

SECTION 9 — RECORDS, MONITORING & INFORMATION

POLICY 84 — RESIDENT RECORDS & CASE RECORDING POLICY

84.1 Purpose

Homeward Futures LTD is committed to maintaining accurate, relevant, timely and secure records relating to residents and the support provided to them.

Good record keeping supports:

- Resident safety.
- Continuity of support.
- Safeguarding.
- Accountability.
- Effective communication.
- Monitoring of outcomes.
- Evidence of support provided.
- Quality assurance.

84.2 Scope

This policy applies to all staff who create, access, update, store or share resident information.

84.3 Resident Records

Resident records may include:

- Referral information.
- Initial assessments.
- Identification and contact information.
- Accommodation information.
- Risk assessments.
- Support plans.
- Support reviews.
- Support session records.
- Incident reports.
- Safeguarding records.
- Relevant health information where lawfully held.
- Education, employment and training information.

- Financial support records where relevant.
- Move-on and transition plans.
- Professional correspondence.
- Resident feedback.
- Service exit records.

84.4 Recording Standards

Records must be:

- Accurate.
- Factual.
- Relevant.
- Clear.
- Concise.
- Timely.
- Respectful.
- Attributable to the person making the entry.

Staff must distinguish between:

- Facts.
- Information provided by the resident.
- Information provided by another person.
- Professional observations.
- Professional opinions or assessments.

84.5 Recording Resident Views

Where appropriate, records should reflect:

- The resident's views.
- Their wishes.
- Their preferences.
- Their goals.
- Their concerns.
- Decisions they have made.
- Their response to support.

Staff must avoid language that is judgemental, discriminatory or unnecessarily negative.

84.6 Corrections

Records must not be deliberately deleted, falsified or misleadingly altered.

Where an error is identified:

- The correction should be made transparently.

- The original information should remain identifiable where the system permits.
- The date and person making the correction should be recorded where appropriate.

84.7 Access to Records

Access to resident records will be restricted to authorised individuals with a legitimate professional need.

Staff must not access records out of curiosity or for personal reasons.

84.8 Confidentiality

Resident information must be treated confidentially and handled in accordance with applicable data protection requirements and organisational procedures.

Confidentiality does not prevent information being shared where there is an appropriate lawful basis, including where necessary to protect a resident or another person from serious harm.

84.9 Record Retention

Records will be retained in accordance with:

- Applicable legislation.
- Data protection requirements.
- Contractual requirements.
- Commissioning requirements.
- Organisational retention arrangements.

Records will be securely disposed of when they are no longer required.

POLICY 85 — SUPPORT SESSION RECORDING POLICY

85.1 Purpose

The purpose of this policy is to ensure that support sessions are recorded consistently and accurately so that resident progress, needs, risks and agreed actions can be monitored.

85.2 Support Session Records

Staff should record relevant information following support sessions, including:

- Date and time.
- Type of support provided.
- Main topics discussed.
- Resident participation.
- Progress towards agreed goals.
- Concerns identified.
- Actions agreed.
- Referrals or signposting.
- Changes in circumstances.
- Follow-up required.

85.3 Person-Centred Recording

Records should demonstrate how support relates to the resident's individual needs and goals.

This may include progress with:

- Cooking.
- Budgeting.
- Employment.
- Education.
- Appointments.
- Household management.
- Benefits.
- Independent living skills.
- Community engagement.
- Emotional wellbeing.
- Move-on preparation.

85.4 Missed Sessions

Where a planned support session does not take place, staff should record:

- That the session was missed.
- The reason, if known.
- Attempts to contact the resident where appropriate.
- Any safeguarding concerns.
- Any rearranged appointment.

Repeated missed sessions should be considered under the Resident Disengagement Policy.

85.5 Significant Information

Information identified during a support session that indicates:

- Safeguarding concerns.
- Increased risk.
- Significant deterioration in wellbeing.

- Criminal exploitation.
- Abuse.
- Homelessness risk.
- Serious financial concerns.
- Medical emergencies.

must be escalated under the relevant procedure rather than simply recorded as routine support information.

85.6 Quality of Records

Managers may audit support session records to ensure they are:

- Completed consistently.
- Relevant.
- Accurate.
- Outcome-focused.
- Sufficiently detailed.
- Free from inappropriate or judgemental language.

POLICY 86 — INFORMATION SHARING & MULTI-AGENCY WORKING POLICY

86.1 Purpose

Homeward Futures LTD recognises that effective support often requires appropriate communication and collaboration with other professionals and organisations.

Information will be shared lawfully, proportionately and only where there is an appropriate purpose.

86.2 Multi-Agency Working

Where appropriate, Homeward Futures LTD may work with:

- Local authorities.
- Personal advisers.
- Social care professionals.
- Safeguarding teams.
- Housing teams.
- Healthcare professionals.
- Education providers.

- Employment services.
- Police.
- Probation services.
- Drug and alcohol services.
- Mental health services.
- Voluntary and community organisations.

86.3 Information Sharing Principles

Information sharing should be:

- Necessary.
- Proportionate.
- Relevant.
- Accurate.
- Timely.
- Secure.
- Based on an appropriate lawful basis.

Staff should share the minimum information necessary to achieve the intended purpose.

86.4 Consent

Where appropriate, staff should seek the resident's informed consent before sharing personal information.

However, consent is not the only possible lawful basis for information sharing.

Information may be shared without consent where there is another lawful basis, including where necessary for safeguarding, legal obligations or the prevention/detection of serious crime.

86.5 Safeguarding Information Sharing

Where there is a concern that a resident or another person may be at risk of significant harm, staff must follow safeguarding procedures.

Staff should not delay necessary safeguarding action simply because consent has not been obtained.

86.6 Information Requests

Requests for resident information from external organisations should be handled appropriately.

Staff should:

- Establish who is requesting the information.

- Understand the purpose of the request.
- Consider the lawful basis.
- Share only appropriate information.
- Refer complex or sensitive requests to management where necessary.
- Record significant disclosures.

86.7 Multi-Agency Meetings

Where Homeward Futures LTD participates in multi-agency meetings, staff should:

- Provide relevant factual information.
- Represent the resident's views where appropriate.
- Identify current risks.
- Report progress.
- Agree actions.
- Record decisions and responsibilities.

86.8 Professional Challenge

Staff should appropriately challenge decisions or information where they believe:

- A resident's safety is at risk.
- Important information has been overlooked.
- Support is insufficient.
- A safeguarding concern has not been appropriately addressed.

Concerns should be escalated through appropriate channels.

POLICY 87 — DIGITAL SYSTEMS & CYBERSECURITY POLICY

87.1 Purpose

Homeward Futures LTD is committed to protecting resident, staff and organisational information from loss, unauthorised access, misuse and cyber threats.

87.2 Digital Security

Staff must:

- Use strong passwords.
- Keep passwords confidential.
- Use approved systems.
- Lock devices when unattended.

- Keep software appropriately updated.
- Follow organisational security procedures.
- Report suspected security incidents promptly.

87.3 Passwords

Staff must not:

- Share passwords.
- Write passwords where unauthorised individuals can access them.
- Use easily guessed passwords.
- Reuse organisational passwords unnecessarily across unrelated services.

Where available, multi-factor authentication should be used for important systems.

87.4 Devices

Organisational devices should be:

- Password protected.
- Appropriately secured.
- Kept up to date.
- Used responsibly.
- Protected from unauthorised access.

Resident information should not be stored on personal devices unless specifically authorised and appropriately secured.

87.5 Email and Messaging

Staff must take care when sending information electronically.

Before sending sensitive information, staff should check:

- Correct recipient.
- Correct attachment.
- Appropriate content.
- Appropriate security.
- Whether the information actually needs to be shared.

87.6 Phishing and Fraud

Staff should be alert to:

- Suspicious emails.
- Fake invoices.
- Password requests.
- Fraudulent links.

- Impersonation.
- Unexpected attachments.
- Requests for confidential information.

Suspicious messages should not be opened or responded to unnecessarily and should be reported appropriately.

87.7 Data Breaches

A suspected data breach must be reported to management promptly.

Examples include:

- Lost devices.
- Mis-sent emails.
- Unauthorised access.
- Lost paperwork.
- Stolen equipment.
- Accidental disclosure.
- Compromised passwords.

Management will assess the incident and determine whether further action or notification is required.

87.8 Social Media

Staff must not disclose confidential resident information through social media.

Staff must maintain professional boundaries when communicating online.

87.9 Cybersecurity Training

Staff will receive appropriate guidance or training regarding:

- Password security.
 - Phishing.
 - Data protection.
 - Secure communication.
 - Device security.
 - Data breaches.
 - Online risks.
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PROCEDURE 88 — QUALITY MONITORING & AUDITING PROCEDURE

88.1 Purpose

Homeward Futures LTD will monitor the quality, safety and effectiveness of its service through regular management oversight, auditing and review.

88.2 Areas Monitored

Quality monitoring may include:

- Resident records.
- Support session records.
- Risk assessments.
- Support plans.
- Incident records.
- Safeguarding records.
- Training compliance.
- DBS compliance.
- Property inspections.
- Health and safety.
- Repairs.
- Resident feedback.
- Complaints.
- Outcomes.
- Move-on performance.
- Staff supervision.

88.3 Audits

Audits may be:

- Scheduled.
- Themed.
- Triggered by an incident.
- Triggered by a complaint.
- Triggered by safeguarding concerns.
- Undertaken following changes to legislation or guidance.

88.4 Audit Process

Audits should:

1. Identify the area being reviewed.
2. Define the standard expected.
3. Review relevant evidence.
4. Identify strengths and weaknesses.
5. Record findings.
6. Identify actions.
7. Allocate responsibility.
8. Set timescales.
9. Monitor completion.

88.5 Resident Feedback

Residents should have appropriate opportunities to provide feedback about:

- Accommodation.
- Staff.
- Support.
- Communication.
- Safety.
- Respect and dignity.
- Progress towards goals.
- Service improvements.

Feedback may be collected through:

- Reviews.
- Questionnaires.
- Informal discussions.
- Meetings.
- Complaints.
- Resident forums where appropriate.

88.6 Action Plans

Where an audit identifies deficiencies, an action plan should specify:

- Issue identified.
- Required action.
- Responsible person.
- Deadline.
- Completion status.
- Evidence of completion.

88.7 Management Review

Management will review quality information to identify:

- Recurring problems.

- Trends.
- Safeguarding themes.
- Staffing issues.
- Training needs.
- Accommodation concerns.
- Service improvements.

88.8 Learning and Improvement

Quality monitoring will be used to improve the service rather than simply demonstrate compliance.

POLICY 89 — OUTCOME MEASUREMENT & RESIDENT PROGRESS POLICY

89.1 Purpose

Homeward Futures LTD provides support designed to help residents develop independence, stability, confidence and practical life skills.

Outcome measurement will be used to demonstrate progress and identify areas where additional support may be required.

89.2 Outcome-Focused Support

Residents will be supported to identify meaningful goals appropriate to their individual circumstances.

Goals may relate to:

- Independent living.
- Education.
- Employment.
- Training.
- Financial management.
- Cooking.
- Household management.
- Health and wellbeing.
- Accessing services.
- Community participation.
- Relationships.
- Confidence.

- Move-on readiness.

89.3 Baseline Assessment

Where appropriate, an initial assessment will establish the resident's starting position.

This may consider:

- Current skills.
- Strengths.
- Areas requiring support.
- Risks.
- Goals.
- Existing support networks.
- Accommodation needs.

89.4 Progress Reviews

Progress should be reviewed regularly.

Reviews should consider:

- Goals achieved.
- Goals partially achieved.
- Goals not achieved.
- New goals.
- Barriers.
- Changes in risk.
- Changes in support needs.
- Resident views.

89.5 Measuring Progress

Progress may be evidenced through:

- Increased independence.
- Improved practical skills.
- Successful appointment attendance.
- Improved budgeting.
- Engagement with education or employment.
- Improved household management.
- Successful benefit applications.
- Increased community participation.
- Successful move-on.
- Reduced crisis intervention.

89.6 Resident Participation

Residents should be actively involved in identifying and reviewing their own goals.

The service should avoid measuring success solely through staff opinion.

89.7 Recording Outcomes

Outcome information should be recorded clearly and linked to the resident's agreed goals.

Records should explain, where appropriate:

- What the resident wanted to achieve.
- What support was provided.
- What changed.
- What evidence demonstrates progress.
- What remains outstanding.

89.8 Service-Level Outcomes

Anonymised and appropriately aggregated information may be used to monitor service performance, including:

- Engagement.
- Progress.
- Education/employment outcomes.
- Move-on outcomes.
- Tenancy readiness.
- Sustained accommodation.
- Resident satisfaction.

90. RECORDS, MONITORING & INFORMATION — RECORD KEEPING AND REVIEW

Homeward Futures LTD will maintain appropriate systems for monitoring the quality and security of information held by the organisation.

Management will ensure that:

- Records are appropriately maintained.
- Access is controlled.
- Information is reviewed where necessary.
- Quality audits are undertaken.
- Data security concerns are investigated.
- Learning is incorporated into practice.

91. POLICY REVIEW

This section will be reviewed:

- At least annually.
- Following significant changes in legislation or guidance.
- Following a serious data breach.
- Following significant safeguarding concerns.
- Following audits identifying areas for improvement.
- Following changes to digital systems.
- Following changes to service requirements.

Policy Owner: Homeward Futures LTD

Responsible Person: Management

Review Frequency: At least annually

Next Review Date: _____

Version: _____