



supportingpeople

Supporting People Payments Protocol for Sharing Information **IN SALFORD**

The aim of this protocol is to set out the purpose of information exchange and the arrangements to preserve confidentiality. Informed client consent is fundamental to the whole process. This protocol considers key communication interfaces that are integral to the Supporting People payments process and sets out a framework for a working practice.

Objectives of this document

- To set parameters for the sharing of information between agencies which contribute to the Supporting People framework.
- To define the purpose of holding personal information
- To define how personal information should be held and who should have access to the data
- To ensure that data confidentiality is maintained at all times

Purposeful Information Sharing

In the context of this protocol, the sharing of personal information about service users has a single purpose. This is to ensure that a flow of information is maintained which allows Supporting People payments to occur. However, individual service users must have grounds to trust that their personal information will be kept secure and confidential and that their privacy is respected at all times.

The agencies that are partners in this protocol accept their responsibility to each other, but more importantly to the service users concerned, to ensure that only information which is necessary to fulfil the requirements of Supporting People processes is shared.

Agreed Parameters

There will be one nominated Officer within each agency/organisation who will be responsible for agreeing the protocol and any subsequent amendments.

Personal Information will be freely transferred between the agencies as agreed within the terms of this protocol. Each of the agencies must maintain an up-to-date register of personnel and access rights for personal information.

Specific consent will be required for the Supporting People payment process to occur. Where an individual service user is unable to give consent, the decision should be made on their behalf by their appointee or representative, taking into account the views of individuals and carers, with the individual's best interests being paramount. The reasons for the final decision must be clearly documented and signed by an appropriate Senior Professional within the organisation.



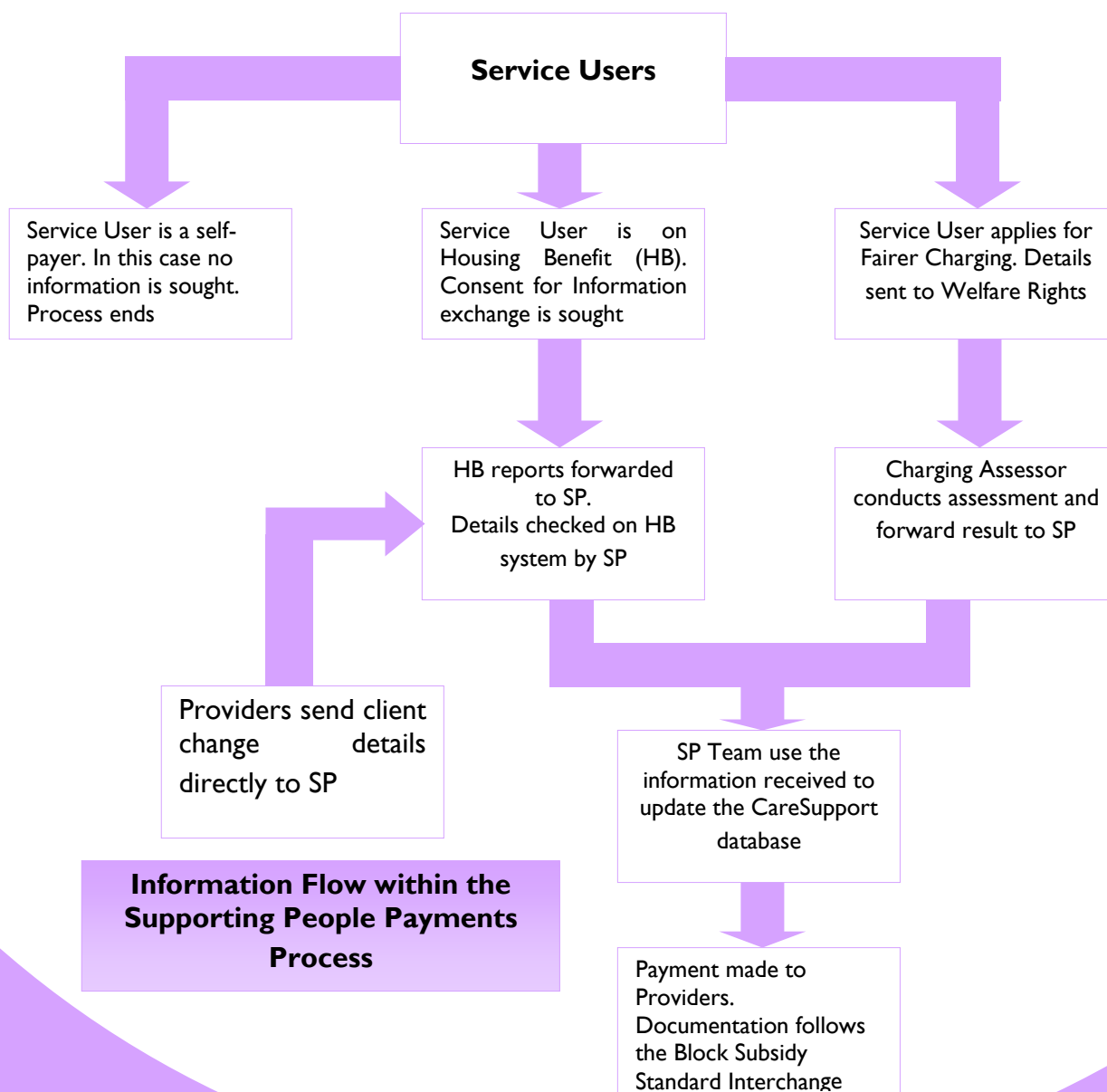
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Defined Purpose

The defined purpose is agreed as justifiable for the transfer of personal information between our partner agencies:

- Delivery and Payment of Supporting People Services

This must be accompanied by a signed form indicating consent to the transfer of data





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Informed Client Consent

The sharing of information will only take place in an environment where the individuals about whom information is being shared have made an informed decision to give their explicit consent to share that level of information as is necessary.

The consent of the individual cannot be assumed and must be recorded on the consent form. In order to achieve informed consent the individual concerned must be advised of the implications of giving or withholding consent and the purposes for which the personal information is being shared.

Where the service user refuses to give their consent this should be recorded on the 'Consent Form' and the implications of this refusal explained, in that it places the onus on the service user to claim subsidy, provide supporting evidence of HB entitlement and notify Supporting People of changes.

Access and Security

The Supporting People Team respects the rights of its service users to confidentiality. In its management of records and data held in paper files or computerised systems, the SP Team operates in accordance with Data Protection legislation.

Access to service users' information supplied by partner agencies must be restricted to staff who need the information in order to perform their duties in connection with the delivery and payment of SP services.

Each Agency must take reasonable care and apply safeguards to protect both the physical security of information technology and the data it contains.

All information systems containing identifiable information must be effectively password protected and users must not divulge their password nor leave systems active while absent. All computer systems must be kept in secure locations with any associated media such as disks and CDs stored in a secure area when not in use.

All manual files and confidential information must be kept securely.

Record Management

Agencies should ensure that only appropriate information is retained. All Staff are advised:

- To be mindful about what personal information they keep
- To only record factual information

To be professional about is recorded, as the client has a right to access their records.



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Format of Service User Information

The agencies will provide identifiable information in connection with the delivery and payment of SP services in an appropriate format, including:

- Paper based information
- Computer Diskettes
- Recordable CD
- E-mail (if anonymised)

Any information not transferred electronically must be sent in secure packaging and addressed to an individual with appropriate access rights.

Internal Disclosures

Under the Data Protection Act, staff should not disclose personal data to their colleagues unless there is a legitimate interest in the data concerned. In these circumstances, staff should refer to the full protocol for guidance. As a rule it should be considered whether the information is necessary to allow the colleague to perform their job.

When sharing information with colleagues, care should be taken to:

- Ensure that you are sharing data legally and not excessively.
- Ensure that information is not inadvertently being shared with other members of staff.

Restrictions on the use of information provided

Any personal information must only be used for the agreed purposes

Faxing of confidential information is only permissible if appropriate security measures are taken. The recipient of the fax should be near the receiving fax machine and should confirm receipt of the document.

Confidential information provided between agencies must under no circumstances be supplied to a third party without approval.



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Subject Access Request

The Data Protection Act 1998 gives data subjects a number of rights, including the right to access personal data that organisations hold about them.

The Act stipulates that the data subject must::

- Make the request in writing
- Supply information to prove who they are (to eliminate risk of unauthorised disclosure)

Any such request must be referred to the designated officer who will provide:

- Information on whether or not the personal data is held
- A description of the data, purposes and recipients
- A copy of the data

An explanation of any codes/jargons contained within the data.