



## The Gatehouse Confidentiality Policy

Policy ID Number: P04

Policy Passed by Board of Trustees: January 2021 Valid until: January 2024

### Introduction

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The aim of this policy is to give clear guidelines/understanding to all of the Gatehouse staff, volunteers and students about the Gatehouse confidentiality policy in relation to working with each other and Guests of the project.

Everyone at the Gatehouse needs to feel confident that personal information will not be disclosed to outside agencies except in exceptional and clearly explained circumstances, unless his/her expressed permission is given. We recognise that personal information belongs to the individual concerned.

- 1.1. The Gatehouse Community Drop in Centre offers free support services for adults aged 25+ who are: homeless, vulnerably housed, on low income and/or looking for company & community. The Gatehouse offers a free cafe (six evenings a week), a food and drink delivery service, therapeutic workshops, bespoke one to one support, a counselling service and works in partnership to manage and support the Lived Experience Advisory Forum.
- 1.2. The Gatehouse will encourage a culture of confidentiality within the organisation by restricting personal information shared by a Guest/staff member/volunteer/student to the least number of people necessary.
- 1.3. Staff, volunteers or students may disclose shared information on Guests to relevant member(s) of staff and/or Coordinators. However, except in exceptional circumstances (see below) no information will be passed on to people outside of The Gatehouse staff team without the Guest's permission.
- 1.4. All personal written information about Guests/staff members/volunteers/students will be kept in a secure place and/or stored on a computer/management system that is password protected. Please also reference the Gatehouse GDPR Policy 2020.
- 1.5. Statistical records that are passed on to outside agencies for monitoring and evaluation purposes will not contain personal information that would enable an individual to be identified.
- 1.6. The privacy of all the Guests using the Gatehouse will be respected by staff, volunteers and students at all times. In particular, by trying to ensure that conversations and phone calls dealing with personal matters cannot, as far as possible, be overheard.

## Exceptional circumstances

The decision to disclose personal information to an outside agency with or without a Guests permission will be taken in consultation with the Operations Manager/CEO/Senior Project Workers (café).

- 1.1 In the following exceptional circumstances information will be disclosed to other agencies or third parties without prior agreement of the person or persons concerned:
- Where there is a serious risk of harm to the person concerned (self) or to other people.
  - Where there are current issues of child protection and our co-operation is required under The Children's Act 2004.
  - Where disclosure of information is a legal requirement.
  - When there is a concern of neglect or abuse (Safeguarding Vulnerable Adults)

## Reporting a concern (Guests)

- 2.1. Whenever possible gain consent from the individual, if it is assessed as safe to do so.
- 2.2. Make sure the person is not in immediate danger. If necessary, seek urgent medical help or ring the police (if you think a crime has been committed). Talk to the Operations Manager/CEO if you are unsure.

Document the concern in the diary (only if it is a concern raised in the café).

2.3. Raise the concern in writing with the Operations Manager/CEO or the Safeguarding Trustee within 1 working day (if the person is not in immediate danger). A discussion will then take place and a decision can then be made about whether concerns about the person should be passed on to a responsible person/agency or managed internally. This decision will be made collectively.

2.4. Document the concern, all details moving forward, decision making and actions taken in emails and always copy the CEO into any documentation. Once a case is closed, print off all documentation which will then be kept in the CEO's locked cabinet.

## Reporting a concern (staff/volunteer/student)

3. Follow the Guest guidance above but do not share the details with your colleagues or in the diary. The concern must be directly raised with the Operations Manager/CEO/Safeguarding Trustee.

In compliance with The General Data Protection Regulations 2018, a person has the right to request a copy of any information held on them by the organisation within 30 days from the request date.