



Confidentiality

The rules and exceptions for members attending our groups or receiving phone befriending

The ground rules for all our support groups states:

“everything said within the meeting stays within the meeting”

This is the same for phone befriending. There are however some exceptions, as follows:

- If our facilitators believe that you may be at **risk of harm to yourself or others**, this will be shared with a staff member at Changes Bristol (the Service Manager).

This is in line with our charity's Confidentiality & Safeguarding Policies. If the Service Manager felt that they needed to take further action, they would try to seek consent from you first, unless the risk was felt to be immediate. This includes disclosures of historic abuse relating to the ten types of abuse as listed in the 2014 Care Act.

- If you disclose something that gives our facilitators concern around **child protection**, this must be reported to Changes staff and who will, in accordance with Statute Law, report this to the authorities.
- If you disclose something regarding **terrorism** or terrorist intent, Statute law dictates that this must be reported to the authorities.

In addition to these listed above, our volunteer facilitators may discuss specific concerns about your wellbeing or the group process with their supervisor (a paid member of Changes staff). This information sharing is in line with the basic principles of confidentiality and safeguarding, which are designed to protect everyone: members, volunteers, staff and the organisation. It means that no individual person within the organisation is required to carry undue risk or deal with any disclosure alone.

The sharing of our experiences in a confidential manner is also vital to the learning and development of our volunteers and the organisation. This will always be treated with a high level of care and all our volunteer facilitators and befrienders receive training on the importance of member privacy and confidentiality. Information that could identify a member is shared only on a need-to-know basis.
