

People First (Scotland)

Key Message on Confidentiality



People First (Scotland) works towards the realisation and promotion of the human rights of citizens under the labels of Learning Disability or Intellectual Impairment.

People First (Scotland) is proudly member-led. It is controlled by the members, citizens who often experience life dictated by prejudice associated with those or other labels.

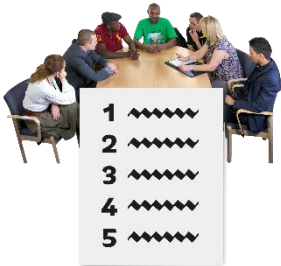
People First (Scotland) campaigns to establish and protect the same freedom, choice, dignity and control held by other citizens, across all of life.

CONFIDENTIALITY



Acting so that people feel SAFE, COMFORTABLE AND SUPPORTED as part of People First meetings and all development is very important to this organisation.

People First's approach to confidentiality is about supporting people to feel those things when they communicate anything they need or choose to.



Confidentiality should be included in group rules or partnership and working agreements.

Agreements might be between group members, workers and members, workers and managers or between workers in the team.



Confidentiality is in place for partnership work with other people and organisations too.

Independent Advocacy can safeguard Members and Directors (sometimes called Trustees) from abuse, exploitation and mistreatment.



Relationships of trust include respect for and understanding of confidentiality.

We are committed to respect for confidentiality when meeting with all citizens.



Most often, those citizens are members, the staff, volunteers, or students who work with us.

Members make, and are supported to make, decisions on sharing information about their lives or about the lives of others they know, where they have permission to do so.

Collective advocacy supports confidentiality because we don't always share our personal experience, we share the collective experience.



Even though members lead and control everything about People First (Scotland), things can still go wrong.



Individual members or workers, volunteers or directors could feel that their confidentiality has not been respected.

We have 8 things in place to protect and support respect for confidentiality:



1. People First encourages open communication so that things are brought up, looked at and acted on quickly.



2. All staff, volunteer advisers and students on placement are encouraged to recognise, respect and model respect for and understanding of confidentiality.

3. All staff, volunteer advisers and students on placement support members to understand and respect confidentiality.



4. Members are supported to understand why they, a worker, volunteer adviser, student or fellow member would need to speak to someone else because of an immediate risk of harm.



5. Staff, Directors and volunteers can use the Grievance Procedure; others use the Complaints procedure.

Staff, Directors and volunteers know the Grievance process. Both procedures are offered to those who require them, with support and guidance on how to use it.



6. For anyone witnessing or suspecting abuse of any kind People First has a Whistleblowing Policy and Procedure to follow as well as the Complaints procedure. The Whistleblowing process is offered to those who require it with support and guidance on how to use it.



7. Students on placement have access to the People First (Scotland) Complaints Procedure as well as to their own University's Complaints procedure. They can also speak to their Practice Educator and University Tutor and to the SSSC (Scottish Social Services Council).



8. People First (Scotland) will report to Office of the Scottish Charity Regulator (OSCR) anything that OSCR calls a 'Notifiable Event'.

People First (Scotland) Key Messages clarify the organisation's stance and values.

All Key Messages reflect the 3 kinds of change we work towards:

1. Change in the way citizens with a learning disability see themselves.
2. Change in the way the world sees and thinks about citizens with a learning disability.
3. Change in the law and policy as it affects us as humans and citizens.

All Key Messages set out clearly what the organisation stands for as well as our expectations.

- Everyone in People First (Scotland) has the right to access and have support to understand People First (Scotland)'s Key Messages.
- Support is in place for members and for workers to maintain and deliver the Key Messages.
- Directors of People First (Scotland), as leaders, are supported to communicate and uphold the Key Messages of the organisation across all areas of their work.
- Directors, workers and members all hold power, influence and responsibility according to their role in the organisation.
- Directors and workers have a specific responsibility to proactively demonstrate the Key Messages within the organisation's activity, culture, values and ethics.
- People First (Scotland) works to highlight and challenge the barriers faced by people with a learning disability; our Key Messages demonstrate how we, and others, need to change in order to address these barriers.
- In order to ensure that the required change is long term and sustainable our action to address these barriers may be described in our reporting, monitoring and evaluation.
- Applications for and reporting on funding will, at times describe actions which support People First (Scotland)'s Key Messages.

People First (Scotland) commit to sustained action through visible leadership and our willingness to change:

- Visible leadership in People First (Scotland) takes a number of forms.
- Leadership is visible in People First (Scotland) governance structure (for example the Small Director Groups, Committees and the Board) as well as through representational roles held by members and supported by workers.
- Aspects of monitoring, evaluation and reporting will include detail of our willingness to change and our efforts towards People First (Scotland)'s Key Messages.
- Leadership within our management structure, team supervision and support and all team interaction also demonstrates our efforts towards People First (Scotland)'s Key Messages.

People First (Scotland) must look critically and reflectively at all we do and how we do it from end to end.

People First (Scotland), includes partnership working between members, groups, directors, committees, workers and partner organisations. All our partnership working is in support of, and works towards, People First (Scotland)'s Key Messages.

We will continue to create safe spaces, systems and times to talk, share experiences and learn from each other.

We will ensure our Key Messages are developed and informed by member voices, bringing in additional experts where necessary.

- People First (Scotland) groups and workers, in partnership will at times support the Small Director Groups (SDGs) and the Committees to develop accessible materials that clarify expectations on ways for directors, members and groups to demonstrate the Key Messages.
- The Staffing Committee will identify and resource team development to support workers as individual practitioners and as an entire team in their efforts to proactively demonstrate People First (Scotland)'s Key Messages.
- As trustees The Small Director Groups/Board and Committee members will review and, when necessary, update Key Message documents through feedback from within and out with the organisation.

People First (Scotland) will communicate our Key Messages consistently and ensure the conversation is two-way:

- Materials and messaging developed to share the Key Messages can be used by representatives of People First (Scotland) when presenting / training / interacting with stakeholders.
- When taking on new roles or joining new groups, the Key Message documents will be used to support the development and understanding of members, Directors and representatives.
- Stating, repeating and clarifying this message will support our efforts to communicate the People First (Scotland) Key Messages to members, workers and wider stakeholders.
- People First (Scotland) will listen, reflect and act on feedback that connects to our development, work and actions on the Key Messages.