



SHINE@NechellsPOD and Nechells POD CIC Confidentiality Policy

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At SHINE@NechellsPOD and Nechells POD CIC we aim to create an atmosphere where children, young people and families feel able to speak to/confide in staff. In order to support staff, children/young people, families, visitors and volunteers it is important to have a clear and explicit policy on confidentiality, so that all parties involved are aware of the boundaries and legal frameworks to which they have to adhere. We at SHINE@NechellsPOD and Nechells POD CIC, at all times, put the safety and welfare of the child/young person first and any issues will be referred to the Senior Designated Person for Child Protection if necessary. The policy will underpin other SHINE@NechellsPOD and Nechells POD CIC policies such as the Child and Vulnerable Adults Protection Policy.

Definition of Confidentiality

For the purpose of this policy the following definition of confidentiality will apply:

‘discretion in keeping private information’

Staff, visitors and volunteers responsibilities

All people working with children, young people and adults in SHINE@NechellsPOD and Nechells POD CIC will:

- Have the best interest of child/young person/adult at heart at all times.
- At the outset inform young people and families that they cannot offer complete confidentiality in certain circumstances.
- Inform any child or person wishing to make disclosure, or who has inadvertently made a disclosure, that they will have to share information with another member of staff and as far as possible tell them the name of the person with whom they will share the information.
- At all times abide by SHINE@NechellsPOD and Nechells POD CIC child and vulnerable adults protection policy.
- Encourage children and young people where appropriate to talk with parents/carers.
- Be duty bound to act appropriately on information not directly given to them.

Principles for referral:

1. There is a statutory duty to report child protection issues.
2. If in doubt tell the Designated Senior Person for Child Protection.
3. Visitors to SHINE@NechellsPOD and Nechells POD CIC should be made aware of the DSP (Designated Senior Person for Child Protection) when they arrive at The POD.

Principles of working with children, young people and adults:

1. It will be made clear to children, young people and adults the limits of confidentiality that they can be offered.
2. If confidentiality is broken, the person will be told first, unless there are exceptional circumstances.
3. Children and young people will be encouraged where appropriate to talk with parents and carers about the issues.

Ground Rules

In order to create the right sort of environment, and to help safeguard people's rights to confidentiality, it is best to establish a clear set of ground rules.

As adults we are usually aware of the standards and behaviour required to fulfil the requirements of agreed ground rules. This may not be the case for all children, young people and adults and it is important to spend time to talk about how we demonstrate respect, honesty, trust, empathy, encouragement and value. Staff and visitors need to be clear about what is meant by confidentiality and its limits within SHINE@NechellsPOD and Nechells POD CIC.

A set of ground rules will help staff create a safe environment in which they do not feel embarrassed or anxious about unintended or unexpected questions or comments from children, young people and adults.

The Director of SHINE@NechellsPOD and Nechells POD CIC will identify appropriate ground rules in collaboration with staff.

Examples of ground rules include:

- Value everyone's contribution
- Don't feel pressurised to contribute
- Keep sense of humour- laugh with someone not at them
- Listen to views and opinions

Other areas of concern

If a member of staff, visitor or volunteer becomes aware of concerns about a member of staff they can consult with Noran Flynn (Director) if confidentiality is needed.

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Staff Confidentiality Agreement

During the course of my work within SHINE@NechellsPOD and Nechells POD CIC, I will be directly involved in work and have access to information of a confidential nature.

Information disclosed to colleagues will be limited on a need to know basis.

I understand that I have a responsibility for the confidential information held by SHINE@NechellsPOD and Nechells POD CIC and must take appropriate steps to ensure that access is limited to appropriate individuals.

All files, records, documents and data will remain the property of SHINE@NechellsPOD and Nechells POD CIC when I leave my post within SHINE@NechellsPOD and Nechells POD CIC. When leaving the employment of SHINE@NechellsPOD and Nechells POD CIC I will not remove or copy any materials, or discuss any confidential information with individuals or external agencies.

Name:.....

Date:.....

Signed:.....

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Children, Young Person’s or Adults Confidentiality Agreement

I understand that the member of staff working with me will offer me time to talk about things which are worrying me or preventing me from being happy. She /he will help me to express my feelings and where appropriate work towards solutions. The things I talk about will be confidential, not normally passed on to anyone else without my permission.

The SHINE@NechellsPOD and Nechells POD CIC member of staff will offer me a high level of confidentiality and he/she will speak to me if it is necessary to break the confidentiality.

I understand that some things about me are known already by other staff and that these may be discussed.

If I seem to be in danger of being hurt, seriously harming others, or myself then I understand that the member of staff will talk to me about this and other people will need to be informed. SHINE@NechellsPOD and Nechells POD CIC will support me throughout this difficult time.

Name of child, young person or adult

Signed

Date

SHINE@NechellsPOD and Nechells POD CIC Staff Member

.....

Signed

Date

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Confidentiality Statement for Child, Young Person or Adult

SHINE@NechellsPOD and Nechells POD CIC is committed to providing a high level of confidentiality to all POD users.

This means:

1. We will discuss confidentiality with you.
2. If we need to give out information about you, we will speak with you about this, unless there are exceptional circumstances.
3. Any information that SHINE@NechellsPOD and Nechells POD CIC needs to share with other people will be discussed with you.

The only occasion SHINE@NechellsPOD and Nechells POD CIC could not guarantee confidentiality is if:

(a) SHINE@NechellsPOD and Nechells POD CIC believes that you might cause physical harm to yourself or another person, or

(b) if you are at risk of harm from other people.

In this event a member of staff would normally talk this through with you before the action.

Finally if you are a member of a group working with SHINE@NechellsPOD and Nechells POD CIC, the confidentiality agreement will apply to all members of the group.