



Crosspoint (Westbury)

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Crosspoint (Westbury) Confidentiality

Crosspoint (Westbury) is committed at every level and in all aspects of the service it offers to providing a confidential service to all.

Confidentiality is between the individual and the organisation not between the individual and the volunteer. This means

that:

1. Information will be treated in the utmost confidence and will not be divulged to anyone outside the organisation except where extenuating circumstances exist (see below). However, in order that we can provide the best possible help to our clients it may be necessary to share information with a colleague or Manager within Crosspoint.
2. No conversation about a client should take place with anyone who does not work for Crosspoint.
3. No personal information about a client will be given to any third party even if the person is a member of their family.
4. Crosspoint volunteers will not use Call return or Caller display facilities. The 141 withhold code will be used if ringing callers back and the 5 (ring back) facility will not be used if the number is engaged.
5. Volunteers will use the secrecy button on the phone if it is necessary for them to seek help from a colleague whilst in the middle of their conversation.
6. Information will only be passed to another agency with the consent of the client. If a volunteer intends to get information from another agency to help the client or to refer them to another organisation then this must be explained to the client and their permission given.
7. Clients who are under 16 do not require parental permission to use the service but volunteers will always encourage them to discuss the issue with their parents. (NB. See exceptions below)

Exceptions:

In certain circumstances Crosspoint reserves the right to break confidentiality should this be deemed necessary. These circumstances include:

- If the client is under 18 and he/she discloses information that may indicate risk to children.
- If an advisor believes that a client could cause danger to themselves or to others.
- If the client gives information which indicates that a crime has been committed
- If the client gives information which indicates a possible terrorist threat.

Secretary Jonathan Burke ☎ 01373822209

Chair Len Clift ☎ 01373 827364

Treasurer Hilary Fairfield ☎ 01373 823490

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Charity number 1149257 Company No. 07433738

We acknowledge that clients remain responsible for their own lives even if that means they decide to take their own life. We will therefore encourage the client to get help and support from the appropriate authority and will encourage them, if necessary, to call an ambulance. However, people approach Crosspoint because of the confidential service we offer and it therefore has to be the case that, once an enquiry ends, responsibility resides with the client. In all of these cases, if a decision has to be taken to break confidentiality, it will be done only after consultation with a member of the Management Committee. Volunteers will keep careful notes of any incidents and all action taken will be recorded. We appreciate that some enquiries can be stressful for Crosspoint volunteers; we will therefore ensure that all volunteers receive appropriate training and regular supervision.

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