

There are **no absolute guarantees** that all difficulties can be resolved.

Each Advocate has undergone appropriate training so that they can ensure that your voice becomes stronger.

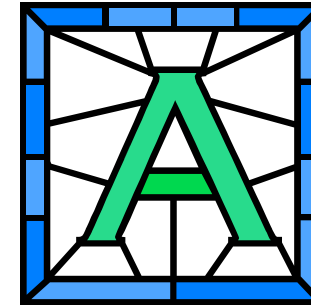
If you would like further information or experience any difficulties while using the service please contact:

**Advocacy Manager  
Lomond & Argyll Advocacy Service  
155 Glasgow Road  
DUMBARTON  
G82 1RH**

**Tel: (01389) 726543**

**Website [www.laas.org.uk](http://www.laas.org.uk)**

**E mail [admin@laas.org.uk](mailto:admin@laas.org.uk)**



# **Lomond & Argyll Advocacy Service**

**The Way We Work**

## The Advocacy Service

Thank you for using the Lomond & Argyll Advocacy Service.

The service aims to match advocates with people who need help to speak up for themselves and make sure their voice is heard.

This leaflet explains the relationship between you and your Advocate.

It covers areas that are important to the Advocacy relationship especially those of privacy and confidentiality.

Our aim is to help you have your voice heard and your needs met. The Advocate's only loyalty is to you.

It is not a legally binding paper, however, it does rely on the **good faith** of each party to uphold the contents.

## Code of Practice for Advocates

- Your Advocate will show you an identity card.
- Your Advocate is on your side and is independent of any services you receive. Their only loyalty is to you.
- The Advocate **does not offer advice**, but offers **assistance** through gathering information for you, thereby giving you the opportunity to make an informed choice from all the options available to you.
- Your Advocate will spend time trying to get to know you and your needs so they are in a good position to help you express your views and, if necessary, speak up on your behalf.
- Confidentiality will be respected at all times.
- Information will not be revealed or sought without your consent. Your Advocate will only act with your agreement.
- Your Advocate has the right to refuse inapplicable requests.

## Joint Responsibility

- The relationship will be based on **equality, trust** and a commitment to be **honest and open**.
- The Advocate will **respect** you, your thoughts, ideas and feelings. It is asked that you treat the Advocate in the same way.
- A **shared confidentiality** exists between yourself, the Advocate and the Manager of the service. The only circumstances in which we would break that confidentiality would be if you threaten harm to yourself or others.
- As far as possible any meeting places will be **accessible**.
- At any point during the partnership both parties have the right to **withdraw** from the relationship.
- The partnership comes to an **end** when the difficulty has been resolved or the Advocate feels they have exhausted all possibilities.
- The Advocate may have **further contact** with you if needed.

## Your Responsibility

- To treat the Advocate with **courtesy and respect**.
- To **make clear**, as far as possible, what you require of the Advocate.
- To **decide** if and **when** the Advocate is to act on your behalf.
- To **make a decision** about the available options that the Advocate has set out for you.
- All information that is given to the Advocate by you will be accepted in **good faith**.
- We operate a **zero tolerance policy towards aggressive behaviour** of any kind.