

Out-going Post in District Offices

Version	3
B.S.M. approval date	July 2020
Rationale	This process has been devised to provide a consistent and auditable approach to sending out confidential information.
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Target audience	Administration, Social workers, Team Managers

There have been a number of security breaches in the district offices relating to information which has been incorrectly addressed or included accidentally in out-going post.

The following process should be implemented in all offices to reduce the risk of data breaches occurring and to provide a robust, consistent approach to the way in which we approach this task.

Letters

1. The Worker provides Admin with the letter for typing.
2. Admin types the letter, prints it out and returns it to the Worker.
3. The Worker will check that the address and the body of the letter are correct, then sign the letter before returning it to Admin. A letter can only be pp'd by a duty worker, advanced practitioner, Deputy or Team Manager.
4. Admin put the letter into a window envelope ready for posting. It is the Admin worker's responsibility to check that the contents of the envelopes are for the correct recipients, therefore Admin will initial the back of the envelope to confirm that the contents are correct.
5. All outgoing mail will have a return label/stamp on the back of the envelope which reads NCC then the office address. There is to be no mention of Children's Services.
6. When Admin upload the completed document to ICS, the date of when the letter was posted will be added to the document description notes field therefore providing an audit trail.

CP & LAC Reports

1. Safeguarding sends the documents to the social workers and asks that they hand deliver these to family members. Under no circumstances are these to be posted out to family members

Families Living Out of area

1. This the only exception whereby minutes can be posted to family members. In this instance, the minutes should be posted via Royal Mail Registered Post.

Meeting Minutes

1. Minutes should no longer be posted. They should be emailed to all professionals and physically handed to clients by the social worker.

Compliance

1. Regular spot checks will be carried out by the District Admin Manager to ensure compliance.
2. Should there be a data breach, the person who discovers the breach should report it via the [Security Incident/Data Breach Form](#) which is found on the Information Governance staff intranet page.
3. Failure to follow the set process resulting in a breach of confidentiality could result in disciplinary action.