

BRIDGING THE GAP ISLINGTON CONFIDENTIALITY POLICY

Bridging the Gap Islington recognises that any user of our services, whether an individual or an organisation, has the right to expect that any information imparted by them to Bridging the Gap Islington will be used only for the purpose for which it is given and should not be released to anyone else outside Bridging the Gap Islington without the user's consent.

The right to privacy is essential to ensure trust and confidence in the organisation and that users of our service are treated with respect and dignity.

All employees, volunteer mentors and service users will be made aware that the content of their meetings are confidential within Bridging the Gap Islington and confidentiality will only be breached if there are specific concerns about:

- A child/ adult protection matter
- Significant concerns about the safety or wellbeing of a mentee
- Significant concerns about the safety or wellbeing of someone else

Before we breach confidentiality we will do our best where possible to talk to the person concerned beforehand. If this is not appropriate or possible we will attempt to do so as soon as possible.

In order to ensure the safety and wellbeing of mentees who use Bridging the Gap Islington's mentoring service, we will ask them to provide details of relatives and/or significant professionals involved in their care as part of their introduction to our service.

Criminal behaviour

Mentors should discourage criminal behaviour but should not report it. However, there are instances where confidentiality will be breached and, similar to above, where there are concerns about:

- A child/ adult protection matter
- Significant concerns about the safety or wellbeing of a mentee
- Significant concerns about the safety or wellbeing of someone else

The service user may be encouraged to report to the police past crimes which have not already been considered by a court to avoid the risk of future prosecutions. Any concerns about breaches of confidentiality or disclosure of criminal activity should be discussed with the supervisor in the first instance.

Dissatisfaction with Confidentiality Policy or Practice

Employees, volunteers or service users who are dissatisfied with the conduct or actions of Bridging the Gap Islington in regards to their confidentiality policy should raise this in line with Bridging the Gap Islington's Complaints Policy.

Colleagues or volunteers accessing unauthorised files or breaching confidentiality may face disciplinary action.

Address for questions about confidentiality

The official address of Bridging the Gap Islington / Bridging the Gap Mentoring is 33 Tollington Way, London N7 6RG

We can be contacted by email at welcome@bridging-mentoring.org.uk and by telephone on 07956440309.

Approved: 24/5/22

To be reviewed: May 2024

Version 3