

**How did you hear about Independent Advocacy?**

Not Responded	41
Social Work	6
Leaflet/Poster	14
Friend/relative	5
Care home staff	8
PAMH	1
Murray Royal	18
Salvation Army	1
Carers Centre	1
PUSH	3
CAB	1
Gowrie Care	2
Solicitor	2
Local Calendar	1
Phone Book	1
Women's Aid	1
Walled Garden	1
Word of Mouth	4
Meadowwell	1
Council Staff	4
PRI	3

**What did you use Independent Advocacy for?**

General Issue	41
Specific Issue	41

Comments:

- Guardianship
- Attending Court (x2)
- Anti-social behaviour
- Appeal Purposes
- Claiming benefits whilst pregnant
- To find out more
- Unfounded allegations against me
- Felt being bullied by job centre
- Discharge from hospital
- Help with completing DLA form (x2)
- Interview with doctor
- Inclusion in decisions about person I care for's treatment
- Making a will/tracing son
- Tribunal (x3)
- To appeal detention in hospital against my will
- Getting a cat flap

- Info on appeal for placement request
- Access to residential homes
- Help dealing with Scottish gas
- Compulsory Treatment Order
- Help to prepare for and attend benefit tribunal (x2)
- Prompt landlord to repair faults on the property
- Information about specific duties
- Support and letter writing
- To get views across to daughter
- Help with complaint against service provider
- Problems with Housing/council tax benefit and council
- Help to take NHS to court
- Problems with NHS Mental Health services
- Challenging behaviour of a Barnardos worker
- Help claiming benefits
- Money Issues
- A new home
- Support with residential agreement (x3)

### Was Independent Advocacy generally helpful for you?

Yes	79
No	3

#### Comments:

- They wrote things down which I needed to speak about at meetings
- My advocate very reassuring as he knew about court procedure
- My advocate went the extra mile for me, researching information to help with other things as well as what we were working on.
- They acted as a voice at the time
- Individual worker very skilled
- Very understanding, good listeners and non-judgemental
- Gave reassurance
- I couldn't have managed without Independent Advocacy
- Excellent
- I was very happy with the work my advocate did
- I felt it helped to have someone supporting me at tribunal
- Extremely helpful at time when I couldn't cope with forms to do with benefits, legal and health issues.
- Everyone was very kind and talked things through
- Helpful, empathic, informative
- They handled the case efficiently
- Excellent service
- Extremely helpful in a capable way
- Could not offer advice
- I was well matched to an extremely helpful and professional volunteer. Would not have been successful without their skills in preparing my case and giving them what they required.
- Letters were written
- Allowed my voice to be heard at a time when I felt very vulnerable

- Excellent service and support
- Enjoyed the visits
- Very helpful at a time in my life when I wasn't coping with everyday things
- I felt I had moral support
- I would have been lost without them
- Provided support in meetings at Pullar House which were very stressful at a time when I was vulnerable. If advocacy had not been there, the outcome may have been negative for me.
- Advocacy can have life changing and self empowerment results for people
- Very supportive to myself and my son
- By recalling comments I had made and forgotten
- I was able to do things myself
- Couldn't have done it without the advocate's support
- Due to being employed at the time suggestions given for support were not able to be acted upon
- They gave me practical support when women's aid could not get involved.
- I found the help I received very effective
- Very informative
- I trusted advocate and communicated with him well
- Very good
- Explained residency agreement prior to signing
- Very informative and understanding
- Greatly helpful
- Explained contents of agreement in words I could understand
- Took time to explain and go through things with me
- Very very helpful

**Rate the following statements for Strongly Agree (SA), Agree (A), Disagree (D) or Strongly Disagree (SD)**

**Advocacy is an essential support to people**

<u>SA</u>	<u>A</u>	<u>D</u>	<u>SD</u>
55	19	3	0

**Advocacy can help to understand and add to support from other services**

<u>SA</u>	<u>A</u>	<u>D</u>	<u>SD</u>
50	25	2	0

**Advocacy does *not* add anything to service provided**

<u>SA</u>	<u>A</u>	<u>D</u>	<u>SD</u>
0	3	14	49

**Would you use Independent Advocacy again?**

<b>Yes</b>	<b>78</b>
<b>No</b>	<b>2</b>

## Comments:

- I enjoyed them visiting and helping me to say things at reviews. She gave me a postcard with points to speak about.
- I thought it was very helpful and although the specific issue has started up again, you did give me help and support at a time I felt it was needed.
- Helpline would be good-telephone advice
- Means to ensure that everyone is able to access freely
- More knowledge of supportive solicitors needed
- Am currently requesting help with housing as I found previous advocacy invaluable. I feel advocacy is a crucial service for people like myself who find it difficult to deal with 'official' people and situations. I can't see how advocacy can be improved.
- It was helpful at the time and it kept in touch with doctors and nurses.
- Yes, but with reservations which I plan to take up with the director of the advocacy service.
- Yes I would use again for advance statement
- I wouldn't change a thing. I think the employees and volunteers do a wonderful job. More volunteers need. Thanks again for filling in my son's form.
- Should advertise service more.
- My advocate could not spell very well-she did not send my letter to me for checking first. I would have corrected that and also she got a couple of minor details wrong. But she was acting urgently.
- Allow each staff member to open all mail. I sent a card of thanks, which I know the staff member never received, this is your only fault. I was happy with the rest of the service I received.
- I cannot think of anything else I would have gained from advocacy service or how it can be improved. I am nevertheless very glad to know it is there is I need it in the future.
- Perhaps advertise its availability more widely.
- The service I received was all explained in a way I could understand and would use it again if I truly needed to, which I can see happening just shortly. Thank you to Sandra and all the staff who treated me as normal.
- Advocacy were really very good and the support worker could not have been any kinder. This is a brilliant service, we are lucky to have it in Perth.
- I required someone to talk to and this was what I got. I was happy I had somewhere to go initially even though I did not take the service further. Thank you.
- Needed help to find a home in Blairgowrie area.
- Helps to clarify the situation when an advocate goes over the main picture with one.
- I would have preferred a little more time to discuss the case generally.
- Our advocacy lady was very very understanding. Very helpful in every way. No one should ever complain, you are all worth your weight in gold, no changes for us! Thanks.
- Could make it more known that such a service is available.
- Yes, but would hope not to be in a situation that required it. They were absolutely brilliant. I could not have succeeded in my claim without them. They made the difference between giving up completely (mentally and physically exhausted) and soldiering on finding a new purpose in life. Perhaps make your service more widely known. So many people from so

many spheres of life could benefit from the ethos of your work and skills from people who are professional and gracious to those un-skilled, isolated and 'in trouble' with the authorities. Train more volunteers and expand more into society.

- Although my experience was not what I had hoped (to have serious building faults rectified) it was reassuring to know there was somebody to fight my corner. At the time I was physically and mentally unable to cope.
- I don't know if you do any marketing other than the leaflets which are widely available. I wondered if you give talks to potentially vulnerable people to explain the valuable service you offer. It's just that I'm not sure if everyone understands the words 'Independent Advocacy' and therefore might not pick up the leaflet.
- I suggest better advertising as it took me quite a while to find any support and they were wonderful.
- Would like visits more often
- Excellent service!
- I would have got no place without them and I got my rights can't thank them enough.
- More welfare rights knowledge-all vulnerable people to be made aware of this service by the jobcentre plus and benefits agencies
- Good service
- I was able to do things myself but it is reassuring knowing that this service was available if needed.
- NHS Tayside staff decided to help me when I threatened them with action. I shouldn't have had to go through all this. Maybe there's still something missing in the services in general. What about if human rights/patient rights had a more central role in Advocacy?
- More communication between Advocacy and clients as promised contacts failed to happen.
- I would benefit from support at reviews as I have no family to speak for me.
- I think the service is great and would advise other people to use it.
- They could phone me every 3 months or so
- Support at reviews and community care reviews would help me greatly. Having someone to listen to my views and speak for me.
- As I have no family to support me it is important and of benefit to me to have someone who will listen to me and speak for me.