



The Role of a Personal Health Budget (PHB) Advocate

PHB Advocates are part of the Personal Health Budgets Support Service (PHBSS) Team. They are independent and are provided by Sefton Advocacy. Their role is to ensure your voice is heard throughout the process.

What is advocacy?

PHB Advocates for Sefton Advocacy offer practical support and information for people in receipt of PHBs in Sefton. Advocates encourage people to speak for themselves, but, if requested, advocates can speak on your behalf.

Advocates listen without judging, or imposing their own views. Their aim is to represent your interests.

What can a PHB advocate do?

- ✓ Provide one to one support by listening to, and talking with you.
- ✓ Support you to understand your rights and entitlements.
- ✓ Provide information to support you to make informed decisions.
- ✓ Support you, or speak on your behalf, at meetings or appointments.
- ✓ Support you to have your voice heard by professionals.
- ✓ Put you in touch with other agencies that may offer other types of support.

What can't an advocate do?

- ✗ An advocate cannot give advice – they cannot tell you what to do or make decisions for you (unless in best interest cases),
- ✗ An advocate cannot mediate – they cannot effectively support more than one person to have their voice heard in a dispute

It would be helpful if you could let your advocate know:

- **About any changes in your circumstances that take place,**
- **Any new information that comes to light in connection to the issues that your advocate is supporting you with.**



Confidentiality and Complaints Policy

Confidentiality

- Advocates will not disclose any personal information about you to any person outside Sefton Advocacy or The Personal Health Budgets Support Service without your permission. If you do not wish for certain information to be shared with the rest of the PHBSS Team, please discuss this with your Advocate.
- Confidentiality may only be breached if there is a danger of significant harm to the people involved or if there is criminal activity that has been clearly identified.

Compliments and Complaints

Sefton Advocacy aims to provide a good quality, independent service, however we realise that sometimes mistakes can be made. Whether a little 'niggle' or a big problem, we would like you to tell us so that we can improve the support we provide. Making a complaint will not affect you being able to use the services of Sefton Advocacy in the future. We welcome feedback about what we get right. We appreciate your help in completing our feedback form, this will be sent to you on completion of your case.

Giving feedback:

- Contact the Deputy Chief Executive Officer (DCEO) of Sefton Advocacy, in writing, with your feedback.
- The DCEO will try to resolve complaints, and will contact you within five working days, if reasonably possible, or an extension of this period will be agreed. If not resolved it will be passed to the CEO. The final stage is for your complaint to be heard by the Sefton Advocacy Trustees.
- All feedback will be recorded by the Board of Trustees.