

CHAIN Neutrality Policy 2016**1. Purpose**

The purpose of this document is to set out the principles under which St Mungo's commits to operating and managing CHAIN in a neutral, impartial and transparent manner.

While St Mungo's is commissioned to manage the CHAIN service, it is fully recognised that CHAIN is the GLA's system, and should be operated in a way which does not give favour to St Mungo's by comparison to any other organisation.

2. Principles of Neutrality

Areas in which principles of neutrality and impartiality in the management of CHAIN should apply include, but are not limited to, the following:

2.1 Decisions about system access given to users at an individual level shall be made by applying equal criteria for all organisations, whether they be St Mungo's or any other CHAIN-using organisation.

2.2 Decisions about access to CHAIN at a service level shall be made by applying equal criteria for all organisations, whether they be St Mungo's or any other organisation. Where such decisions have the potential to be contentious or otherwise disputed, the CHAIN Team shall refer to the GLA for further guidance.

2.3 Where requests for service access to CHAIN could entail significant precedent being set for the types of service accessing the system, decisions will be referred to the GLA, which may then refer them to the CHAIN Steering Group for guidance.

2.4 Reports on the live CHAIN system are in most cases created by the CHAIN Team, and requests for the creation of reports will receive an equal response, whether they arise from St Mungo's or other organisations. A small number of users from a range of organisations have CHAIN platform licences, and are able to create their own reports. Decisions about the assignment of platform licences shall be made by applying equal criteria for all organisations, whether they be St Mungo's or any other CHAIN-using organisation.

2.5 Data extracted from the live CHAIN system for the purposes of more complex reporting is held in a secure folder on the St Mungo's network, which is not accessible to any St Mungo's staff other than the CHAIN Team.

2.6 Requests for data or ad hoc reports will be considered by applying equal criteria for all organisations, whether they arise from St Mungo's or any other organisation. Data shall not be supplied to St Mungo's that would not also be supplied to other organisations if requested, other than where it pertains specifically to St Mungo's services. Data shall not be supplied to any organisation that reveals specific details about another organisation's work or outcomes, except with the permission of that organisation.

2.7 Where the CHAIN Team is tasked with providing outcomes reports directly to funders (such as SIB payments reports supplied to the GLA), the organisations reported on, including St Mungo's, will not have direct access to the reports or the process of their production.

2.8 During the production process for regular annual or quarterly published reports, nobody outside of the CHAIN Team or the GLA shall have access to the reports or underlying data, whether they be an employee of St Mungo's or any other organisation.

2.9 Requests for CHAIN system development work shall be considered by applying the same criteria for all organisations, whether they arise from St Mungo's or any other CHAIN-using organisation.

3. Principles of Transparency

The CHAIN service shall be managed according to principles of transparency, including but not limited to:

3.1 A summary of reports and data requests supplied in the previous quarter shall be presented to the CHAIN Steering Group. The summary shall also be available upon request at other times.

3.2 A summary of services and users with access to CHAIN, including level of access, shall be available to the CHAIN Steering Group.

3.3 The systems and processes by which CHAIN operates this Neutrality Policy shall be available to audit by GLA at all times.