

Main/Registered Office: Signposts, 58 Regent Road, Morecambe, LA3 1TE

Telephone : (01524) 419021

Fax : (01524) 411541

Community
Legal Service



Help Point



E-mail: signpostsmarc@signposts.org.uk

Website: www.signposts.org.uk

**“Working to Empower the Community”
in Lancashire and Cumbria**

Pamela Beswick - Chief Executive Officer

Policies and Procedures

We have a number of policies and procedures that help us to all work in the same way.

With clear, workable policies, staff and clients will have clear guidelines as to what the service offers and how it is offered. They are there to maintain safety and comply within the law.

The following tells you about:

1. Confidentiality
2. Data Protection and Recording information
3. How to make a complaint

For a full list of policies and procedures please visit our website

www.signposts.org.uk/policies or ask your support worker.

Charity Registration Number: 1117645

Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592

Registered in England and Wales



North Lancashire
Teaching Primary Care Trust



INVESTOR IN PEOPLE

Additional major funding from Preston City Council, the FC Scott Charitable Trust and Tudor Trust

1. Confidentiality

Confidentiality relates to the duty to maintain confidence and thereby respect privacy.

Signposts Confidentially Policy outlines where and how we will share information with other relevant agencies to ensure best practice and that harm and abuse are avoided.

Your signature on the referral form means that you agree to our Confidentiality Policy

Aims of confidentiality:

- To provide a safe place to explore problems.
- To prevent harm.

Confidentiality may be:

1. Negotiable
2. Non-negotiable

Negotiable confidentiality

This outlines where your worker will ask your permission to share information with other people to support their work and to make sure you have the most appropriate services available to you.

This could include:

- Health workers
- Social Workers
- Mental health practitioners

Non-negotiable confidentiality

Your support worker may need to discuss issues or concerns to their line manager without asking your permission. This is to ensure:

- Protection of children.
- Protection of vulnerable adults.
- Protection of practitioner.
- Protection of service.

Please get in touch if you have any questions about confidentiality

3. Data Protection and recording information

Signposts Data Protection Policy regulates how your personal information is used and protects you from misuse of personal details.

The policy outlines a common-sense set of rules (Principles) which prohibit the misuse of your personal information without stopping it being used for legitimate or beneficial purposes.

These require personal information to be:

- fairly and lawfully processed;
- processed for limited purposes;
- adequate, relevant and not excessive;
- accurate;
- not kept longer than necessary;
- processed in accordance with your rights;
- kept secure;
- not transferred abroad without adequate protection.

Signposts Policy ensures that all our workers adhere to these Principles.

Recording information:

Information kept about our work with you will be up-to-date, accurate, concise and jargon free.

The information recorded will include:

- a. Assessment discussions and issues raised (including risk assessment).
- b. Each home visit
- c. Input from other practitioners/workers
- d. Case review information
- e. Outcomes achieved at case closure

The policy with some exceptions, gives you the right to find out what information is held about you by our organisation. If you would like a copy of the information held about you please write to

Pamela Beswick Chief Executive
58 Regent Road
Morecambe
LA1 5EB

If you need any help with asking for your information please speak to your worker or contact the Main Office 01524 419021.

Please get in touch if you have any questions about data protection

4. How to make a complaint

Signposts aims to offer the best possible service to the people who use it, but recognises that, at times, it may not do so.

Initially, the complaint should be made direct to the person concerned and as soon as possible.

If you still feel that your complaint has not been resolved properly, then please write to:

Pamela Beswick Chief Executive
58 Regent Road
Morecambe
LA1 5EB

The following will then happen:

1. We will write to you to let you know we have received your complaint (normally within 7 days)
2. The Signposts Chief Executive or Chairperson (as appropriate) will investigate the circumstances which have led to the complaint.
3. We will let you know the result of our investigation in writing within 21 days (if this is not possible we will write and let you know how long it will take).
4. If you still feel that your complaint has not been dealt with properly you have the right to present your complaint in person to the Executive Committee of Signposts.

Please get in touch if you have any questions about making a complaint