

ADVOCACY POLICIES

CONFIDENTIALITY

“Will you keep what I say private?”

Yes, we will keep all the information you share with us private (confidential), unless you agree to us sharing the information with others who you feel need to know what your issues are.

However, if you tell us that you, or another person, is in danger or at risk of harm, then we would need to tell others about this. We would only share this information with other professionals or people who need to know about this. They would then discuss how to keep you, or others, safe from harm. This is called **safeguarding**.

PRIVACY

We keep a basic record of your identity from the moment we take a referral for (or from) you. On this record we will include your **name, date of birth, gender, ethnicity, where you live, social work/carer/other professional's details, and what your issues are**.

These records are kept secure, under **GDPR (General Data Protection Regulation)**. We may use general data to demonstrate how many young people we work with and other demographics, such as age, gender, ethnicity, disability, issues etc. We would not share any personal information about you without your consent.

STATEMENT OF INDEPENDENCE

Independent advocacy means we will speak up for you and stand alongside you. We will not be influenced by the views of others. We will represent your voice and help you to understand your rights and entitlements in accordance with the law.

You have a right to have your voice heard in decisions made about your life. We will enable your voice to be heard and empower you to speak up for yourself.

COMPLAINTS

We work to the **National Advocacy Standards**, which means you should expect us to work to these rules:

1. Advocacy is led by the views and wishes of children and young people.
2. Advocacy champions the rights and needs of children and young people.
3. Advocacy should promote equality and ensure no young person is discriminated against.
4. Advocacy is accessible and easy to use.
5. Advocacy services are responsive and provide help and advice quickly after first contact.
6. Advocacy works exclusively for children and young people.
7. The advocacy service is confidential.
8. Advocacy listens to the views of children and young people.
9. There is an effective and easy use of the complaints procedure.
10. Advocacy is well managed and value for money.

Young Lives Foundation | Advocacy Programmes

Advocacy Policies for Young People



If you are not happy with the service you receive from advocacy, then you have a right to request an alternative advocate or to make a complaint using the following processes:

Call: 0808 1640096 / 01622 693459

Email: feedback@ylf.org.uk

Letter: Letter of Complaint to CEO at Young Lives Foundation, 71 College Road, Maidstone, ME15 6SX



ylf.org.uk



Our Vision is that every young person in need shall have access to the resources and opportunities needed for them to achieve their potential and lead fulfilled lives

