**Friends of Health Care in Builth Wells and District**

**Governance – Policy Paper 3**

**Duty of Care, Safeguarding and Confidentiality**

The Charity Commission expects all charities to have safeguarding as a key governance priority and have a duty of care to everyone (not just those deemed vulnerable) who comes into contact with the charity. For FHCBW this would Committee members, donors, and any individual beneficiaries. Committee members are responsible for ensuring that there is an appropriate and adequate safeguarding policy in place and that it is safe for anyone to report incidents and concerns in the knowledge they will be dealt with appropriately. This policy should be made public, reviewed regularly and kept up to date.

All charities are required to comply with the General Data Protection Regulations and maintain the privacy and confidentiality of members, donors and recipients

**Duty of care and safeguarding**

1. Volunteer Committee members

The committee should exercise due diligence to ensure:

* Venues for Committee meetings are suitable, accessible and meet any necessary health and safety and fire regulations.
* The application and selection process for Committee members is clear and all efforts are taken to ensure that individuals wishing to join the Committee are of good character, e.g. there is a criminal records and financial declaration on the application form.
* All Committee members have read, understood and signed a copy of the Roles and Responsibilities policy.

1. Donors and potential donors

The Committee should make all efforts to ensure that any donor has not been subject to any lobbying or other pressure to donate to FHCBW.

1. Grant recipients

The Committee should:

* Ensure that all Grant recipients are bona fida organisations or individuals who meet the application criteria.
* Ensure that Grant recipients have not been lobbied or otherwise pressured to make the application.
* Ensure that any Grant is disbursed for the purpose and beneficiaries stated in the application.

1. Concerns and complaints

All Charities should have in place a procedure for anyone – volunteers, staff, donors, recipients and any member of the public – to voice any concerns or complaints they may have about the governance or activities of the charity. The Committee of FBCBW should have in place a written and publically available procedure for dealing with concerns and complaints to include:

* How and with whom to raise any concern or complaint.
* The process and time scale that the Committee will use to respond.
* Any appeals process.

**Privacy and confidentiality**

FHCBW should only collect, use and retain personal information relevant to its activities.

* All personal information – including names, addresses, contact details etc. – must be kept safely and securely. Paper records should be kept in locked place and computer records should be password protected.
* Personal information will only be accessed by members of the Committee.
* Personal information will not be sold, shared or otherwise made available to anyone without the consent of the individual unless FHCBW believe that any individual may be at risk. Information that indicates that someone could be at risk of harm may be reported to health or social service, the police or other statutory agencies.