

HINCKLEY HOMELESS GROUP

Confidentiality Policy

Confidentiality Statement

The Management Committee declares that the aims of its Confidentiality Policy are to maintain confidentiality in the work of the project with our residents.

Hinckley Homeless Group understand that all staff, volunteers and residents are entitled to confidentiality. Confidentiality covers personal information about anyone regarding their personal, financial, health, social, sexual, residential, employment or other status. Other information relating to the Group and its businesses is also regarded as confidential.

Hinckley Homeless Group will achieve confidentiality by the following measures:

1. Provide such information, instruction, training and supervision as may be necessary to the staff team working in all premises under its control.
2. Encourage the participation of all employees and residents in understanding the need for confidentiality.
3. Encourage respect for individuals throughout the project.
4. Actively monitor and regularly review all confidentiality issues.
5. Regularly reviewing this policy and all procedures and guidelines associated with it.

The organisation and means by which this Policy shall be fulfilled are set out in the following section.

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Arrangements for delivering the Confidentiality Policy

Confidentiality responsibility

The responsibility for the development, review, monitoring and approval of the Confidentiality Policy rests with the Management Committee.

Specifically, the Management Committee is responsible for:

- Ensuring that the Confidentiality Policy is implemented and complied with at any facility under the charge of Hinckley Homeless Group.
- Ensuring that Confidentiality issues are resolved as appropriate.
- Ensuring that any learning from any issues is incorporated in the Confidentiality Policy and associated procedures.
- Ensuring that all complaints concerning confidentiality against the service are investigated and dealt with appropriately and within time scales specified in the Complaints Procedure.
- Ensuring that the Confidentiality Policy is subject to full review on a regular basis, not to exceed a period of 3 years.
- Approving any amendments to the Confidentiality Policy.

The responsibility for implementation of the Confidentiality Policy devolves to the Project Manager

Specifically, the Project Manager is responsible for:

- Ensuring that all employees are trained, understand and where appropriate are supervised and appraised in respect of their responsibilities for Confidentiality.
- Ensuring that Confidentiality training needs are regularly reviewed, identified and implemented.
- Ensuring that all residents understand and are aware of the actions and responsibilities they have under the Confidentiality Policy.

- Identifying and correcting any bad practice or situations that may occur concerning Confidentiality.
- Ensuring that adequate information is available in the office and residential areas regarding Confidentiality.
- Ensuring that records are maintained of any breaches of the Confidentiality Policy.
- Reporting of any of the above issues to the Management Committee on a regular basis and complying with any time limits specified in any of the procedures relating to complaints, relevant to the Confidentiality Policy.
- Implementing and maintaining robust secure systems for the keeping, storing and disposal of confidential information on any information system, paper or electronic.
- Seeking expert advice on Confidentiality issues wherever necessary.

The Lawrence House Sub-Committee is responsible to the Management Committee for:

- Checking that the Project Manager is implementing the Confidentiality Policy and reporting back any concerns to the Management Committee.
- Advising the Project Manager in relation to Confidentiality issues brought to their attention and referring these to the Management Committee where appropriate.

The employees and residents are responsible for complying with the Confidentiality Policy, specifically to:

- Complying with all premises rules, procedures, guidelines and reasonable instructions relating to Confidentiality.
- Complying with statutory obligations and with the requirements of all relevant codes of practice.

Project Workers have the following Confidentiality responsibilities:

- In the absence of the Project Manager, the Project Worker shall take responsibility for the day to day Confidentiality responsibilities of the Project Manager and record and report Confidentiality issues at the earliest practical opportunity.
- Maintain accurate and appropriate records and logs in relevant reporting media.

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Confidentiality Policy related documents

Complaints Procedure

Confidentiality Procedures and guidelines

Personal Development Plan and guidance notes.

Move On Planning and guidance notes.

License Agreement