

Statement of public benefit:

Wiltshire Treehouse is for the benefit of bereaved children, young people, and their families, living/educated within Swindon & Wiltshire.

Mission:

Wiltshire Treehouse wants to see a world where every bereaved child and young person can receive guidance and support to help them through their grieving process. We will enable those in our local communities to develop the coping strategies, skills, and confidence they need to thrive.

Charity Objectives:

Provide high quality, relevant bereavement support and guidance to children, young people & their families.
Improve the initial experience of a child bereavement through training and awareness raising.
Secure the continuity of our organisation, ensuring a future of child specific bereavement support.
Be proud of the charity, a great place to work and achieve.

Our Values:

Growth – Providing a safe space for personal development.

Respect – Beneficiaries, volunteers, and staff are treated with respect and dignity within their journey with the charity.

Inclusivity – Services and support available to the whole community.

Empowerment – Working with beneficiaries to enable change on their terms.

Friendly – Open and welcoming.

1. Purpose, Scope and Users

The purpose of this document is to provide key information to staff and volunteers for use within their roles. Whilst the roles throughout the charity are varied, this policy is applicable to all.

For the purposes of this agreement “staff” and “employee” are considered to be paid staff, Volunteers or Trustees of Wiltshire Treehouse.

2. Summary

Confidentiality applies to all paid and voluntary roles within the charity. You will need to have read, understood and uphold this agreement within all your work with Wiltshire Treehouse, and after you leave.

3. Confidentiality Agreement

Wiltshire Treehouse considers confidentiality to be of the utmost importance. Any breach could potentially cause distress to individuals, families or organisations with which the charity is in contact, as well as serious embarrassment to the charity itself, and will be regarded as serious misconduct.

Both during and after termination of employment; in a paid or voluntary capacity or as a Trustee for Wiltshire Treehouse, all members of staff are responsible for ensuring the confidentiality of all information obtained during the course of their employment with the charity.

Confidential information includes, but is not limited to, any information concerning all affairs of Wiltshire Treehouse, both internal and external, including contacts of the charity, finances, policies, staffing issues and lists or details from the Charity's database.

Employees are obliged to keep all confidential information secret. An employee must not make use of any confidential information unless he/she has prior consent of a director or Trustee to do so.

All information in relation to Wiltshire Treehouse disclosed to any third party, whether verbally, electronically or in writing, other than that authorised to be in the public domain, must have the prior approval of a director or Trustee. Non-confidential information may be given without approval provided that an employee acts in the normal course of his/her duties.

Employees must agree not to make any unauthorised copies of information or take any business information from the Charity.

Under no circumstances is any employee to discuss the Charity's affairs with any representative of the media. Any form of enquiry from the media must be referred to a director or Trustee. Re-word to the positive, as to what to do, rather than what not to.

Nothing in this Wiltshire Treehouse Policy shall preclude the employee from making a protected disclosure in accordance with the Public Interest Disclosure Act 1998.

Any breach of this clause will result in disciplinary action, including dismissal, at the discretion of Wiltshire Treehouse.

4. Exceptional circumstances in which confidentiality may be broken

Any information from any source that gives rise to concern for the safety and wellbeing of a child or adult should be made known immediately to the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead. All families should be made aware of the limits of confidentiality at the start of all service provision.

The contract of confidentiality can be broken when a person (child or adult) is perceived to be at risk of serious harm (this could be the service user or another person). In these circumstances our Child Protection and Safeguarding Policy should be followed.

Other exceptional circumstances also include: -

- A case such as that governed by the Terrorism Act (2000) when consent is not likely to be forthcoming
- Reporting of female genital mutilation as per the Serious Crime Act (2015)

- A suicidal caller requests that the service worker involves a third party on their behalf and gives their explicit consent for this to happen.
- A situation where, in order to gain information regarding a personal enquiry, information given needs to be discussed with a third party such as an external professional or another organisation. The caller must have given informed consent for this to be done. The third party needs to be informed that the information is of a confidential nature and act accordingly.
- An outside organisation seeks information or review meetings for families receiving ongoing support from Wiltshire Treehouse, in these circumstances no information is shared without permission of the service user unless it falls within Information Sharing Guidance on when consent should not be sought.

5. Information Sharing

All Wiltshire Treehouse employees, volunteers and Trustees are expected to follow the guidance set out in the HM Government Information sharing: advice for practitioners providing safeguarding services (HM Government, 2015).

Information sharing is key to the Government's goal of delivering better, more efficient public services that are coordinated around the needs of the individual. It is essential to enable early intervention and preventative work, for safeguarding and promoting welfare and for wider public protection. Information sharing is a vital element in improving outcomes for all.

All staff & volunteers are expected to follow the seven golden rules for information sharing:

- Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
- Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- Seek advice if you are in any doubt, without disclosing the identity of the person where possible.
- Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgment, that lack of consent can be overridden in the public interest. You will need to base your judgment on the facts of the case.
- Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions. (Information Sharing: Pocket guide 5)
- Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is

shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.

- Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Any concerns should be discussed with a lead worker or Service Director.

Careful written records of any incident involving a decision to breach confidentiality should be made. These records should be dated and signed by the individuals involved and kept securely on record. For guidance on keeping records please consult the Employee and Staff Handbook.



WILTSHIRE TREEHOUSE
CONFIDENTIALITY POLICY AGREEMENT

I understand that Wiltshire Treehouse considers confidentiality to be of the utmost importance. Any breach of this policy will be managed according to our relevant policies and procedures.

I have read and understood the Confidentiality Policy of Wiltshire Treehouse and will act accordingly.

Signature:

Name:

Date:

Line Manager Signature: _____

Date: _____