

**Rhondda Housing Association  
9 Compton Road  
Tonypandy  
CF40 1BE**



Please tell your support worker if you would the full version of any of the policies in this book or any of RHA's policies and procedures

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**Tel: 01443 424200**

**Email:  
HIP@rhondda.org**

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*Rhondda Housing  
Association*

## ***Homelessness Intervention Project (HIP)***

***Policies &  
Procedures  
Booklet***



## *Confidentiality & Disclosure of Information Policy*

### Aims of Policy:



To ensure that access to confidential information about customers is strictly limited on a “need to know” basis.

To cover information such as medical details, rent arrears, domestic abuse, child abuse, criminal behaviour and harassment etc.

To cover matters such as the security of filing systems, the passing of information between departments and between agencies, and the disclosure of information to customers.

This policy should be considered with other related policies, in particular the Data Protection Policy

All information held in paper files or on computer files relating to customers is confidential. The information held on any customer can be far-reaching and could include details of a medical, financial and personal nature. Most of this information is provided by customers, or in support of customers, and is given voluntarily and customers expect the information to be kept confidential.

Confidential information will only be given to staff and agencies where there is an essential need to know. Staff and agencies in these circumstances will be required to observe confidentiality principles.

Customers should be informed of the confidentiality policy at the first time of meeting and their consent sought to pass on information internally and to other agencies on a need to know basis. They will also be informed that there are certain circumstances when the Association is legally obliged to pass on information without consent.

## *Equal Opportunities Policy*

### Aims of Policy:

RHA respects the diversity of the all individuals and groups with whom we work, and believes that diversity amongst our staff, contractors, tenants and Board members adds value to RHA and enables us to further meet the needs of our diverse communities. We aspire to be an organisation in which the diversity of individuals is fully respected, celebrated and encouraged and to ensure that equality and diversity permeates through everything we do.

We aim to promote a positive environment and culture among our residents, Board and Committee members, contractors and staff where everyone is valued and no one is treated less favourably for any reason which cannot be shown to be reasonably justified. We aim to provide accessible services to all, without bias or prejudice.

We will work towards eliminating all forms of discrimination and promoting equality of opportunity for everyone. Our aim is that all our employees, job applicants, residents, housing applicants, Board/Committee members and other agencies and partnerships feel valued and respected, are encouraged to participate and contribute. We believe that everyone has an individual role to play within RHA and that we value the unique contributions that different people can make.

### **Service Delivery**

We will ensure access to services is fair to all residents and that they are provided free from discrimination.

.We will assess policies and procedures to ensure this by carrying our Equality Impact Assessments

We will collect information about our residents to enable us to monitor the fair and equitable delivery of services.



# Data Protection Policy



## Aims of Policy:

Everyone has rights with regard to how their personal information is stored and used. During the course of our activities we will collect, store and process personal information about you, and we recognise the need to treat it in an appropriate and lawful manner.

The types of information that we may be required to handle include details of current, past and prospective customers, and others that we communicate with.

The information, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the Data Protection Act 1998 (the Act) and other regulations. The Act imposes restrictions on how we may use that information.

## Data protection principles

Anyone processing personal data must comply with the eight enforceable principles of good practice. These provide that personal data must be:

1. Processed fairly and lawfully.
2. Processed for limited purposes and in an appropriate way.
3. Adequate, relevant and not excessive for the purpose.
4. Accurate.
5. Not kept longer than necessary for the purpose.
6. Processed in line with data subjects' rights.
7. Secure.
8. Not transferred to people or organisations situated in countries without adequate protection.

# Whistle Blowing Policy

## Aims of Policy :

To encourage staff to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.

To provide staff with guidance as to how to raise those concerns.

To reassure staff that they should be able to raise genuine concerns in good faith without fear of reprisals, even if they turn out to be mistaken.

This policy does not form part of any employee's contract of employment and it may be amended at any time.

## What is Whistleblowing?

The Public Interest Disclosure Act 1998 gives certain rights to individuals in some circumstances. Whistleblowing is the disclosure of information which relates to suspected wrongdoing or dangers at work. This may include:

- ◇ criminal activity;
- ◇ miscarriages of justice;
- ◇ danger to health and safety;
- ◇ damage to the environment;
- ◇ failure to comply with any legal or professional obligation or regulatory requirements (i.e. care standards);
- ◇ financial fraud or mismanagement;
- ◇ negligence;
- ◇ breach of our internal policies and procedures;
- ◇ conduct likely to damage our reputation;
- ◇ unauthorised disclosure of confidential information;
- ◇ the deliberate concealment of any of the above matters.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. It will very rarely, if ever, be appropriate to alert the media.



## *Safeguarding of Children and Adults Policy*

### Aims of Policy :

Rhondda Housing Association has a commitment to safeguarding children, young people and vulnerable adults from harm. We will seek to comply, and work within Rhondda Cynon Taff Local safeguarding Board and the South Wales Adult protection Forum policy and procedures. This policy and procedures aims to promote this responsibility and ensure that all staff are following the same guidelines.

Where information is received or observed relating to a possible case of abuse the Association will refer the details to the Children' Services or the Social Services department. It is the responsibility of the Social Services department to decide whether or not to pursue further investigation. The Association will seek legal advice where necessary.

All staff and volunteers who have substantial contact with children will be subject to an enhanced police check (Criminal Records Bureau) and be registered with the Independent Safeguarding Authority.

All staff and volunteers will receive the appropriate level of Safeguarding Training.

Any report of abuse or suspicion of abuse will be treated with the strictest of confidence.

Reports or suspicion of abuse will be considered equally regardless of the victim's age, gender, race, disability and culture.

We shall follow good practice, in accordance with local statutory protocols, and work with other agencies to prevent or act against any suspicion or reports of abuse.



## *Complaints Policy*

### Aims of Policy:

RHA is committed to dealing fairly, openly, honestly and effectively with concerns or complaints that tenants and service users (customers) raise about our services. If we make mistakes, we will acknowledge this, apologise and, where possible, put things right. We are committed to learning from our mistakes and improving services and service delivery. Normally, we will only look at complaints raised about issues which have taken place within the last 6 months.

Where possible, we want to deal with things straight away. For most complaints this means we will try to resolve them there and then. We will record these incidents and where appropriate, learn any lessons. If we can't help we will explain why and, if necessary, deal with it formally.

### **How to express concern or complain**

Anyone can contact us in the following ways:

Phone: 01443 424200

E-mail: [complaints@rhondda.org](mailto:complaints@rhondda.org)

Or: [supportenquiries@rhondda.org](mailto:supportenquiries@rhondda.org)

Our website:

<http://www.rhondda.org/>

In writing:

9 Compton Rd,  
Tonypandy,  
RCT,  
CF40 1BE

Speak to any RHA employee

You can also contact RCT's Supporting People team:

Phone 01443 425005

E-mail:

[SupportingPeopleTeam@rctcbc.gov.uk](mailto:SupportingPeopleTeam@rctcbc.gov.uk)

In writing:

Supporting People Team  
Ty Elai  
Dinas Isaf East,  
Williamstown,  
Tonypandy,  
CF40 1NY

