what they do.
- b** Keep up-to-date with changes to the law and policy, as appropriate.
- c** Know how to apply the law to what they do.
- d** Act within the law.
- e** Help their advocacy partner to get as much information as they can to make informed choices.
- f** Know the relevance of the law and policy, what their advocacy partner's rights are and know how to access appropriate information.

- Principle 1:** Independent advocacy puts the people who use it first
- Standard 1.3:** Independent advocacy tries to make sure that people's rights are protected
-

Advocates' examples:

Example 1

Having attended appropriate training, Morag knows which pieces of legislation are relevant to Rachael's situation. This knowledge enables her to inform Rachael of her rights and also provides them with a back up plan, should their meeting with the staff not achieve the desired outcome. Furthermore, on the basis of the comprehensive information that Morag imparts to Rachael, and the thorough exploration of her options, Rachael is able to make an informed choice about what to do next.

Example 2

Following the conversation with the social worker, Dominic is mindful of current legislation. His legal knowledge means he is aware of Matthew's rights should he be investigated by the social work department on suspicion of abusing his grandmother.

Example 3

Tomas choosing to not report Shelly might not be the option everyone would choose, but it is an informed choice, because Rehannah has helped him to get as much information as he can on the options available to him.

Principle 1: Independent advocacy puts the people who use it first

✓ **Standard 1.4**

Independent advocacy values the people who use it and always treats people with dignity and respect

Advocates must:

- a** Be clear about what their advocacy partner wants them to do.
- b** Not do anything their advocacy partner does not want them to do, except in certain circumstances laid out in the law and the organisation's policies.
- c** Not make value judgements about their advocacy partner or what they want to do.
- d** Not be influenced by views and wishes of significant others in their advocacy partner's life.

- Principle 1:** Independent advocacy puts the people who use it first
- Standard 1.4:** Independent advocacy values the people who use it and always treats people with dignity and respect
-

Advocates' examples:

Example 1

Morag instinctively wants to report the care home and challenge them on their treatment of Rachael. However, she knows that she must put such an instinctive reaction to one side and work with her advocacy partner to establish what she wants. Having spent time with Rachael, discussing her situation, Morag is clear on what she wants.

Example 2

Dominic doesn't make a value judgement based on what the social worker has told him about Matthew. Furthermore, when he initially raised the issue of Matthew's relationship with his grandmother, and Matthew told him to back off, he did do. He raises the issue on a more appropriate occasion, and makes it clear that he would only do something that Matthew did not want him to do, if the law requires him to do so.

Example 3

Rehannah is clear about what Tomas wants and reassures him that she would not do anything he doesn't want her to. However, she does make it clear that her manager is considering breaking his confidentiality because the advocacy organisation's policy requires that, when it is in the public interest.

Principle 2

Independent advocacy is accountable

✓ Standard 2.1

Independent advocacy is accountable to the people who use it

Advocates must:

- a** Be accountable to their partner and the advocacy organisation.
- b** Act on the issues agreed by their advocacy partner and at a pace appropriate to the advocacy partner's needs.

Principle 2: Independent advocacy is accountable

Standard 2.1: Independent advocacy is accountable to the people who use it

Advocates' examples:

Example 1

Whilst Rachael has a number of problems in the care home, Morag respects the fact that she doesn't want all the issues addressed immediately. By advocating for Rachael on one issue, as per her request, Morag is able to demonstrate to her advocacy partner what advocacy is and demonstrate the positive outcome. On the basis of this, Rachael agrees for Morag to advocate for her regarding the other issues she has.

Example 2

Dominic understands that as an advocate, he is accountable to Matthew, his advocacy partner. He is therefore open with Matthew about his conversation with the social worker. Dominic is also being accountable to Matthew by explaining to him the responsibilities he has, as an advocate, under the law.

Example 3

Whilst Rehannah knows that her advocacy partner's confidentiality might need to be broken if it is in the public interest, she also understands that she is accountable to Tomas. She is therefore open with him about the conversation she has had with her manager and explores the options with Tomas. She doesn't rush Tomas into making a decision, but takes time to explore the options, allowing her advocacy partner the time and space he needs.

Principle 2: Independent advocacy is accountable

✓ Standard 2.2

Independent advocacy is accountable under the law

Advocates must:

- a** Be aware of and act within the law at all times.
- b** Be aware that they might have to break their advocacy partner's confidentiality, if the law or the organisation's policies say so, if their advocacy partner intends to harm themselves or others, or if the advocate has information that the person's health and safety is in danger from the actions of others.
- c** Know what the organisation's policies and procedures are if they are aware of their advocacy partner being in danger of harm or intending to break the law.

Principle 2: Independent advocacy is accountable

Standard 2.2: Independent advocacy is accountable under the law

Advocates' examples:

Example 1

Had Rachael decided not to do anything about the problems she was experiencing, whilst Morag would need to respect that choice, she would also need to consider the impact on Rachael's health, due to her not eating, because of the lack of appropriate food. Morag would also need to consider whether other residents were, or could be, affected similarly, due to the care home not fulfilling its obligations. Whilst this could justify the breaking of Rachael's confidentiality, an alternative option might be to contact the care commission to report which care standards the home is not adhering to, but without naming Rachael.

Example 2

Keeping up to date with legislation means Dominic is aware that were he to witness Matthew doing anything which could cause his grandmother harm, he would be obliged to report that. Furthermore, were Matthew to be under investigation on suspicion of having abused his grandmother, Dominic should be aware that his advocacy organisation could be required, by law, to make available any information they have on Matthew. His organisation's policies should make this clear and Dominic should be open with his advocacy partner about the possibility of this.

Example 3

Rehannah is aware that her advocacy organisation's confidentiality policy would require Tomas' confidentiality to be broken, if other people are at risk from Shelly and she is open with Tomas about this.

Principle 3

Independent advocacy is as free as it can be from conflicts of interest

✓ Standard 3.1

Independent advocacy cannot be controlled by a service provider

Advocates must:

- a** Be clear about their role as an advocate and where their responsibilities lie, including the boundaries of relationships with people other than their advocacy partner
- b** Understand that they must not take the side of the service provider or try to influence their partner's wishes on behalf of the service provider

Principle 3: Independent advocacy is as free as it can be from conflicts of interest

Standard 3.1: Independent advocacy cannot be controlled by a service provider

Advocates' example:

Example 2

Whilst Dominic respects the role of the social worker he is quite clear that his advocacy relationship with Matthew is paramount. He maintains appropriate boundaries in his relationship with the social worker by referring her to his organisation's policies, and reassuring her that he would act in accordance with those policies.

Principle 4

Independent advocacy is accessible

✓ Standard 4.1

Independent advocacy reaches out to the widest possible range of people, regardless of ability or life circumstances

Advocates must:

- a Promote the organisation and independent advocacy in the course of their work.

Principle 4: Independent advocacy is accessible

Standard 4.1: Independent advocacy reaches out to the widest possible range of people, regardless of ability or life circumstances

Advocates' example:

Example 1

Morag wasn't originally Rachael's advocate, but was advocating for someone else in the same care home. It was whilst visiting her advocacy partner that she noticed Rachael sitting on her own and so spoke to her and told her about advocacy. Had Rachael not been interested then Morag would have respected that. As it is, through using the opportunity to promote her organisation and independent advocacy in this way, she was able to make a difference to the life of someone who would otherwise have remained isolated and discriminated against.

Appendix 1 — Advocacy is, advocacy is not

Advocacy is...

- about standing alongside people who are in danger of being pushed to the margins of society.
- about standing up for and sticking with a person or group and taking their side.
- a process of working towards natural justice.
- listening to someone and trying to understand their point of view.
- finding out what makes them feel good and valued.
- understanding their situation and what may be stopping them from getting what they want.
- offering the person support to tell other people what they want or introducing them to others who may be able to help.
- helping someone to know what choices they have and what the consequences of these choices might be.
- enabling a person to have control over their life but taking up issues on their behalf if they want you to.

Advocacy is not...

- making decisions for someone.
- mediation.
- counselling.
- befriending.
- care and support work.
- consultation.
- telling or advising someone what you think they should do.
- solving all someone's problems for them.
- speaking for people when they are able to express a view.
- filling all the gaps in someone's life.
- acting in a way which benefits other people more than the person you are advocating for.
- agreeing with everything a person says and doing anything a person asks you to do.

Appendix 2 — Glossary

Advocate

An advocate helps people express their views and make informed decisions. An advocate helps people to find out information, explore options and decide for themselves what they want. Advocates can be a voice for the person and encourage them to speak out for themselves.

There are different kinds of advocacy, though they all share things in common. Advocates will never tell people what to do, or allow their own opinions to affect the support they provide. All advocacy tries to increase confidence and assertiveness so that people can start speaking out for themselves.

Independent advocates are as free from conflicts of interest, as possible.

Advocacy

The process of standing alongside another, speaking on behalf of another and encouraging the person to speak up for themselves. Advocacy can help address the imbalance of power in society and stand up to injustice.

Advocacy agreement

An Advocacy Agreement explains, for example, what the person can expect from their advocate, what issues they want the advocate to support them with, the contact details of the advocate, what happens at the end of the advocacy partnership and the advocacy organisation's complaints process.

Advocacy partner

The person who uses advocacy. Some advocacy organisations use the term 'client' or 'service user'.

AGM

Annual General Meeting, a meeting held once a year for organisations that are a registered charity or company. At this meeting representatives are elected on to the Management Committee or Board of Directors.

Capacity

Ability to reason, make decisions and consider choices, express views and receive and understand information. The law assumes that people have capacity unless a doctor's assessment shows that a person lacks capacity.

Commissioner

Usually representatives from the Local Authority or Health Board who fund advocacy.

Community of interest

The group of people that the advocacy organisation has been set up to support, for example, people with learning difficulties or mental health issues.

Conflict of interest

Anything that could get in the way of an advocate being completely loyal to their advocacy partner. For example, it would not be appropriate for an advocate volunteering for a mental health advocacy organisation to also work in the local psychiatric hospital, because this would affect their ability to be on the side of the advocacy partner. It would also affect their relationships with hospital staff. Other conflicts of interest could include relationships as well as financial investments.

Dementia

Dementia is the loss (usually gradual) of mental abilities such as thinking, remembering, and reasoning. It is not a disease, but a group of symptoms that may accompany some diseases or conditions affecting the brain. There are many different types of dementia, each with their own causes. The most common dementia symptoms include loss of memory, confusion and changes in personality, mood and behaviour.

Discriminatory practices

Anything that an organisation or individual does that directly or indirectly shows prejudice or favouritism towards an individual or group of people.

Diversity

Differences, for example, in age, gender, sexuality, race, ethnicity, language, nationality or religion among various groups, at different levels such as within a community, organisation, or nation.

Equal opportunities

The prevention, elimination or regulation of discrimination between people on the grounds of, for example, gender, marital status, race, disability, age, sexual orientation, language, social origin or other personal attributes, including, but not limited to, religious beliefs or political opinions.

Financial guardian

A guardian appointed by the court with property and/or financial powers to act or make decisions on behalf of another adult.

Funding contract

The agreement, usually between Local Authority or Health Boards and the advocacy organisation, which outlines how much funding the organisation receives, which geographical areas will be covered, who the advocacy is for and how long the funding is for. (Also see Service Level Agreement).

Independent advocacy organisation

Advocacy organisation that is structurally, financially and psychologically separate from service providers and other services.

Structurally — an independent advocacy organisation is a separate organisation in its own right. For example, they are registered as a charity or company and have their own Management Committee or Board of Directors. Everyone involved in the organisation recognises that they are separate and different from other organisations and services.

Financially — an independent advocacy organisation has its own source of funding that does not cause any conflicts of interest and that does not compromise the work it does. (See conflict of interest).

Psychologically — Everyone involved in the organisation knows that they are only limited in what they do by the principles of independent advocacy, resources and the law. It is important to recognise that although there may be conflicts of interest present, psychological independence is vital.

Jargon

Words that have special meanings that are only understood by certain people. For example: MHO (Mental Health Officer), CPN (Community Psychiatric Nurse), OT (Occupational Therapist), CTO (Compulsory Treatment Order).

Register of interests

A register lists any conflicts of interest that people who are involved in the organisation have. The level of information recorded in the register will be decided by the organisation. The organisation will decide who is able to access this information in accordance with relevant legislation, such as the Data Protection Act 1998.

Safeguard

Ensuring that people's rights are protected.

Service Level Agreement

The agreement, usually between the Local Authority or Health Boards and the advocacy organisation, which outlines how much funding they receive, which geographical areas will be covered, who the advocacy is for and how long the funding is for.

Service provider

A person or organisation involved in giving support or care services to an individual.

Service User

The person who uses advocacy. Some advocacy organisations use the term 'client' or 'advocacy partner'.

Support and supervision

Reflective practice, problem-solving, peer support, individual support and guidance for all members of staff and volunteers in an organisation. Supervision should be a positive experience for all and should take place regularly.

Third party

A person or organisation not directly connected with the advocacy partnership.