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| Confidentiality Policy057915ed-314b-41c0-8625-84597ba7800e.jpg  Reg Charity Number 1167146 |
| This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates.  This will ensure that this document is current and fit for purpose. |
| This Policy was approved by the  Management Team and Senior Team Members |
| 2016 |

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**Confidentiality Policy and Procedure**

The aim of this paper is to set out clearly for staff, volunteers, clients, and external agencies how personal information will be managed by Coffee4Craig.

**1.** **Introduction**

Coffee4Craigs’s confidential policy/procedure is set out below. All paid and voluntary workers and Management Committee members are expected to abide by this policy. Clients using our service will have the relevant aspects of the confidentiality policy explained to them, if and when necessary.

**1.1.** The principle of this procedure is to ensure that the safety of those in contact with Coffee4Craig is maintained and that their rights are protected. Coffee4Craig is committed to maintaining high standards of confidentiality in all aspects of its work. This includes records and information pertaining to employees, volunteers, clients and prospective clients. Breaches of confidentiality may jeopardise the well being of staff, volunteers and clients and consequently will be subject to disciplinary proceedings.

**1.2.** The purpose of this procedure is to give guidelines on maintaining confidentiality and the circumstances where disclosures may be necessary and the procedure for doing so.

**2.** **Disclosure of information relating to member of staff and Volunteers**

**2.1.** In all but defined cases (e.g. disciplinary procedures), the ultimate reference point for deciding who should be informed of a piece of confidential information is the individual to whom it applies. It is important, however, that where consent is given that it is informed consent. For this to be the case it is necessary to tell the person concerned why there is a need to disclose information and to whom. The person should also be told of the likely consequences of their agreeing or not agreeing to this. (In some instances, for example, non-disclosure could mean that the person's need for a service could not be identified.) Once consent has been obtained, it is the responsibility of the person passing on any information to ensure that this is only done on the terms agreed.

**2.2.** Disclosure of confidential information may require written authorisation by the individual concerned. This should be dated and specify to whom disclosure is authorised, for example if you are requesting information from one person's GP.

**3.** **Disclosure of information relating to clients**

**3.1.** All clients have the right to view their files. However, no clients will have access to any information from a third party (eg the client’s partner, children or other agencies) which is stored in their files. This is to protect the safety and confidentiality of others. Therefore, third party information should be stored separately within the client record. All computer records will be password protected and compliant with Coffee4Craig’s IT security procedures.

**3.2.** Any person may contact Coffee4Craig without anyone outside knowing they have done so. Anything a person says to us, either on the phone or in person is confidential to Coffee4Craig, except where disclosure could prevent serious harm to others.

3.2.1. If a person asks us to pass information on to any third party we will do so under the following conditions:

· If they have asked us to liaise on her behalf with another statutory or voluntary agency.

· If they have requested disclosure of information we will explore the possible implications of such disclosure before it is made. The report writer should be fully aware of who will have access to the report. Any concerns should be discussed in the appropriate meeting setting. Disclosure of information that may increase a persons risk should be considered only on the rarest occasions and following further discussion with a manager and that discussion should be notes in the case file.

**4.** **Joint working with other Agencies**

Where Coffee4Craig are engaged in joint working with another agency it should be made explicit to the client what information will be shared and how their confidentiality will be protected. To ensure this the staff member should be fully aware of the confidentiality policy of the other agency and seek assurance that they are able to maintain their confidentiality as outlined above.

**5.** **Confidentiality between Clients**

**5.1.** Coffee4Craig cannot guarantee that other clients will maintain each others’ confidentiality but we will take every reasonable step to ensure that they do so. When clients meet each other in group settings the issue of confidentiality will be discussed with them and clients will be asked to maintain each others’ confidentiality.

**5.2.** Certain types of sensitive information (e.g. if a client has history of sexual abuse, if a client is HIV positive, Hepatitus C, Sexuality, gender issues) MUST NOT be passed on without the client's permission.

**6.** **Information about staff, volunteers and management**

A request for an employee's/volunteers home address and telephone number will always be referred to the individual concerned before any information is disclosed. Staff/volunteers should never divulge a colleague's personal circumstances, including their address, future work place, phone number, marital status etc to anyone including other volunteers. This area is also covered in the grievance policy also.

**7.** **Information about staff**

This section gives guidance where staff are discussing clients amongst themselves/discussing a client with another agency on the telephone:

· Make sure any discussion happens in an appropriate place, e.g. not in an office/public place where other staff are working or where people are coming in and out of the place.

· Do not gossip about clients with other clients, staff or members of your management, or other volunteers.

· Do not discuss personal facts about one client with another client or in the presence of another client.

· Do not write derogatory or your own personal comments about clients in their files (or anywhere else), files are for facts!

· Do not discuss other staff/volunteers in front of clients and never discuss your personal opinions in front of clients about other volunteers/staff members.

· Do not leave information lying around or on screen but replace it in the appropriate place (locked filing cabinets, with the management for safe keeping).

**8.** **Record keeping**

This procedure covers all records held by Coffee4Craig concerning staff, clients, committee members, volunteers and potential clients.

**8.1.** **Personnel Records**

8.1.1 All staff will be given a copy of the confidentiality procedure as part of their induction. The implications of the procedure for their work can be explained.

8.1.2 Access to personnel files can be arranged with the a manager who should make clear the following:

· Who has access to files and procedure for gaining access

· How the information is stored, e.g. locked cabinet or secure cloud.

8.1.3 Application forms, DBS checks and monitoring forms are confidential to Coffee4Craig.

8.1.4 Breaches of confidentiality by anyone will normally be treated within the remit of Coffee4Craig disciplinary and grievance procedure. The nature of any breaches of this procedure will determine the level of disciplinary action, e.g. unauthorised disclosure of staff details would be gross misconduct.

**8.2.** **Client Records**

8.2.1 All existing clients will be informed of this procedure and can be provided with a copy if requested. A file concerning each client will be kept by Coffee4Craig’s staff. The information recorded will be factual and where an opinion is recorded it will be clear that this is opinion and what this is based on.

8.2.2 This information should be kept in a filing cabinet, which is kept locked. All files must be returned to the cabinet after use.

8.2.3 If a client asks to see their file, the relevant staff member should organise this and answer any questions about it and explain what has been written. Coffee4Craig asks that clients give at least 24 hours notice when requesting access to their files.

8.2.4 Clients are expected to respect the rights of other clients to confidentiality and privacy particularly as regards personal information known about another client.

8.2.5 Information will be kept for three years once a client has left Coffee4Craig. It will then be destroyed.

**8.3.** **Management Records**

8.3.1 New Management members will be sent a copy of the confidentiality procedure and asked to take responsibility for implementing it.

8.3.2 All Management papers of a confidential nature will be marked ‘Private and Confidential’ and not included in the papers that are made public or widely available within Coffee4Craig.

8.3.3 Clients will not normally be referred to by name, and discussion of their personal details at Management Committee meetings will be only as necessary.

**8.4.** **Partnerships with other Organisations**

8.4.1 Coffee4Craig may be working in partnership with other bodies. Where specific information sharing protocols exist that affect a particular client all agencies should be aware of this.

8.4.2 Coffee4Craig will give all partnership agencies a copy of the confidentiality procedure and will explain the requirements it places on the partnership organisations.

8.4.3 It will be agreed at the outset which staff in the partner organisation will have access to information and in what circumstances.

8.4.4 Management agreements will state that breaches of confidentiality by either party will be treated as a breach of the agreement.

**8.5.** **Training**

Training can be given on the confidentiality policy and its implications should it be felt necessary please request this via email office@coffee4craig.co.uk

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| Name | Signed | Date |
| Mr Hendrix Lancaster,  Director | HendrixPreSign.jpg | 1st May 2016 |