



# independent advocacy service

*for social security scotland*

*Supporting people to access their social rights effectively*



# Session Outcomes

Introduction to  
Advice Direct  
Scotland and  
advocacy.scot

Background  
independent  
advocacy

Confirm Next  
Steps

Engagement  
Update



# Background & Context



# Advice Direct Scotland & advocacy.scot



## Accessibility and Inclusivity

ADS prioritises accessibility and inclusivity by addressing diverse needs including disability, mental health, and communication support.

## Clear Referral Pathways

Building simple and clear referral pathways helps ensure individuals receive timely and appropriate support.

## Collaborative Learning

ADS collaborates and shares responsibility through opportunities for stakeholders to learn and improve together.

## Meaningful Impact



# Strategic Vision

## → Integration with Broader Mission

ADS plans to integrate advocacy.scot into its mission of providing advice and support to Scottish communities

## → Focus on Partnerships and Innovation

The strategic vision emphasises long-term partnerships, co-design, and innovation to meet evolving needs.

## → Technology and Accessibility Initiatives

Opportunities include technology to improve service delivery and developing accessibility initiatives.

## → Stakeholder Engagement

Creating continued forums for stakeholder feedback ensures the service remains inclusive and impactful.

# Improved Partnership Approach

**Co-design and Shared Learning of previous engagement**

**Stakeholder Involvement**

**Trust and Openness**

**Empowerment through Advocacy**

# Background and Transition



## Reason for Transition

ADS to take over advocacy provision following successful tender.

## Governance and Compliance

The transition included thorough governance review, compliance checks, and stakeholder engagement to meet all requirements.

## Operational Preparedness and Timeline

ADS focused on staff training, safeguarding, and operational readiness to ensure a seamless service start.

# Next Steps

Partner Packs

Communications

Ongoing engagement

