



<b>Policy No:</b> JSD/HR/02	<b>Authorised by:</b> Davina Powell	<b>Review Date:</b> 28th October 2023
<b>Policy Date:</b> 3rd April 2021		<b>Date of Next Review:</b> 27th October 2024
<b>CONFIDENTIALITY</b>		

This policy applies to all staff, investors, and volunteers of SJD Homes.

This confidentiality policy includes:

- Information about SJD Homes, for example, its plans or finances
- Information about other organisations linked to SJD Homes such as accountants, finance advisors
- Information about individuals, for example, young person's family members or friends, volunteers and staff whether recorded electronically or in paper form

All staff, investors, volunteers, and others who work for SJD Homes must respect the need for confidentiality of information held about anyone who comes into contact with our organisation, and about any other businesses linked to SJD Homes.

This is expected to continue even when contact has ceased with SJD Homes, and when the investor, business, volunteer or staff member no longer works for SJD Homes.

This policy should be read in conjunction with the SJD Homes Data Protection Policy.

### **Information about individuals**

SJD Homes is committed to ensuring confidential services to all individuals.

The confidentiality is between the individual and SJD Homes, not the members of staff, business, volunteer delivering a particular service.

Confidential information will not be sought from a young person unless expressly in the interests of that young person, i.e., to enable a better service delivery.

Information will only be passed to another agency or to other individuals outside of SJD Homes with the consent of the young person, where possible this will be with written consent. If a member of staff or volunteer intends to get information from another agency to help the young person or to refer them to another agency, then this must be explained to the young person and their permission given.

No personal information about staff, volunteers or a young person will be given to any third party including a member of their family, without the consent of the young person. Information will only be divulged on a "need to know" basis.

Information will be treated in confidence and will not be divulged to anyone outside SJD Homes except where extenuating circumstances exist (see below).

However, in order that we can provide the best possible help to our young people it may be necessary to share information with a manager or colleagues within SJD Homes.

All involved with SJD Homes are entitled to privacy and will be made aware that they can specifically request to be seen in private.

In no circumstances, should details of a young person be discussed by anyone outside of the SJD Homes or in an open plan area in such a manner that it is possible to identify the individual concerned.

Staff and volunteers should take due care and attention when speaking to clients and using the telephone or fax. Young People should be able to hear a conversation or personal details of another service user.

### **Use of young person information for publicity, reporting or training purposes**

SJD Homes needs to be able to give information where appropriate about the impact of our services.

If one of our services has an outcome which would provide useful material for publicity, reporting or training purposes, then wherever possible the permission of the young person will be sought in writing before the story is told to anyone else. If permission cannot be obtained, then any details that would enable identification of the young person to be made will be changed.

### **Limits to child / young person confidentiality**

In certain circumstances SJD Homes reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If a member of staff believes that a young person could cause danger to themselves or to others.
- If a member of staff suspects abuse or has knowledge of abuse
- If the young person gives information which indicates that a crime has been committed
- If disclosure is required by law, for example, by the police
- If a person is felt to lack the mental capacity to make decisions. In such cases staff or volunteers will discuss with a manager and they will only act in the client's best interest.
- If the young person gives information which indicates a possible terrorist threat.
- If the young person safety is anyway compromised or safeguarding concerns are identified.

The decision on whether to break confidentiality will be decided on a case-by-case basis and always in conjunction with a manager.

### **Access to data**

This Policy operates on a "need to know" basis and apart from staff and volunteers employed by SJD Homes, no-one will have access to child / young person or organisational information unless it is relevant to the service or their work.

All young people have the right to request access to all information stored about them and have a right to see a copy of this confidentiality policy on request.

If any party concerned has a sensory or physical impairment, efforts should be made to ensure that all aspects of this policy and exchanges between parties are understood.

Significant breaches of this policy will be handled under SJD Homes disciplinary procedures.

### **Evaluation and Monitoring**

All staff and volunteers will be given a copy of the policy when they join SJD Homes and will sign the confidentiality statement that they will abide by this policy. SJD Homes will ensure that all staff and volunteers are trained in the application of this policy.

The policy will be reviewed annually and approved by the SJD Homes Management team. It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

