



Scottish Government
Riaghaltas na h-Alba
gov.scot

Some new rules about what social security advocacy in Scotland should be like

Advocacy is support to have your say and help you apply for the benefits you need

Please tell us what you think of the rules



Social Security advocacy service
standards consultation



About us



The Scottish Government is setting up a new way to give people benefits in Scotland.



Benefits is money from the government.

Benefits help people who don't have much money or need other support.

The Scottish Government give people some **benefits**. The Department for Work and Pensions give people other benefits.

About this document



This document is about **advocacy** for disabled people.

Advocacy in this document means support for disabled people to apply for their benefits.



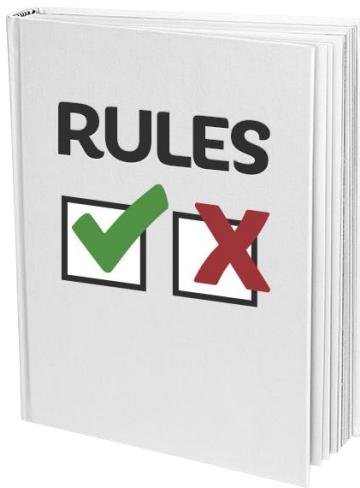
We call this Social Security Advocacy.

The law says that disabled people can get this advocacy for free if they need it.



Advocacy gives disabled people the help they may need to:

- Speak up and make their own choices
- Say if they are not happy with a decision about benefits



Someone called an **advocacy worker** can help them with all of this.

The Scottish Government has made some new rules about advocacy.

The rules are called standards.



The rules say what should happen when disabled people get advocacy support to apply for benefits.



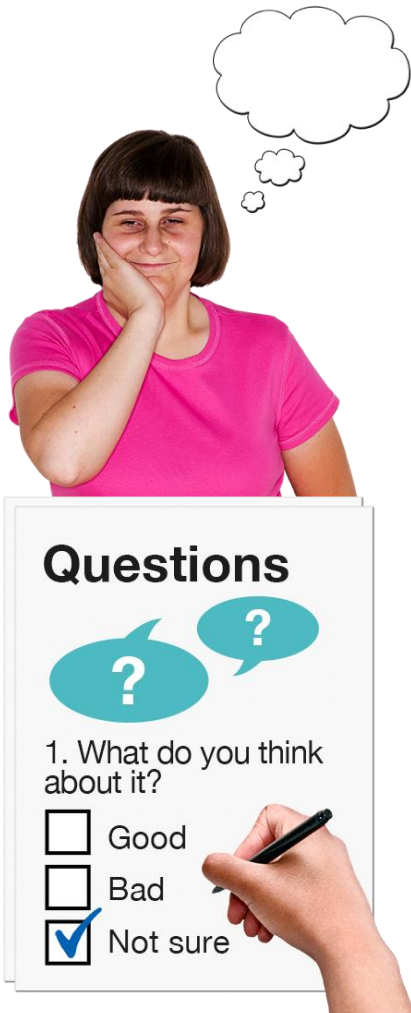
The rules will help people get good advocacy support wherever they are in Scotland .

The rules are not final yet.

The Scottish Government wants to find out what you think of them first.

There are some questions for you to answer in this document.

Please answer them if you can.



The new rules and questions about them



1. What advocacy is

The new rules say that:

You can get advocacy support if you are disabled and need help to apply for benefits in Scotland because of your disability.



The person who will support you is called an advocacy worker.

They will help you:

- Speak up about what you want and make sure people listen to you
- Know your rights about benefits and get your rights
- Ask questions and get information
- Make your own choices





Your advocacy worker will work with you to find out what you want.

Your advocacy worker will come to meetings to support you.



They will not:

- Give you advice
- Say what they think you should do



They might speak for you if:

- You ask them to or
- You are finding it hard to say what you want



Your advocacy worker may need to speak to other people to get information to help you.

They will ask you if this is OK first.

Do you agree with what we say advocacy is?

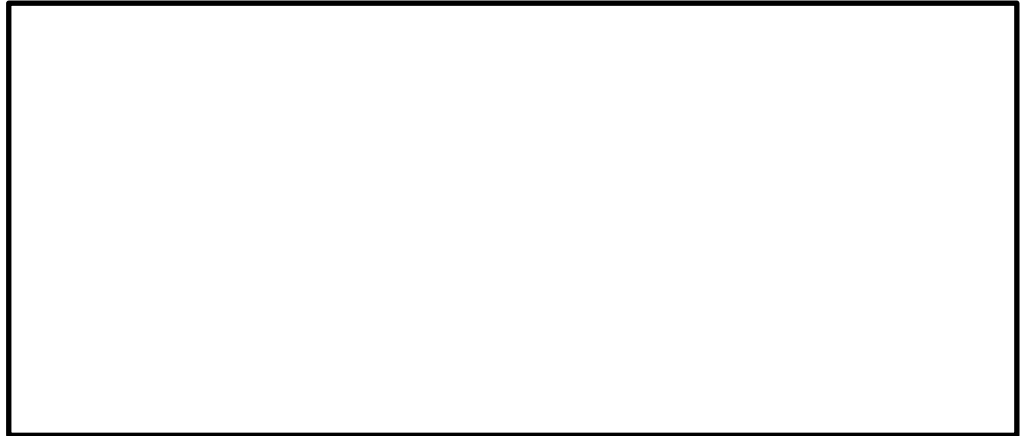


Yes



No

Is there anything else you want to say about this?



2. Keeping advocacy support separate from other support

The new rules say that:



Advocacy workers will not work for the Scottish Government.

They will work for other organisations.



Your advocacy worker will work for you.

They will only support you to apply for your benefits.

The advocacy support that you get will be separate from other support that the organisation runs.



Information about your advocacy support will be kept in a different place to other information.



This is to make sure that your advocacy support is fair and done in the right way.

Do you agree with keeping advocacy separate from other support?



Yes



No

Is there anything else you want to say about this?



3. Making sure the support is about you and what you want

The new rules say that your advocacy worker will:



- Find out what you want and need
- Work with you to try to make this happen.

Your advocacy worker should help you with what you want. Not what they want

- Do their best to help you



Your advocacy worker will:

- Treat you fairly and respect you.
- Ask you first before they do anything for you
- Tell you what is happening and give you the information you need
- Support you to understand the information you get

Do you agree with making sure the support is about you and what you want?



Yes



No

Is there anything else you want to say about this?



4. Making advocacy support easy for you



The new rules say that your advocacy worker will:

- Give you information in a way that works for you
- Meet you at a place that is good for you and where you can talk in private



You can ask for advocacy support yourself. Or someone can ask for you.

You can do this by phone, letter, or in person.



Your advocacy worker and the organisation they work for must follow rules about things like:

- Keeping your information private and safe
- Treating everyone fairly



They must ask you first before sharing your information with other people.

But your advocacy worker may need to tell other people without asking you first if you say that:



- Someone may hurt you
- You want to hurt yourself
- You want to hurt someone else



But they will still talk to you about it.

Do you agree with making advocacy support easy for you?



Yes

No

Is there anything else you want to say about this?



5. Making sure advocacy workers have the right training



The new rules say that:

Advocacy workers will know a lot about benefits and advocacy.

Advocacy workers will have the skills to:

- Know what you need
- Know about problems you may have getting what you need
- Support you with what you need. For example, give you information in a way that works for you





Advocacy workers will keep:

- Getting training
- Learning new things



Advocacy workers will get support from their organisation.

They will have meetings with their managers about their work



Advocacy workers and their organisations will follow laws about people's rights and treating everyone fairly.

Do you agree with making sure advocacy workers have the right training?



Yes

No

Is there anything else you want to say about this?

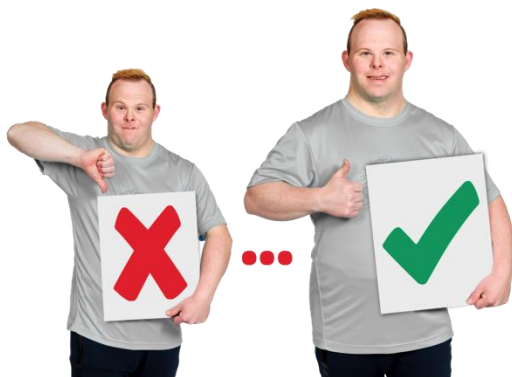


6. Making sure the advocacy support is good



The new rules say that:

Your advocacy worker will keep good notes about your support and how it is working.



They will tell you how to say if you are:

- Happy with the support
- Unhappy with the support



They will tell you how to complain if you want to. To complain means to say you are unhappy with the support.

The forms to complain will be easy to understand.

The advocacy organisation will:

- Listen to what you say and try to solve any problems
- Take your complaint seriously
- Get back to you quickly
- Look at how they do their work
- Write reports about their work and say if anyone is unhappy with the support



Do you agree with making sure the advocacy support is good?

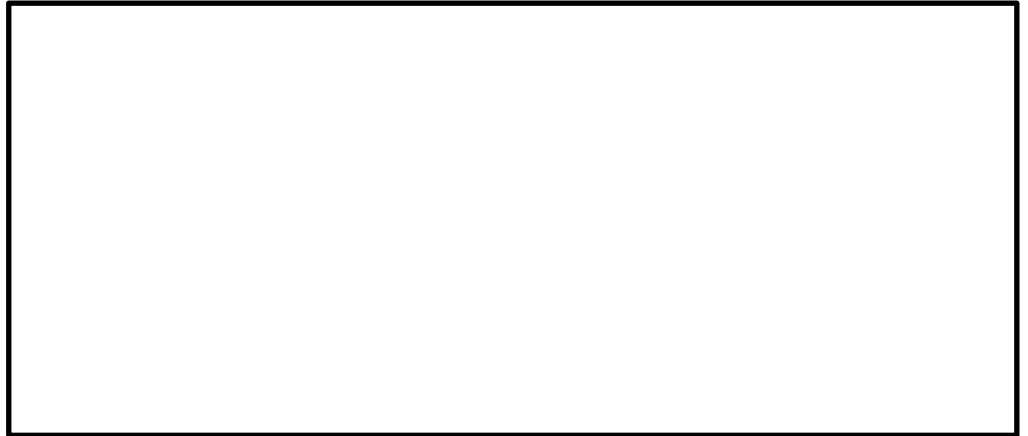


Yes



No

Is there anything else you want to say about this?



What will happen next



The Scottish Government will look at what everyone says.

Then they will make the final rules.



The new rules will start at the end of 2019 or the start of 2020.



We will write a report about what people said.

Are you happy for us to use what you say in the report or on our website?

We will not tell anyone who you are if you don't want us to.



Yes

No

How to tell us what you think



Please tell us what you think of the new rules by 7 October 2019.

You can send this form with your answers:

By email to:

socialsecurityadvocacy@gov.scot



Or by post to:



Advocacy Standards Consultation
Social Security Policy
Area 2C South
Victoria Quay
Edinburgh
EH6 6QQ



You can tell us on the internet
on this website:

<http://consult.gov.scot>

