

Sheffield Parent Carer Forum

Confidentiality Policy



Approved by:	SPCF Management Committee
Approved on	12 th November 2010
Reviewed on:	4 th November 2011, by SPCF Management Committee 22 nd May 2015, by SPCF Management Committee 19 th October 2018, by SPCF Management Committee
Next review due on:	October 2021

STATEMENT OF INTENT

This aim of this policy is to protect the interests of our service users and to ensure that they can have trust and confidence in Sheffield Parent Carer Forum (SPCF). It sets out our practices and procedures for dealing with personal information relating to service users.

All staff, volunteers and trustees will abide by this policy in dealing with all information given to us by service users, whether through groups and activities, or other personal or telephone contact. We will consider any breach of this policy, except in certain exceptional circumstances outlined below, as a disciplinary matter.

CONFIDENTIALITY POLICY

1. SPCF offers a confidential service to its users.
2. The personal information given by service users to SPCF staff, volunteers and trustees will not be passed on to anyone outside SPCF without their permission, except in exceptional circumstances. Personal information means anything the service user tells us about themselves and their caring situation. This includes the fact that they have been in contact with SPCF.
3. We will record only the minimum of information we need in order to offer continuity to service users. Any records we keep concerning a service user will be made available to them on request. We will record information about service users in ways which are accurate, respectful and which we would be happy to let them read.
4. People using SPCF have the right to remain anonymous if they choose, although this might restrict their access to some services.
5. Any records will be kept safely and securely, and in accordance with the provisions of the Data Protection Act 2018 and the GDPR (see Data Protection policy).
6. We collect anonymous statistical and anecdotal information, to allow us to contribute to the design, planning and review of services. We share this with other agencies who provide or fund services to children and young people with SEND and their families.
7. Safeguarding issues will always override the need for confidentiality. We reserve the right to breach confidentiality when sharing information that is vital to child and/or service user protection (see SPCF Safeguarding and Child protection Policy). Examples of circumstances in which confidentiality would be breached could include:
 - a) If we have reason to believe that a child, young person, or vulnerable adult is experiencing abuse, whether physical, sexual, emotional or financial.

- b) If we believe a service user to be in a life-threatening situation.
 - c) If a service user tells us that they intend to leave the person they are caring for unattended for a period of time, which we believe would cause them harm or endanger their life.
- 8. The decision to break confidentiality rests with Chair. The other trustees will be informed at once of this decision to breach confidentiality.
- 9. Where possible, we will let the person know that we intend to breach confidentiality.