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Speak up! – the East Lothian Guide to advocacy services for adults and children

Someone to speak for you

From time to time, all of us need help to get our message over. Family, friends or paid professionals are not always the best people to make sure that your voice is heard. Sometimes family and friends may be part of the problem, and a professional worker may be restricted in what they can do because of their duty to their employer.

This is where you need an independent advocate. Independent advocates are clear that their loyalty lies with you.

Advocacy can help by providing you with someone who can:

- help you to speak up for yourself by making sure that you have all the information and support you need
- speak for you and represent your views when you feel unable to do this yourself
- make sure that your voice is heard when decisions are being made that affect you
- ensure that your views are taken into account
- help you to speak about things that affect and concern you.

An advocate can:

- go with you to a meeting and help you to speak up for yourself or speak on your behalf
- write letters or make phone calls on your behalf to make sure your voice is heard in decisions affecting you
- provide support with a particular one-off concern or difficulty or provide continuous help with an issue over a longer period
- help you to find information so that you can make an informed choice or decision.

Advocacy services don't provide:

- counselling
- befriending
- advice.

This guide gives you information about advocacy organisations in East Lothian. Some organisations use paid advocates and others volunteers. However, all the organisations listed here only use fully trained staff to ensure that you get the best service possible.

What kinds of advocacy are there?

The organisations listed in this guide offer either individual advocacy or group advocacy, or both. *Independent advocacy* organisations do *not*

Speak out! **Guide to advocacy services in East Lothian**

provide any other types of service, that is, they exist only to provide advocacy.

Individual advocacy

Individual advocacy is about an advocate working with you on a one-to-one basis to help you to influence decisions that are being made about your life.

Collective advocacy

Collective advocacy means that a group of people with similar experiences get together to try to improve services. It offers:

- mutual support as a group of people facing a similar problem get together to support each other
- improved personal skills and confidence
- opportunities to campaign as a group about issues that affects all, for example, to show where there are gaps in services and say what new services people want

A collective voice is often stronger than the individual. Groups are difficult to ignore and can influence improvements in services.

Do you have a right to advocacy?

People affected by the Mental Health (Care and Treatment) (Scotland) Act 2003

This act gives people with a 'mental-health disorder' the right to ask for independent advocacy. 'Mental-health disorder' means any mental illness, for example:

- dementia
- personality disorders
- learning disabilities.


You can choose either individual or collective advocacy.

Other people do not have a right to advocacy, but most council departments and health boards recognise that using advocacy services is good practice and important in making sure that service-users are heard. It is always worth telling council and health staff that you would find advocacy helpful.

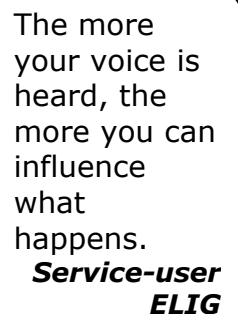
How to use this Directory

This directory has two sections:

- Section one – organisations that provide advocacy only
- Section two – organisations that provide advocacy and other services.



Someone to help me when no one else can.
**Service-user
EARS**



The more your voice is heard, the more you can influence what happens.
**Service-user
ELIG**

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Contact us

If you want to tell us about changes to a service or if you are having difficulty getting hold of any of the services in this directory, please phone 01620 827 199 or email: publicinfo@eastlothian.gov.uk

Section one Organisations that provide advocacy only

CAPS (Consultation and Advocacy Promotion Service)

Address

*CAPS East Lothian
The Drying House
Eskmills Park
Station Road,
Musselburgh EH21 7PQ
Telephone: 0131 665 9698
Fax: 0131 665 9699
Email: advocate@capsadvocacy.org.
Web-site address: www.capsadvocacy.org*

Description

CAPS provides independent advocates to support anyone who is using, or has used, mental health services and who is living in East Lothian, aged from 18 to 65 years. Our independent advocates can also support you when you are subject to the Mental Health (Care and Treatment) (Scotland) Act 2003. For example, we can support you:

- to find out information and to have your say in decisions about your treatment, for example, whether you have to stay in hospital or in the community
- with Mental Health Tribunals
- to make an Advance Statement
- to choose a Named Person.

We can also help you to access:

- support in the community
- housing
- employment
- medical appointments
- appointments with solicitors.

How to get the service

Please phone during office hours (Monday to Friday). You can contact us yourself (self referral) or ask someone to contact us on your behalf.

Charges

None

Opening hours

Mondays to Fridays from 9am to 5pm

It was such a relief to know you would listen and take notes. I didn't have to worry about anything that was said.

**Service-user
CAPS**

Advocacy is a keystone of help for carers.

Carer

Carers Advocacy Service

Address

VOCAL Carers Centre
8-13 Johnston Terrace
Edinburgh
EH1 2PW
Telephone: 0131 622 7625
E-mail: Advocacy@vocal.carers.net
Web-site address: www.vocal.org.uk

Description

This service is for carers over 18 years of age in any caring situation, including up to 2 years after caring role has ended. We provide an advocacy service for carers or former carers who are experiencing difficulties with their caring situation. Our advocates are mostly carers or former carers themselves.

How to get the service

Carers can contact the project direct by telephone, calling in or by letter. A professional may also refer you if you agree.

Charges

None. Help maybe available with transport costs if needed (contact the Carers Advocacy Co-ordinator).

Opening hours

Mondays to Fridays from 10am to 5pm

It made me be heard.

**Service-user
Children's
Rights
Service**

Children 1st - Children and Young People's Rights

Address

Randall House
Satellite Working Estate
Macmerry EH32
Telephone: 01875 824 000
E-mail: lorraine.grady@children1st.org.uk
Web-site address: www.children1st.org.uk

Description

The service is for Looked After and Accommodated Children: children and young people who are or have been looked after by East Lothian Council, and young people up to the age of 21 years, children and young people in need (as defined by the Children (Scotland) Act 1995), and children and young people affected by illness or disability.

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We promote and uphold the rights of looked after and accommodated children and young people and children and young people in education, in accordance with United Nations Convention on the Rights of the Child and Legislation. We also provide educational advocacy for children and young people under the Education (Additional Support for Learning Scotland) Act 2005.

Through direct advocacy and representation, we ensure that the voice of the child or young person is heard and that due regard is given to their views. We can provide advocacy/representation at:

- Children's Hearings
- reviews
- court appearances
- meetings
- school

If an issue is important to the child or young person, then it is important to us.

How to get the service

Phone the office 01620 826859. **Children and young people should use the freephone – 0800 328 1860**

Charges

None

Opening hours

Mondays to Thursdays from 9am to 5pm, Fridays from 9am to 4pm

Circles Network Advocacy Project

Address

The Royal Edinburgh Hospital

Morningside Terrace

Andrew Duncan Clinic

Edinburgh EH10 5HF

Telephone: 0131 537 6004

Fax: 0131 537 6004

E-mail: circles.advocacy@myedinburgh.org

Description

Circles Network Advocacy Project provides advocacy to anyone using services in the Royal Edinburgh Hospital within the following wards:

- the Orchard Clinic
- the Acute Admission Wards (Wards 2-6)
- the IPCU
- the Rehabilitation Wards (Swanson, Etrick, Craiglee and North Wing)

Knowing what is going on can help you to speak out.

Mental-health service-user

Speak out!
Guide to advocacy services in East Lothian

- Care for the Elderly Wards (Canaan, Nile, Jordan, Kinnair, Wards 8, 14, and 16)

How to get the service

Please phone us at the number above.

Charges

None

Opening hours

Mondays to Fridays from 9am to 5pm. Or leave a message out of hours and your call will be returned

Independent collective advocacy can give you a voice where it needs to be heard.

**Service-user
ELIG**

East Lothian Involvement Group (ELIG)

Address

*c/o Tynepark Resource Centre
Poldrate
Haddington
East Lothian EH41 4DA
Telephone: 01620 826667
E-mail: eligdevworker@btconnect.com
Web-site address: www.eligroup.org.uk*

Description

This service is for people with mental-health difficulties aged from 16 to 65 years. Groups led by people that use or have used mental health services can also join.

ELIG provides **collective advocacy** for people that use or have used mental health services to meet together to provide support for each other. They make sure that those that plan and provide services hear the voice of people-together. Membership is also open to anyone who agrees with the aims of ELIG. ELIG:

- speaks up for people in East Lothian who use, or have used, mental health services
- speaks out against stigma and discrimination
- works in partnership with people who plan, pay for and provide mental health services
- shows where gaps are in mental health services
- promotes good mental health
- has social events to strengthen the group such as monthly meetings, visits to other user groups and other mental health facilities, outings and an annual mid-week residential stay over to build up members' confidence about speaking out for positive mental health in East Lothian.

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How to get the service

Please contact the Development Worker at the above address.

Charges

None

Opening hours

Mondays to Thursday from 9am to 5pm (you can leave a message on our answerphone outside office hours)

Edinburgh Advocacy and Representation Service (EARS): East Lothian Advocacy Service

Address

*c/o Forecort Leisure
14 Ashley Place
Edinburgh EH6 5PX
Telephone: 0131 478 6030
Fax: 0131 478 6031
E-mail: info@ears-advocacy.org.uk
Web-site address: www.ears-advocacy.org.uk*

Description

This service is for older people who are in getting a service from social work or health service. It is also for older people living in, or moving into long-term residential care or hospital and older people covered by Mental Health (Care and Treatment) (Scotland) Act 2003.

EARS provides issue-based short-term and crisis intervention advocacy for older people who may have concerns about their care, accommodation, money, legal, health or any other matter and would like support from someone independent of the situation.

How to get the service

You can refer yourself to EARS or someone may make a referral to EARS for or on your behalf, for example, if you have dementia.

Charges

None

Opening hours

Mondays to Fridays from 9am to 4.30pm



She showed kindness and respect for older people and also concern.
**Service-user
EARS**

I like being part of a group. They help me to say what I want to say.

Service-user

Learning Disabilities Advocacy Service – Partners in Advocacy

Address

*Unit 17
John Cotton Business Centre
10 Sunnyside
Edinburgh EH7 5RA
Telephone: 0131 478 7723
E-mail: eastlothian@partnersinadvocacy.org.uk
Web-site address: www.partnersinadvocacy.org.uk*

Description

This service is for all adults over 18 years with a learning disability. Partners in Advocacy provides short-term advocacy for any adults with a learning disability on any matter that is important to you. Partners in Advocacy will shortly be setting up a independent **collective advocacy** service in East Lothian in the near future.

How to get the service

You can contact the service yourself or a professional may contact us about you if you give your permission. Please phone 0131 478 7723.

Charges

Free

Opening hours

Mondays to Fridays from 10am to 1pm and from 2pm to 5pm

Sometimes you need a lawyer who understands.

Legal Services Agency (LSA)

Address

*5 Shandwick Place
Edinburgh
Telephone: 0131 228 9993
E-mail: lsa@btconnect.com
Web-site address: www.lsa.org.uk*

Description

This service is for people with mental health difficulties, acquired brain injury, and dementia and their families and carers. LSA is funded by the

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three Lothian councils and the City of Edinburgh and provides specialist legal help with:

- Detention and Appeals under the Mental Health Acts
- Adults with Incapacity: medical treatment, Intervention Orders, Financial and Welfare Guardians
- Organising finances: appointees, Powers of Attorney and Financial Guardians
- Community Care – getting the services that you need

Charges

Initial advice on all matters is free.

Opening hours

Mondays to Fridays from 9am to 5pm (answer machine from 1pm to 2pm.)

People First (Scotland)

Address

77 - 79 Easter Road
Edinburgh EH7 5PW
Telephone: 0131 478 7707
E-mail: P1stScot@aol.com

Description

This service offers collective advocacy for adults with learning disabilities. The Musselburgh People First group meets every second Tuesday from 7.30pm – 9pm at Fisher Row Community Centre.

Group members support each other to take control of their lives and to develop confidence. They discuss things that affect people with learning disabilities and make their voice known to social work and health providers of services. A volunteer advisor supports the group. All People First groups are independent from health and social care services.

How to get the service

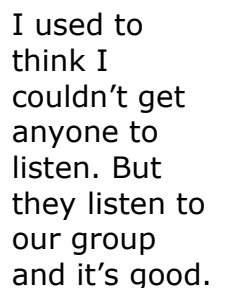
Anyone can contact us at the People First national office – see above. Contact Jane Lewis or Neil McCarthy at People First national office as above.

Charges

None

Opening hours

Mondays to Fridays from 9am to 4.30pm. (Answerphone outside office hours)



I used to think I couldn't get anyone to listen. But they listen to our group and it's good.

Section two

Organisations that provide advocacy and other services

Our daughter now feels that the school is taking her problems seriously.

Anti Bullying East Lothian (ABEL)

Address

*Brunton Hall
Ladywell Way
Musselburgh EH21 6AF
Telephone: 0131 653 4525
E-mail: abel@eastlothian.gov.uk*

Description

This service is for Parents/Carers of children and young people who are attending nursery, primary or secondary school within East Lothian.

ABEL provides advocacy, information and support to parents/carers of children attending school in East Lothian experiencing issues of concern related to bullying, friendship breakdown, exclusion or breakdown of communication with the school.

As well as advocacy work we offer children:

- Support on a one to one basis either at home or at school or in a small group at school where there is a shared concern
- We support groups of young people to resolve issues around bullying, friendships that have broken down and work on improving communication and relationships.

How to get the service

Parent/carers can contact us directly by calling the number above. The office will not always be staffed, so please leave a message and we will return your call a.s.a.p. You can also request your child's school to contact us. Please call the office for more information.

Charges

Free

Opening hours

Mondays to Fridays from 9am to 5pm during term-time.

Carers of East Lothian

Address

149 North High Street
Musselburgh
EH21 6AN
Telephone: 0131 665 0135
E-mail: centre@coel.org.uk
Web-site address: www.coel.org

Description

There service is for all adults in East Lothian who look after someone who is ill, disabled or frail. Carers of East Lothian are there to recognise the important work that you do and to give you help if you want it. We provide:

- **advocacy:** someone to speak with and for you, for example, at meetings with service providers or when getting an assessment of your needs (Carer's Assessment)
- information on all aspects of caring
- help with claiming welfare benefits – money that you may be entitled to
- support in your caring role on an individual basis or through a group where you can meet other people in a similar situation
- social events, training courses, and leisure opportunities
- a chance to have a say in how local services are provided.

How to get the service

Please contact the Carers of East Lothian at the above address.

Charges

None

Opening hours

Mondays to Fridays from 10am to 4pm.

Alongside me as a carer, the advocate did everything gently, but with immense strength.

**Service-user
COEL**

East Lothian Community Care Forum (ELCCF)

Address

East Lothian Community Care Forum
Tynepark House
Poldrate
Haddington EH41 4DA
Telephone: 01620 822212
E-mail: Lesley@elccf.fsnet.co.uk

I felt listened to and supported. I was able to express my concerns and feelings to people who listened and were on my side.

Speak out!
Guide to advocacy services in East Lothian

Description

This service is for adults who use health and social services. ELCCF supports people to speak out and influence how their health and social services are planned and delivered.

The ELCCF facilitates open forum meetings (see below) where people discuss issues of concern and share information about health and social services. There are five forums:

- The East Lothian Mental Health Forum
- The East Lothian Forum for Older People
- The East Lothian Learning Disability Forum
- The East Lothian Forum for people with physical disabilities and sensory impairments

The forums meet regularly and are friendly and informal. Each has a link to the Community Care Joint Planning Groups where social work, health and the voluntary sector plan improvements in services. Please come along and share your experiences and views to help bring about positive change. Contact the office for further details.

How to get the service

Contact Lesley Aitkenhead (Development Worker) or Sheila Ross (Administrator) at the above address.

Charges

Free. All Travel expenses to and from meetings will be met by the ELCCF.

Opening hours

Mondays to Thursdays from 9am to 1.30pm. (Answerphone available)

East Lothian Young Carers

Address

*Suite 8
Stuart House
Eskmills
Station Road
Musselburgh EH21 7PB
Telephone: 0131 273 4356
E-mail: eastlothianyc@aol.com*

Description

Provides support, advocacy and information to young carers and their families in East Lothian. Young carers are usually the children of adult family members affected by disability. The group provides a break from caring through individual support and an opportunity to meet with other children in similar caring circumstances. It's for young people of any

Being part of the Young Carers helped me to think about what I wanted. Then it helped me to tell other people what I

Speak out!
Guide to advocacy services in East Lothian

age up to 25 years who care for a family member of who are affected by a caring situation within the home.

Opening hours

Monday to Friday, 10am-4pm

How to get the service

Anyone can refer to this service. After a referral is made, a home visit is arranged to give you more information about the help available.

Charges

Contact East Lothian Young Carers

Contact

For more information, telephone 0131 273 4356/e-mail: eastlothianyc@aol.com

Citizens Advice Bureau (CAB)

Address

Haddington CAB

38 Market Street

Haddington

East Lothian

EH41 3JE

Telephone: 01620 824471

E-mail: cab@haddingtoncab.casonline.org.uk

Web-site address: www.haddingtoncab.care4free.net

Musselburgh CAB

141 High Street

Musselburgh

EH21 7DD

Telephone: 0131 653 2748

E-mail: <mailto:bureau@musselburghcab.casonline.org.uk>

Description

CAB is an independent charity providing confidential up-to-date information and advice on a comprehensive range of subjects.

Advisers are trained to national standards of competence.

Advocacy is provided for those who want support with a problem or difficulty. This can be something like dealing with creditors (someone you owe money to) or the Department of Work and Pensions about welfare benefits.

Some advisers have taken special training to advocate on behalf of people at Social Security Appeal Tribunals and Employment Tribunals

CAB is licensed by the Office of Fair Trading can help with money problems and by the Office of the Immigration Commissioner to help with immigration problems to level 1.

How to get the service

Drop-in, telephone, e-mail advice available.

Charges

None

Opening hours

Haddington CAB:

Waiting times for drop-ins can be from 5 minutes to 1 hour. Appointments are usually 2-3 days in advance.

I don't know how to put into words how grateful I am to you for all your help and hard work. It is a terrible feeling to be in such a mess and very lonely when in this situation even though you know there's a lot of people in the same situation. So many thanks for putting time out for me. Thanks again and God bless.

**Service-
user
Citizens
Advice
Bureau**

Speak out!
Guide to advocacy services in East Lothian

Office hours:

- Monday – Friday 10.00-12.30
- Afternoon times by appointment only.

Musselburgh CAB

Office hours

- Monday, Tuesday, Wednesday, Friday 10am to 12.30pm and 1.30pm to 4.30pm
- Thursday 10am to 12.30pm.


Home visits can be arranged. Contact Musselburgh CAB for more information.

Advocacy links

- **East Lothian Advocacy Forum:** contact any of the organisations in this guide or Richard Crosse, East Lothian Council, Department of Community Services, 01620 827776; rcrosse@eastlothian.gov.uk
- **The Scottish Independent Advocacy Alliance:** <http://www.siaa.org.uk/>
- **Lothian Independent Advocacy Plan:** <http://www.scotland.gov.uk/Publications/2004/03/19028/34031>
- **A Map of independent advocacy across Scotland, 2002–2003:** www.advocacy.scot.nhs.uk/publications/consultative_papers/2002mapping.pdf

Quick guide to advocacy services by interest group

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	Children with learning disabilities: see Partners in Advocacy, page 10
	Anti-Bullying East Lothian (ABEL), page 12
Adults with mental-health difficulties	The Consultation and Advocacy Promotion Service (CAPS), page 5
	Legal Services Agency (LSA), page 10
	Circles Network Advocacy Project, page 7
	East Lothian Involvement Group (ELIG), page 8
	<u>Dementia</u> : The Edinburgh Advocacy and Representation Service (EARS), page 9
Adults with learning disabilities	Partners in Advocacy, page 10
	People First, page 11
Older people	The Edinburgh Advocacy and Representation Service (EARS), page 9
	For people with <u>dementia</u> : Legal Services Agency (LSA), page 10
Carers	Carers' Advocacy Service, page 6
	East Lothian Young Carers
	Also see Legal Services Agency (LSA), page 10
	Carers of East Lothian, page 13
Other groups	For people with acquired brain injury (ABI), Legal Services Agency (LSA), page 10. There are no specialist services for people with physical disabilities
For all	Citizens Advice Bureau (Haddington and Musselburgh), page 16
	East Lothian Community Care Forum, page 13



**Versions of this leaflet
are available on
request on audiotape,
in Braille or in your
own language.**

☎ 01620 827199