

ADVOCACY

How we can help you



We can help you with:

- **Welfare benefits assessments and appeals**
- **Housing issues such as requesting repairs and allocations**
- **Liaising with local authorities or service providers on your behalf**
- **Making complaints, about the NHS, local council or other service providers**

ScotsCare 

The charity for Scots in London

Were you or one of your parents born in Scotland?

Do you live in London or the surrounding areas?

If so and you require the assistance of an advocate, we are here for you

What is Independent Advocacy?

Independent Advocacy support is a way to help you have a stronger voice to challenge decisions that affect your daily life.

- We put you first. Advocates listen and take your point of view seriously.
- It's not about giving advice – it's about helping you access information. We help you know and understand the choices available.
- Our advocacy service supports you to achieve a chosen goal.
- The service is a partnership between you and ScotsCare.
- We are an independent service, free from any Local Authority, DWP or NHS involvement.

Advocacy does not act as:

- An advisory or legal service.
- A solution for all issues presented.
- A representative for those who can speak on their own behalf.

We can help you with:

- Welfare benefits assessments and appeals, including first tier social security tribunals.
- Housing issues such as requesting repairs, allocations, assessments and liaising with housing providers.
- Liaising with local authorities or service providers on your behalf.
- Making complaints, be it about the NHS or local council or other service providers.



HOUSING Complaint

What happened

Mary contacted us with some housing repair concerns, as her flat had been overlooked during a recent window replacement scheme by her housing association. She asked the Advocate to help her complain to the housing association and get her windows replaced.

How we helped

The Advocate liaised with the housing association, explained Mary's concerns about safety as her (single paned) windows did not close properly. Her flat had been previously broken into via the kitchen window, so as you can imagine, this was a constant concern.

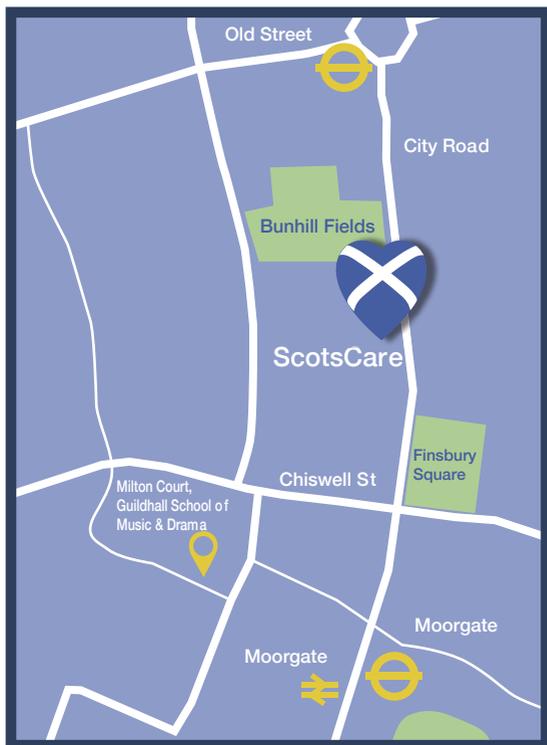
Outcome

As a result of the Advocate's efforts, the housing association sent out a representative to review the works required at Mary's flat. The representative agreed that the windows needed to be upgraded and after a 5-month battle, Mary had her windows replaced, making her home more secure and helping her mental health.



ScotsCare

is here to help you



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"They've been a lifesaver actually. They're always there at the end of the phone. The whole of ScotsCare is wonderful."



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