

Statement of confidentiality

Why is confidentiality important?

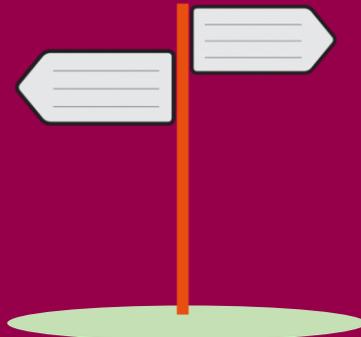
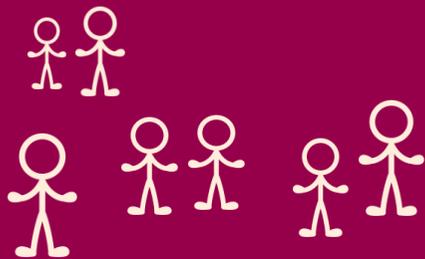
Staff trust Workplace Supporters with sensitive, personal confidential information and need to feel confident that it will not be shared without their consent. If there are any doubts or concerns about the confidentiality of the service this would be a barrier for staff feeling able to contact the service.

What information will be shared?

Workplace Supporters are asked to keep all information about any contacts completely confidential. The only information that will be shared will be the number of people that have contacted them and very broadly what the conversations were about, for example work related stress, bullying etc. No specific details will be shared with anyone else.

When will information be shared without the staff member's consent?

Further information on discussions between Workplace Supporters and other staff members will only be shared with the Head of Diversity and Inclusion, where there are serious concerns about the staff member's or someone else's safety, for example serious self-harm or abuse.



For more information contact:

St Mungo's, Fifth Floor, 3 Thomas More Square, London E1W 1YW

Tel: 020 3856 6000

Fax: 020 3856 6001

www.mungos.org

Registered Charity No 1149085 • Company No 8225808
(England and Wales) • Housing Association No. LH0279

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Workplace Supporter Scheme

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Rebuilding lives

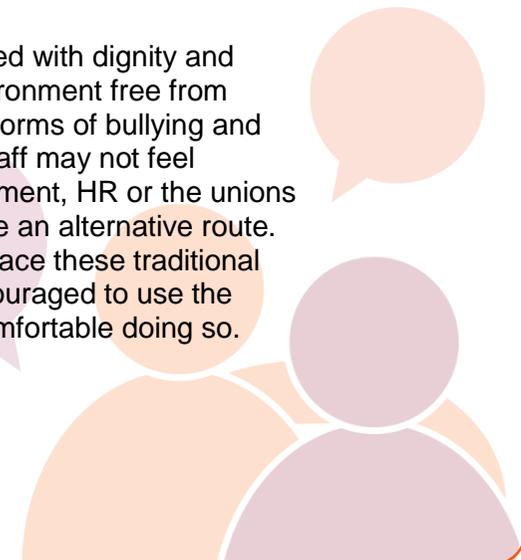
The Workplace Supporter Scheme



A confidential, peer listening service that is available to all staff. Staff may contact Workplace Supporters for a range of reasons including work related stress, problems outside of work or if they witness or experience bullying and harassment.

Why do we have a Workplace Supporter Scheme?

Everyone has the right to be treated with dignity and respect and to work in a safe environment free from excessive levels of stress and all forms of bullying and harassment. We recognise that staff may not feel comfortable approaching management, HR or the unions and Workplace Supporters provide an alternative route. It is not, however, intended to replace these traditional channels and employees are encouraged to use the traditional channels if they feel comfortable doing so.



St Mungo's

Workplace Supporter Scheme

Workplace Supporters will:

- Offer a confidential, objective and non-judgemental listening service
- Treat all staff who contact them with respect and dignity
- Encourage their peers to talk about things that are worrying them
- Give information on how to address bullying and harassment or bring it to the attention of management in a constructive and effective way
- Signpost staff to other sources of support such as the Employee Assistance Programme (EAP) and to relevant policies



What will workplace supporters not do?

- Keep any identifiable records about calls
- Enter into any conversations which would be better undertaken with a professional such as a therapist or doctor
- Establish an ongoing supporting relationship with staff
- Raise issues on behalf of a member of staff who contacts them. Staff will need to raise any issues formally with their own manager, HR or the unions.
- Attend any formal meetings or tribunals

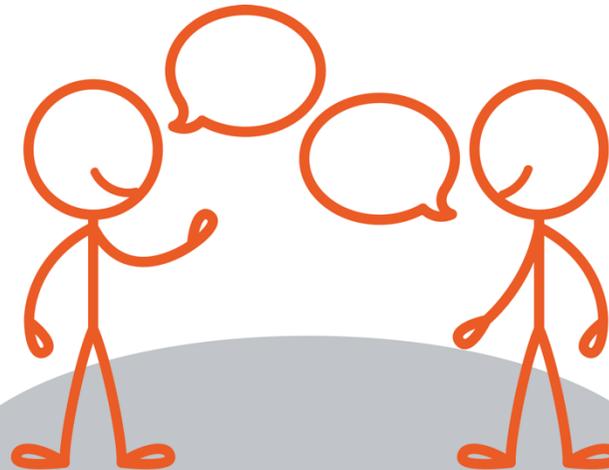
How do I contact a Workplace Supporter?

A list of Workplace Supporters is available on the Diversity and Inclusion page of our intranet or by contacting

The Workplace supporters email address is managed by the Head of Diversity and Inclusion and is confidential.

You are welcome to contact any workplace supporter on the list either via email or phone. Supporters may not be able to talk properly at the time you call so may book in a later time with you to speak either over the phone or face to face.

Workplace supporters will book in up to three calls or meetings with you to provide support. They are not able to support staff over a longer period of time but can signpost staff to longer-term support.



If a workplace supporter is on leave or out of the office you are welcome to contact one of the other supporters on the list who will be able to respond more quickly.

Support is available to all staff from their first day of employment, it does not matter where they are based, how many hours they work or how senior they are. It is accessible to all regardless of race & ethnicity; gender; disability; sexuality; gender reassignment/identity; age; religion & belief; pregnancy & maternity; and marriage & civil partnership status.

Want to become a Workplace Supporter?

Do you like supporting and listening to others? If so you can apply to become a workplace supporter by contacting

Your application will need to be supported by your line manager.

