

## CONFIDENTIALITY AND DATA PROTECTION POLICY

Walking for Health Bristol is committed to practices and procedures that ensure confidentiality of information relating to staff, volunteers and walk participants.

This means that information about individuals' personal lives, health, care needs, or problems shared with us will not be disclosed outside the organisation without their permission. Within the organisation such information will only be shared with those who need to know because of their responsibilities as walk leader or co-ordinator.

The following procedures and guidelines apply:

### 1. Paper Files and Computer Records

WfH Bristol will only keep information that is required for the purpose for which it was given. We will ensure that the information we hold is relevant and adequate for that purpose.

Paper files about walk participants, staff and volunteer walk leaders will be kept in a locked filing cabinet. Computer records will be protected by a password. The only people who will be allowed access to the information are those who may need it to carry out their work for the organisation.

Information will be kept accurate and up to date and files will be reviewed annually.

### 2. Information given to volunteer walk leaders about walk participants

It will be necessary to give volunteer walk leaders information about the health and/or circumstances of project participants. All volunteers should receive induction in confidentiality when they join the project and will be instructed in the importance of keeping such information in a secure location and ensuring that no one else has access to it.

3. Access to Confidential Information.

WfH Bristol will allow any individual access to any information that is held about them and the opportunity to correct any inaccuracy in it. We will ask for identification from any person requesting to see their file.

4. Disclosure of Information

No information will be disclosed without the informed consent of the person to whom it relates. This includes addresses and telephone numbers as well as more sensitive information.

If sending confidential information by fax, the Co-ordinator concerned will ensure that the person to whom the fax is addressed is able to pick up the fax immediately and that it will not be left lying around in the office.

WfH Bristol will not accept information from, or discuss walkers or volunteer walk leaders with, anyone outside the organisation unless we are certain that they and we have the permission of the person concerned.

5. Disclosure and Abuse

The only exception to the above will be in cases where an individual or a third party may be harmed or threatened if information is not disclosed.

It is your duty to report concerns of abuse of anyone (with particular regard to vulnerable adults and children) to your walk group leader or directly to the relevant agency if you are a volunteer led group.

If concerns relating to an adult need to be acted upon outside of work hours then contact Care Direct on **0117 9222700**.

If concerns of abuse are relating to a child please call the City Wide Emergency Duty Team: **01454 615165**

6. Notice

All walk leaders and walkers, will be informed of the above policy, of their right to see any file held about them, of the purpose for which their information will be used, and who will have access to it.

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I have read and understood the data protection and confidentiality policy

Name.....

Signature..... Date.....

## Who are vulnerable adults?

A vulnerable adult is someone over 18 who has, or may need, help with their everyday living tasks and who is, for any reason, unable to protect themselves.

This can include:

- disabled people who have physical or sensory impairments
- people who have learning difficulties
- people who experience mental ill health
- older people
- people who live in care homes

## What is meant by abuse?

Abuse is the violation of an individual's human and civil rights by any other person or persons.

Abuse might be unintentional, the important factor is whether the vulnerable person is harmed or not.

Abuse can be:

**Physical Abuse**, which can include any form of assault, over-medication, restraint or poor manual handling practice.

**Sexual Abuse**, which can rape and any sexual act which was not actively consented to or the person did not have the capacity to understand .

**Psychological / Emotional Abuse**, which can include threats, intimidation, coercion, harassment.

**Financial Abuse**, can include theft, borrowing money without repayment and any pressure in connection with wills or property, possessions or benefits.

**Neglect** which can include ignoring medical or physical needs, not providing access to appropriate health or social care, the withholding of the necessities of life, such as medication, adequate food, water and heating.

**Discriminatory Abuse**, which includes all forms of harassment, slurs or similar treatment based on a person's disability, ethnic origin, gender or sexuality, this is often called hate crime.

**Institutional Abuse**, which can include repeated instances of poor care, ill treatment of vulnerable adults, and unsatisfactory professional practice. This is often an indicator of more serious problems within a paid and / or regulated care environment.

What should I do if I suspect abuse?

Doing nothing isn't an option. You must report your concerns.

Contact:

**Bristol Care Direct**

Telephone 0117 922 2700

**The Police**

Telephone 0845 456 7000

In an emergency telephone 999

**What information will I need to give?**

- why you're concerned
- the vulnerable adult's name, age and address
- if anyone lives with them
- if they're getting help from any organisation
- who may be doing the abuse

Don't delay in reporting abuse if you're not sure about some of these details.

If reporting the abuse puts you at risk you can choose to do so anonymously.

## Concerned about a child?

### We are all responsible for the care and welfare of children

If you have any concerns about a child or young person please do not leave it to someone else to deal with, particularly if you think that a child is being neglected or abused. Please contact one of our Duty and Assessment Teams in order to share your concerns:

Area	Address	Telephone
North Bristol	Ridingleaze, Lawrence Weston, BS11 0GE	0117 903 8700
East / Central Bristol	Welsman, Princes Street, St Pauls, BS2 9JA	0117 903 6500
South Bristol - Symes House, (Near Hartcliffe)	Symes House, Hartcliffe, BS13 0EE	0117 353 2200
South Bristol - Broadwalk, (Near Knowle)	Broadwalk, Knowle, BS4 2QY	0117 903 1414
Outside Office Hours - Emergency Duty Team	Citywide	01454 615 165

Offices are open Monday to Thursday 8.30am to 5.00pm and Friday 8.30am to 4.30pm.

**e-mail:** [childprotection@bristol.gov.uk](mailto:childprotection@bristol.gov.uk) (please note that e-mail should not be used to report concerns in an emergency)

You could discuss your concerns with another professional, e.g. teacher, health visitor, doctor, youth worker or the police.

### Other numbers that you can call are:

- Police Child Abuse Investigation Team (CAIT): 0117 945 4320
- NSPCC 24 hour Helpline: 0800 800 5000
- NSPCC Asian Languages Helpline: 0808 800 5000

## City-wide teams and services in Bristol

Alongside the Area teams (listed above) there are a number of teams that provide more specific support to children and young people across the city.

Team	Address	Telephone
Children In Care Teams	Avonvale Road, Redfield BS5 9RH	0117 954 8450
Care And After Service	Avonvale Road, Redfield BS5 9RH	0117 353 4170 <b>Duty:</b> 0117 353 4176
Bristol Children's Hospital	Upper Maudlin Street, Bristol BS2 8EJ	0117 342 8900
Southmead Hospital	Southmead Road, Westbury-on-Trym BS10 5NB	0117 959 5750
Disabled Children Service	5 Knowle West Health Park, Downton Road Knowle West BS4 1WH	0117 903 8250