

## **Our Commitment to Confidentiality, Information Sharing and Safeguarding:**

Here at Scotty's Little Soldiers, we make every effort to respect your confidentiality and to work with you (and your family) to ensure you receive the support and guidance you need.

### **Consent**

Before we offer 1:1 bereavement support to any Scotty's member or Springboarder we will ask you to give your consent to a service being provided. We will ask you to confirm exactly who you are happy for us to share sensitive information with, e.g. school or college etc. You can withdraw that consent at any time if you notify a Scotty's Team Member.

### **Working Directly with our Members:**

In our 1:1 sessions with children and young people, we will explain that they can talk to us privately. We will not share their information outside of the Scotty's Families Team without consent, unless we believe that the child or young person is experiencing harm, or their actions may hurt another person.

Our member's **confidentiality statements** are below and these will be discussed with children and young people at the start of each session. Please ensure that you are clear about our commitment to confidentiality, information sharing and safeguarding children and young people. We would appreciate it if you could discuss this with your child too, so they know what to expect from Scotty's.

#### **Children:**

*You can talk to me privately and I will not tell anyone outside Scotty's what we discuss, unless we agree that information can be shared. But, I have to tell someone if what you tell me is about you hurting someone or yourself or someone is hurting you.*

#### **Young People and Young Adults:**

*You can talk to me privately about anything. I will not share your information and what we discuss with anyone outside the Scotty's Team, unless we agree that information can be shared. However, if I believe or you tell me that someone is hurting you and you are experiencing harm then I must tell someone. I also have to tell someone if you are likely to hurt someone else, including yourself. If I have a legal duty to tell someone, then I will talk to you first so you know what is happening.*

### **Data Protection and GDPR**

We maintain case records but will not share any information outside our families team without your consent. However, we have a **legal duty** to contact relevant agencies if a Scotty's Team Member believes that any person (adult or child) is at risk of significant harm. This is relevant if we know or believe that someone is hurting you or we believe you may hurt someone else. We will discuss the sharing of such information with you, unless it would be harmful to another person to do so.

- We store your personal data/images/photos/video footage securely and take data protection and information sharing very seriously.

- Our main storage solutions are provided by Microsoft and Salesforce, two of the leading data organisations globally.
- We are a digitally led organisation and do not keep any paper copies of information long-term.
- All data is kept in accordance with UK, EU and International law.

### **Professional Supervision**

All members of the SUPPORT Team have professional arrangements with an external supervisor with whom we discuss support material. However, we do not disclose the names of members or their families and our supervisors are also bound by an agreement of confidentiality.

### **Case Records**

- With regard to note-taking, it is important for our work to keep records of each support session. These notes will be a brief factual record of the sessions. The notes are typed and kept securely on our system.
- To aid us in note taking we have the option of using a piece of software called Microsoft CoPilot. Your Bereavement Counsellor/Bereavement Support Worker will talk you through this if applicable. More information can be found in the relevant consent form.

Member Co-Pilot consent form: <https://www.tfaforms.com/5162563>

Springboarder Co-Pilot consent form: <https://www.tfaforms.com/5163100>

- We may make information from these notes available to legitimate third parties under the following conditions:
  - Receipt of a request from you or your representative and where the release of the notes is not judged by us as likely to cause you significant harm or harm to another person.
  - Where there is a specific legal requirement for us to do so.
  - Where there is an ethical duty for us to do so.
- Our Full Privacy Statement can be accessed using this link: <https://www.scottyslittlesoldiers.co.uk/privacy-statement>

### **Your rights**

1. You have the right to ask to see any information held by us about you. To do this please either ask us, or submit a request in writing. You also have the right to ask for information that you believe to be incorrect to be rectified. We will endeavour to provide you with the information requested within four weeks.

2. If we become aware of a situation where your personal information may have accidentally or maliciously been obtained by a third party we will notify you within 3 days.
3. If you are concerned about the way your information is being held please discuss this with us. If you are still unhappy you have the right to complain to the information commissioner's office.

## **Safeguarding**

Scotty's Little Soldiers are committed to safeguarding and promoting the welfare of all children, young people and young adults. At Scotty's one of our core values is 'Families Come First' and we constantly promote this in our everyday work.

Everyone in our team knows they have a duty to report any safeguarding concerns, disclosures, allegations or suspicions to help protect our beneficiaries. We have a specific Team and Volunteers Safeguarding Pledge that explains our commitment.

The charity seeks to maintain a culture where our beneficiaries feel secure, are encouraged to talk, are listened to and are safe. Children are encouraged to talk freely to any team member or volunteer if they are worried or concerned about something. We have a clear safeguarding policy focused on prevention, protection and support and means we will always work to:

- Protect children from maltreatment and promote their welfare.
- Prevent impairment of children's health and/or development.
- Ensure that children are growing up in circumstances consistent with the provision of safe and effective care
- Take action to enable all children to have the best possible outcomes.

Our Safeguarding Adults Policy is based on the fundamental principle that all adults regardless of age, disability, gender, gender identity, ethnic, cultural, racial, national origins, religious belief/non-belief or sexual orientation have the right to live safely, free from abuse and neglect.

Whilst Scotty's Little Soldiers is based in Norfolk, we support beneficiaries all around the UK and, in a few instances, abroad. We understand the need to adhere to safeguarding procedures relating to the area where children reside and are committed to ensuring we work in partnership with external agencies.

Please ask to speak to our Designated Safeguarding Person (DSP) to discuss any concerns. You can access our Safeguarding policies via our website using this link:

<https://www.scottyslittlesoldiers.co.uk/safeguarding>