



Patron: The Duke of Richmond and Gordon

Chichester Boys' Club CIO

Confidentiality Policy

Introduction

It is our intention to respect the privacy of anyone using or hiring our facilities, which include young people and vulnerable adults and their parents/carers.

Aims

We aim to ensure that anyone using or hiring our facilities, and all parents/carers, feel confident enough to share information on the understanding that it will only be used to enhance the welfare of them or their young people and vulnerable adults. Our procedures enable us to comply with legislation such as the Human Rights Act 1998 regarding protecting the individual's right to privacy. Our only justification to interfere with this right is where we believe a young person or vulnerable adult may be at risk of significant harm or to prevent a crime.

We also comply with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR). This is outlined in Chichester Boys' Club's Data Protection Policy. This dictates how we gather, store and use the information about the personnel who use our setting.

Method

Members of Chichester Boys' Club are required to complete an application form which asks for the following details

- Name, Date Of Birth, Address, Telephone Numbers and E-Mail Address
- Emergency Contact Details and Relationship to Member
- Medical and Allergy Information
- Details of GP
- Ethnicity (Optional)
- Disability
- Any other relevant information (Optional)
- Parental Consent for collection of young person, contact relating to any injury/illness within the premises or an organised trip, photograph/social media consent, storage and retention of information

The following records are also completed and maintained if deemed appropriate

- Safeguarding Concerns/Referrals
- Incident/Near Miss
- Accidents

- Consent forms
- Complaints and feedback forms

Confidential records and Memberships Forms are stored in a lockable filing cabinet and are kept secure in the office under the responsibility of employees and the Youth Development Leader.

Parents/Carers/Adult Members have access to all written information about their young person or vulnerable adult (except where data protection laws stipulate it is against the best interest of the young person or vulnerable adult) and further information is provided in Chichester Boys' Club's Users Privacy Notice.

A written request must be made to the Chairman of the Trustees for all personal files. Parents/carers do not have the right to access information about any other young person or vulnerable adult. Trustees, employees, leaders and volunteers will not discuss personal information given by parents with other persons except where it affects planning for the needs of a young person or vulnerable adult. Employees will also not discuss or partake in any discussion about any other young person or vulnerable adult or their family with any other parents/carers. Trustees, employees, leaders and volunteer inductions include an awareness of the importance of confidentiality

Other records

Issues to do with the employment of staff or the role of volunteers, whether paid or unpaid remain confidential to the people directly involved with making personnel decisions.

Sharing Information

There are times when we are required to share information about a young person or vulnerable adult or their family. These are when:

- There are concerns that a young person or vulnerable adult is or may be suffering significant harm.
- There is 'reasonable cause' to believe a young person or vulnerable adult is or may be suffering significant harm is not clear.
- There are concerns about 'serious harm to adults' (such as domestic violence or other matters affecting the welfare of the parents/carers).
- Collaborations or Partnerships with other agencies require individual consent forms and permissions

Where we make a decision to share information without consent, it is always recorded and a reason clearly stated. Where evidence to support our concerns are not clear, we may seek advice from West Sussex Social Care department. We only share relevant information that is both accurate, factual, non-judgemental and up to date. This information is likely to be stored within the Safeguarding Folder which is kept within a secure and lockable cabinet.

Access to personal records

1. Any request to see the personal records of a young person or vulnerable adult-by a parent or person with parental responsibility must be made in writing to the Chairman of the Trustees.
2. The Chairman will send a written acknowledgement.
3. We will seek to provide access within 30 days although in some circumstances this may be extended by a further two months.
4. The Chairman will prepare the file for viewing.

5. All third parties are written to stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. A copy of these letters are retained on the young person or vulnerable adult's file. 'Third parties' include all family members who may be referred to in the records. It also includes workers from any other agency, including social services, the health authority etc. It is usual for the agencies to refuse consent to disclose, preferring the individuals to go directly to them. When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.

6. A photocopy of the complete file is taken. The Chairman will go through the file and remove any information which a third party refused consent to disclose. This is best done with a thick black marker, to score through every reference to the third party and any information they have added to the file. What remains is the information recorded by the setting, detailing work initiated and followed by them in relation to confidential matters. This is called a clean copy. The 'clean copy' is then photocopied for the parents/carers who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the Chairman, in order that it can be fully explained. Legal advice may be sought before sharing a file, especially where the parent/carer has possible grounds for litigation

7. On the rare occasion that personal records may need transporting to other agencies/professionals, they will be hand delivered by an authorised person. (We will ensure that we have parental permission to do this, except when to do so may result in serious harm to the child.) Any confidential information no longer required will be disposed of by secure shredding.

Electronic messaging and social networking

Trustees, employees leaders or volunteers are not permitted to discuss young people, vulnerable adults, parents/carers or anything to do with the setting on any social networking sites. Emails containing information about parents/carers and young people should be kept brief and only initials used. Care should be taken when speaking on the telephone that no information is given on a young person unless speaking directly to the parents/carers, emergency contacts or professionals from other agencies such as social services. If you are ever in doubt then seek advice and ask for a call back. Any breach in confidentiality will be regarded as a serious offence and in breach of both staff and volunteer code of conduct

Mobile phone policy

Trustees, employees, leaders and volunteers are not permitted to photograph any of the groups within Chichester Boys' Club on personal devices. Where permission is sought, they are directed to use the Chichester Boys' Club's camera phone which is then locked in a secure cabinet and remains at Chichester Boys' Club overnight, unless permission is sought and rationale recorded.

Policy Date: 5 February 2025

Review Date: February 2026

Signed by Chairman of the Trustees:

W. D.