

## Well-Being Programme

### Confidentiality

#### *Key messages for your staff:*

- The Well-Being Survey is completely confidential
- Nobody within the organisation has access to any individual responses.
- Each Survey Access Code (SAC) is unique and protects the anonymity of every individual.
- Once the Survey has been completed and saved, nobody can identify any individual member of staff or his or her responses. This is the case even when the individual has completed the 'Myself' section at the end of the survey (which should be encouraged in order to generate a richer Data Profile).
- The Data Profile generated will show data for sub-groups (for example, particular age or role categories) only where eight or more staff have identified themselves as belonging to this group in the 'Myself' section.
- Data is stored by Worklife Support in encrypted and password-protected files.

#### *Confidentiality protocols*

There are further ways in which Well-Being Teams can help to maintain - and reassure staff about - levels of confidentiality:

- Each Team should plan how they are going to distribute the survey access codes. They should be given out randomly and names should not be noted alongside particular codes (although it is a good idea to keep a record of who has received a code). Team members could distribute the access codes in blank, sealed envelopes or perhaps get staff to 'pick a code out of a hat'
- It is important to emphasise to all staff that as soon as an individual has saved his or her responses, they cannot be accessed by anyone.
- Other simple protocols could be established by the facilitators, for example:
  - Staff should not discuss their Survey responses with other colleagues
  - Staff should address any queries they have about the Survey or the Well-Being Programme more generally to the Well-Being team (rather than to a colleague) so that any ensuing discussion can be informed and rumours do not start flying!

Don't forget that support is always available on the Well-Being Teams' website and from Worklife Support ([wbhelp@worklifesupport.com](mailto:wbhelp@worklifesupport.com) or 0845 873 5680).