



YOU HAVE a voice

Be
HEARD

The Advocacy Service and You

The Advocacy Service is an independent service which aims to help children and young people, like you, feel as much control as possible over your life.
We aim to help you access and understand information about yourself, say what you think and feel, and help you tell others what you need.

Visit: www.yourspacewestsussex.co.uk/advocacy
Call: 0330 222 8686

YOUR records:

- We need to keep records so we can provide you and other people with the best service possible.
- Your Advocate will keep records of your contact information, what you say and what we do as a result. We will only share what you say according to your instructions, unless we have a safeguarding concern.
- We will keep your data for as long as we are working with you and for 4 years after we stop working with you or 4 years after you reach the age of 18, whichever is the latest.
- You can apply to see what information / data we are keeping by making a 'subject access request'. Ask your Advocate how to do this.
- If you want to know more about how we look after your personal data and your rights you can get more info at <https://www.westsussex.gov.uk/privacy-policy/>

Confidentiality

means not passing on information about a person to anyone who does not have a right or need to know it

1. Your Advocate will tell you if they are worried about your safety.
2. To make sure you will be safe, we would ask ourselves...
 - Would you be unsafe if we do not share this information?
 - Is it all relevant? Do we share everything or some of it?
 - Do we need to tell someone today, or can it wait until later?
 - Is it accurate? We only share information we believe to be true. We don't guess or make assumptions.
3. If your Advocate can't reach you or if you don't want them to say anything, they will discuss it with a Manager.
4. If we believe it will keep you or someone else safe, we will securely share the information you gave us.
5. Your Advocate will record what we have done and why and they will tell you at the next opportunity.

TELL us what YOU THINK!

Your views are really important and we want to hear them - good and bad

If you are **pleased** with or **unhappy** with anything that has been said or done by a member of the team, then please tell us. **We will listen to you.**

YOU can...

- Talk to your Advocate
- Contact our Team Manager
- Contact the Customer Relations Team to make a complaint or compliment

WE will ...

- Listen to you and try to sort out any problem as quickly as possible
- Follow the West Sussex Complaints Policy
- We will keep in touch with you about any problem

*For the
Customer Relations Team
phone:*

01243 777 100

Visit: www.yourspacewestsussex.co.uk/advocacy **Call:** 0330 222 8686
An independent service operating within West Sussex County Council