



Confidentiality

Introduction

All young people who use services provided by Allsorts have the right to speak to a worker or volunteer about issues personal to them in confidence and in the knowledge that this information will be treated with respect and not normally disclosed to any third party outside of the Allsorts team without their consent.

If a young person does speak with a volunteer or member of staff, they are reminded that this information is confidential to the Allsorts team, except in exceptional circumstances where confidentiality must be breached (please see *Confidentiality and its Limits* section below).

They also have a right to expect Allsorts to have taken appropriate steps to safeguard them from contact in the centre with inappropriate or ill-informed adults. (for example, a person who has not been DSB checked or a person who is undertaking work for which they have not been trained) Therefore all Allsorts staff and volunteers (including Board of Trustees members) will:

- be subject to an enhanced DBS check
- provide two references which will be checked and verified with the referees

Paid staff in direct contact with young people will also:

- have Child Protection training as part of their induction (including e-training)
- operate within LSCB child protection and safeguarding procedures outlined on www.proceduresonline.com/pansussex/scb
- work to the following confidentiality and child protection policies and procedures
- be accountable to Allsorts policies regarding complaints and grievances

Personal information

Allsorts will ensure that information it collects concerning young people (including names, addresses, phone numbers, schools, colleges, jobs, family details, health or medical conditions, disability status, sexual orientation, gender, religious affiliation, political affiliation and club membership), will be factual, kept for a clear purpose and only used for the purpose it was collected. It will be maintained so that it is accurate and up to date, safeguarded against any unauthorised access, alteration, loss or disclosure, and removed and destroyed if it is no longer required. Personal information will be carefully stored in a secure place.

- **Access to Personal Information**

Individuals about whom Allsorts holds personal information have the right to view, comment on and correct information.

- **Disclosure of Personal Information**

In some circumstances while it might be appropriate to share information with paid staff, another volunteer, the volunteer team as a whole, counsellors, supervisors, YPC staff, the YPC Manager, other members of YPC staff, members of staff of provider and other agencies, this will be done only on a strictly 'need to know' basis. Disclosure of personal



information outside of Allsorts will only be made with the consent of the individual concerned, except in specific circumstances (see *Confidentiality and its Limits*)

- **Media**

No information about Allsorts Youth Project, its staff, volunteers or users, should be divulged to the press or other media, under any circumstance except through the Project Director and Trustees. All press and media requests for information or comments must be referred to the Project Director.

Confidentiality and its Limits

Personal disclosures and other information will only be shared with the young person's agreement. However, where there are concerns that a young person might be at risk of significant harm, information may need to be shared without consent (*under Section 2.1.5 of Child Protection Procedures*).

Information sharing (*Following section 2 of the Sussex Child Protection Procedures*)

Information sharing is central to providing a young person with a seamless integrated service involving other services, to best meet their needs and to reduce the risk of harm to self and others. Information needs to be shared between agencies about young people who are in contact with multiple agencies and those whose care is transferred from one agency to another.

Allsorts is committed to finding a balance between the young person's right to confidentiality and the importance of information sharing, based on the information sharing protocol between agencies.

Allsorts has a *leaflet* for young people explaining confidentiality and information sharing. This will be given to all new members and will be incorporated into the *information sharing form* they will be asked to sign.

Information sharing will take place for 3 different reasons:

- Information shared for the purpose of monitoring, evaluation, service development and research
- Information shared with workers from other projects for onward referral and/or within joint case working arrangement
- Information that must be shared in order to protect a child/young person

To inform decision-making, eight key questions underlie information sharing (Section 2.3.2.)

1. Is there a legitimate purpose to share the information?

- What information needs to be shared?
- Who will the information be shared with?
- What are the potential risks of sharing and NOT sharing the information?



2. Does the information enable a person to be identified; can it be anonymised?
3. Is the information confidential and if so is there consent to share?
4. If consent is refused, or there are good reasons not to seek consent to share confidential information, is there sufficient public interest to share information?
6. If the decision is to share, is the right information shared in the right way?
7. Is the decision to share information properly recorded? For example, our records need to be:

- Up to date, clear and comprehensive
- Kept in a safe place
- Organised in a way to ensure that information from other agencies who are working with the young person may be included
- Containing referral, assessment and care details
- Demonstrating the process of decision making
- SMART

8. How will the young person be kept informed about what is going on?

Information must be shared:

1. When a young person discloses or a staff member has serious concerns that they have or may have been abused physically, sexually, psychologically or emotionally, and inaction could place them back into the same threatening situation.
2. When other young people are considered to be at risk, for example, if other children in the family are subject to the same threatening situation.
3. If any other person under-18 is considered to be at risk of harm and disclosure could prevent them from being harmed.
4. Where there is serious concern that a young person might cause immediate violence or physical harm to themselves or others, eg. suicide threats, sexually abusing another young person, serious eating disorders, intent to wound either themselves or others, self-harming.
5. When a client is not in a fit state to make rational decisions or take responsibility for their actions, e.g. where (excessive) amounts of alcohol or drugs have been consumed, or where serious psychiatric/mental breakdown is suspected.
6. When there is serious concern that a young person will take a major risk which will cause them to be in immediate danger.
7. In cases of disclosure of acts of terrorism, there is a legal obligation to inform the police.
8. When an allegation of misconduct is made against a volunteer or member of staff.

At all times where possible, the young person should be kept informed of what is happening and support should continue to be offered. If we judge that a situation requires us to breach confidentiality, wherever possible we will do this with the consent of the young person



involved. However, it may be necessary to breach confidentiality without prior consent having been obtained if:

- the young person's consent is unobtainable, eg. they run off
- there is a legal obligation to breach confidentiality
- we believe the young person is no longer able to take responsibility for their actions

In these situations, staff (paid and volunteer) must consult as soon as possible with:

- **Project Director [name and telephone number]**

If unavailable:

Trustee [name and telephone number]

- **During office hours: ACAS: 01273 295920**
- **Out of hours, Brighton and Hove Children's Social Care Emergency Duty Team: 01273 335905/06**

- **For Safeguarding of vulnerable adults (over 18's) :295555**

- **<http://www.brighton-hove.gov.uk/content/health-and-social-care/child-protection>**

Other Children's Social Care Contact Numbers

East Sussex - Eastbourne Office-01323 747200

West Sussex

Bognor Regis Office-01243 642400

Mental Health Crisis - Community Mental Team

(9-5 Mon –Fri): 01273 696011

Out of hours i.e. 17.00 hr to 08.30 hrs Mon – Fri & All weekend & Bank Holidays

A & E Tel: 01273 696955

Adult Social Care Info Line – 01273 295555

Useful Numbers:

NSPCC: 0800 800500 (Child Protection Help Line)

Childline: 0800 1111

Mind in Brighton & Hove:

51 New England Street

Brighton

BN1 4GQ

01273 66 69 50

info@mindcharity.co.uk www.mindcharity.co.uk

Samaritans: Emergency telephone number for local branch is 01273 772277, National number is: 08457 909090. 10.00 hrs – 22.00hrs everyday for visits at Dubarry House, Newtown Road (nr Hove Park Villas), Hove BN3 6AE



Any decision to breach confidentiality should be clearly recorded along with the reasons why this was considered necessary, who made the decision and who was consulted in the decision making. This information must also be kept in a secure, confidential place.