Confidentiality Policy & Procedures

Policy Statement
The Voluntary Network recognises that the proper use of confidential information underpins our service. All information about parents and families is treated as confidential, to be shared only as necessary in support of the volunteer and to assist the family. The Voluntary Network ensures that personal and operationally sensitive information is maintained confidentially by the scheme

Any disclosure of confidential information about a Passenger/Client to another person for the purpose of assisting them is only undertaken

- To protect the welfare of a child or vulnerable adult *or*
- In very limited and extremely rare circumstances where a person is suspected of a disclosable offence[1] or terrorism.

The Voluntary Network position on confidentiality is made clear to all connected with it. The trustees of The Voluntary Network are responsible for ensuring that the requirements of this policy are met throughout the scheme.

PROCEDURES

1 Passengers/Clients

1.1 Passengers/Clients are given clear information, verbally or in writing, which explains The Voluntary Networks position on confidentiality as appropriate

1.2. Befriending Referral Forms ask for consent to share general information in order to benefit from the service.

- With the referrer
- With the volunteer as and if required

1.3 Passenger information is held on a secure password protected database

1.4 Befriending Client information is held on a secure password protected database

1.5. All paper records are held securely at the scheme premises; All are aware that they have the right to request to see their record in accordance with GDPR regulations

2 Safeguarding

2.1 Where it is considered necessary for the welfare and protection of a child or vulnerable adult, information is shared with the appropriate authority in line with The Voluntary Networks Safeguarding and Promoting the Welfare of Children / Safeguarding Vulnerable Adults policies

2.2 Passengers/Clients are kept informed of The Voluntary Networks actions in passing on information unless to do so would put the child or vulnerable adult at greater risk of harm

2.3 Where there are concerns about the safety or wellbeing of a child or vulnerable adult, adherence to The Voluntary Network policies for Safeguarding and Promoting the Welfare of Children and Safeguarding Vulnerable Adults over-rides this confidentiality policy

3 Trustees

3.1 The Voluntary Network confidentiality policy and procedures are provided to all new trustees as a key part of their induction. All trustees comply with its requirements

3.2 General information provided to the Board of Trustees about families relates to the nature and level of referrals and local trends. Personal information, or information that could identify a Passenger/Client is not provided

3.3 Case studies that are provided to the Board of Trustees in order to illustrate the work and outcomes of The Voluntary Network are made anonymous

3.4 Trustees and those attending Board meetings, including any staff, are aware that information relating to Passengers/Clients and the operation of the services is treated in confidence

3.5 Where there are concerns for the safety or welfare of a child or vulnerable adult, the Manager has access if needed to a relevant trustee, specialist safeguarding adviser to the Board or an external expert to ensure that the most appropriate process is being followed and to ensure the best possible support.

3.6 Confidential Board discussions relating to personnel issues or sensitive operational matters are only shared as appropriate with restrictions.

3.7 Trustees ensure that the confidentiality of beneficiaries, volunteers and staff, and confidential information relating to the operational work of the services are maintained at all times in line with this policy and procedure

3.8 Breaches of confidentiality are treated seriously and may result in the individual concerned being required to leave the organisation

4 Staff

4.1 The Voluntary Network confidentiality policy and procedure is provided to all new staff, as a key part of their induction. All staff comply with its requirements

4.2 Managers/co-ordinators discuss the support of Passengers/Clients with the manager, in a confidential setting, for the purposes of supervision and to ensure the best possible support

4.3 Staff ensure that the confidentiality of Passengers, Clients and volunteers and confidential information relating to the operational work of the services is maintained at all times in line with this policy and procedure

4.4 Breaches of confidentiality are treated seriously and may result in disciplinary action against the member of staff concerned

5 Volunteers

5.1 The Voluntary Network confidentiality policy and procedure is provided to all volunteers as a key part of their induction. All volunteers comply with its requirements

5.2 Volunteers discuss their support of passengers/clients with their Manager/co-ordinator, in a confidential setting, for the purposes of supervision and to ensure the best possible support

5.3 Volunteers meeting together for peer support do not share information that may identify or breach the confidentiality of those that they support

5.4 Volunteers ensure that the confidentiality of passengers, clients and other volunteers is maintained at all times in line with this policy and procedure

5.5 Breaches of confidentiality are treated seriously and may result in the individual concerned being required to leave the scheme

6 Written records

6.1 The Voluntary Network complies with the requirements of the GDPR guidelines and the principles of good practice

6.2 The Voluntary Network ensures that all manual or electronic records, or backed up data, containing personal information, including client, volunteer or personnel files, are kept securely

6.3 Access to volunteer and client/passenger files is carefully restricted to the appropriate personnel

6.4 Access to personnel files is restricted to the manager, to trustee/s if appropriate

6.5 Care is taken to ensure that minimal information about those supported is recorded within the volunteer file

6.6 Care is taken to ensure that clients and passengers are not identified on notice boards, whiteboards, accessible card index files etc

6.7 Trustees, staff and volunteers are aware that information is held about them and that they have the right to request to see it; personal information is not shared with external agencies without permission.

6.8 Client, passenger, volunteer and personnel records are securely destroyed in line with The Voluntary Network Record Keeping and Retention Policy

6.9 Statistical information about the number and location of families supported and the type of work undertaken may be shared with funders in line with the requirements of the Service Level Agreement or contract. Information that may identify a client or passenger is not shared except with their specific permission

Dated August 26 to be reviewed August 28