




Confidentiality Policy

Revision history

Date approved or amended	Amendments	Signature	Amendments needed
30 th January 2023	Added revision history General Layout links to data protection policy	 Leah bowers	Re-issue to all.

Key details - Policy last updated 30th January 2023 by Leah bowers, General Manager.

Introduction

Confidential information includes non-public information shared or received directly or indirectly through any communication or observation methods.

Within this policy when the word team members is used this includes staff, volunteers and where suitable committee members.

When joining the waiting list and registering with Stowmarket ASD Saturday clubs personal information is given or passed onto the general manager for her to be able to contact when needed. When joining the sessions registration forms or application forms are completed to ensure the team can provide the correct level of care. Everyone has the right to change information held on record including permissions and agreements at any point and these will be removed when finishing their place.

Within Stowmarket ASD Saturday club session's our team members, young people and families may be exposed to sensitive information by witnessing and or observing events that happen.

Within Stowmarket ASD Saturday Clubs the team members are told or may read general information about the young people. This includes health, care, behaviour, diagnosis, physical, dietary and other needs. This is to ensure individual needs are planned for and taking into consideration in everything that is implemented ensuring we can provide fair and safe sessions for all.

During sensory library and or parent café networking private facts may be disclosed or overheard.

Confidentiality is that act of being able to keep information private and this policy describes how we ensure everyone linked to the club is aware of the implications of personal sharing, the ways we ensure that this information is not used inappropriately and or passed onto other people.

Examples of confidential information we protect:

- Name, Date of birth, address, all personal contact details.
- Allergies, medical conditions, medication logs, diagnosis or other health conditions.
- Behaviour plan, individual care plans and monitoring records.
- Doctors, social worker, school and other personal contact details.
- Personal HMRC information, National insurance number, Pay roll, pay slips and time sheets.
- Banking information and Charity financial accounts
- Images, photos and videos.
- Registers and completed record logs
- Safe guarding records (We may need to pass these onto other professionals, please read our child protection and safe guarding policy for more information or speak to general manager)
- Observations, evidence sheets and target plans
- Certificates and training logs

- Appraisals, warnings and disciplinary information
- Passwords

These may be on hard copy or stored on phone, laptop or hard drive.

Why this policy exists

To set clear guidance of the types of information that must be kept restricted

To show the chain of command for revealing private information

To protect anyone working for or attending the Stowmarket ASD Saturday Clubs personal rights

To link to Child protection and safe guarding policy with guidelines of information sharing

To link to Data protection policy with guidelines of how any personal data is used, stored & handled.

Laws linked to confidentiality

- The Human Rights Act 1998.
- The Care Act 2014.
- The Data Protection Act 2018.
- Common Law on confidentiality.

Policy scope

This policy applies to:

- The committee of Stowmarket ASD Saturday Clubs
- The general manager of Stowmarket ASD Saturday Clubs
- Staff and volunteers of Stowmarket ASD Saturday Clubs
- All other people working or visiting on behalf of Stowmarket ASD Saturday Clubs
- Members and families of Stowmarket ASD Saturday Clubs.
- General public using sensory library or visiting parent café sessions.

Our commitment

At Stowmarket ASD Saturday Clubs we respect the privacy of everyone linked to the club.

We establish positive and effective working relationship to ensure that we together can gain trust and provide a high level of support the children need during each session.

We ensure that everyone can share information with the team in confidence, knowing that this information will only be passed onto others if needed and if kept on record and available to them when needed, always regarding their privacy and only used to enhance the welfare of the children.

We respect individual family values and views. We provide a non- judgment club and will only discuss the members or families if a course for concern is raised. We do not allow personal views or beliefs to affect club values or responsibilities to the young people. *(Please read our equal opportunities policy)*

No team members will name or talk about any of the young people, their families, other team members or an individual situation that has happened during the sessions outside of the setting.

No team member will send or accept a parents, carers or members' friend request through face book or any other communication or networking sites. We have a club face book page managed by a select few team members.

No team member will accept numbers or personal details including gaming, channel or pod names for streaming etc. (Only numbers logged on club phone to be used.) If these are handed to a team member these will be given straight to the lead staff member to deal with at end of session with parents.

We discourage team members in exchanging numbers with parents and carers unless a relationship has been built up outside of the club and this will not be linked to any of the club activities.

We have a Clear no phone policy during the Saturday club sessions. We use walky talkys to communicate quickly with each other (Please read our Walky talky policy for more information) All phones are left in personal belongings or at the front of the building. If personal calls need to be made this ideally happens outside of the building. On a trip if personal phones carried these must be kept away unless needed. If

team members exchange numbers a conversation needs to happen about deleting or professional boundaries about use outside of the sessions.

We encourage our team to work closely together and encourage effective communication / good relationships to be built up. The team need to respect each other as much as the children and parents, Understanding that information shared will be kept confidential and not discussed with others.

Cameras are not allowed - Photos will only be taken on the Saturday club camera.

During family events / special occasions, parents and carers will be asked to sign to say they are happy for fellow parents to take photos if anyone is unhappy then we will provide individual pictures for families.

NO ONE other than the general manager must upload picture or videos of any of the young people to any social media Site unless given and instructed to do so by the general manager who has checked permission slips first.

We know the lines between sharing information can be grey, the DSL and the General Manager are always a safe zone. If you have been told something by a college, child or parent that makes you nervous we encourage you to pass this on in a private and professional way. If you are worrying about something it will reflect on your performance. We have a whistle blowing policy, please read for more information.

Sharing information

All accident, incident, near miss and physical intervention will contain details of one child or person only. If another child or person is mentioned this will be logged as child a,b,c etc.

Staff will be mindful of their surroundings offering a private space to talk with a parent or another team member about private information to ensure no one can over hear.

NO ONE is permitted to copy down another person's personal details within the session to use.

NO ONE is permitted to pass on another person's personal details these must be given out directly.

If notes are made in the session these need to be looked after and logged carefully where possible names are not used to help encase they are miss placed, lost or seen by others.

We do not share information with other charities or business. We would only link with other professionals or authorities to ensure the safety of the young people but where suitable parents and carers will be linked into this information sharing.

Administration roles GDPR (Please see data protection policy for more information)

All hard copies of admin documents will be stored at the general manager house locked in her office, when transported to sessions only relevant information will be taken and stored in a locked folder.

Documents left out at the session need to be respected by all staff and volunteers.

All sensitive information to stay locked in folder until needed.

Filled in forms such as accident forms will be filed and not left visible.

Session forms will only include relevant and reduced information and where possible actions taken to try avoid person being linked to the information i.e. initials used instead of full names.

When going on a trip a lockable travel size folder carried with only relevant & needed information taken.

General Manager will share only relevant information with session leaders, membership committee and other administration members relevant to their role and young people in their care.

It is the responsibility of the general manager & session leads to remove members when leaving a session

All administration roles will be provided with lockable folder and lock to store their copies of paper work.

It is their responsibility to take care of this, reporting breaches to general manager as soon as discovered.

Returning documents to file back to the general manager and shredding all paper not needed anymore.

If documents are stored electronically these must be stored safely on a private laptop that is password protected with safe malware and inaccessible to others.

Team members who may contact others outside of a session via phone, message or email will do this on a club phone and via a club number or email address to protect their personal data.

Bulk texts and emails will not be used unless addresses & numbers are hidden and inaccessible to others

Sign posting

We only pass on information about other services that have provided us with the information to share.

Social media and friendships

Team members need to respect each other's privacy, some may not want to befriend others on social media some people like to keep work and home life separate.

Team members must not accept friend requests from members, parent or carers. Speak to the general manager who can explain to them why this isn't acceptable. (If they are already friends prior to joining this is down to the individuals discretion, we advise everyone to be mindful of their posts & publishing's)

Outside of the sessions.

One person who is linked to the club may come into contact with a member or their family through other education or social environments. The general manager will support the team member and or family if additional support is needed to help them manage this situation moving forward.

When coming into contact with another person from the club the staffing team will be mindful as some members may become stressed seeing those in a different place, equally some older members may not want to explain how they know the staff members.

We ask everyone to be mindful of the location of seeing another person linked to the club, we do not tolerate gossip and passing on facts about another person life as we never quite know what they might be experiencing. (If you are concerned about someone please speak to the general manager who will deal with a situation with extra caution and support.)

We encourage our team to keep personal information to themselves as over friendliness could occur i.e. telling someone where you live may result in friendly visits which can cause safe guarding difficulties.

Our team are trained to not promise to keep secrets for the members, if they are witnessed doing something out side of a session that concerns them they will deal with it in the same way as a concern that has been raised inside a session.

If confidentiality is broken

If a team members becomes over friendly or crosses boundaries with information sharing this must be reported privately with general manager to help dissolve professionally and delicately not affecting or including addition team members.

If a team member acts before thinking or shares information with the wrong person an incident form will be logged and a reflection of situation looked at to monitor if future action needs to be implemented.

If someone doesn't respect or agree to work within this policy we would have to look at the position within the club. Talking through concerns and ensuring everyone understand what is implemented.

If someone chooses to ignore or deliberated act against the policy this will be dealt with in accordance with our discrimination policy.

If someone has a concern about someone linked to the club we would encourage them to report their concern to General Manager LEAH BOWERS - 07920714611 If the concern is about Leah or she hasn't dealt with your concern in a way you feel effective you can contact Fran Baya – DSL - 07719981729, Scarlett Anstee-parry - Chairperson sanstee-parry@stowmarketsaturdayclub.co.uk or Steve crooks - Complaints officer Scrooks@stowmarketsaturdayclub.co.uk

If documents are lost, miss placed or forwarded on to the wrong person these must be reported to general manager who will consult with committee to report and follow up. Investigating and monitoring how this situation has happened to avoid it happening again.

We encourage everyone who may find themselves in a difficult position to speak with the general manager 07920714611.

This policy will be updated as and when needed or January 2024 whichever comes first.