



Housing Service

Confidentiality

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Confidentiality

During the time staff are employed by Housing they will come into contact with service users, their families and other professional agencies all of whom may disclose confidential information. Staff may also have access to service user files and records that hold personal information regarding an individual's personal circumstances.

It is very important that all staff within the service are aware of the impact that having access to this information can have and therefore treat the information with the utmost sensitivity.

Information regarding a service user or their family should never be divulged without the consent of the user (or for those who find it hard to express their views their advocate, representative or family member). Management advice should be sought if need be.

Additionally some service users may have Welfare Guardians under the Adults with Incapacity Act and these people will have to be consulted on levels of confidentiality.

Each individual has the right to expect that information regarding themselves be treated confidentially and we expect this right to be upheld within the service. You may need to explain this principle to service users and their carers.

However there are times when information may have to be divulged without consent in the best interests of the service user or others (i.e. if the service user is at risk of harm or may harm others), this will apply particularly in the event of an emergency when medical staff require certain information. **This information should be treated on a need to know basis, and if staff are unsure they should seek guidance from their line manager.**

Staff should also adhere to this principle when transmitting information other than verbally, i.e. by fax, email, or other means of transmission.

Staff are reminded that these principles also apply to Council business. Information obtained through meetings or supervision should not be divulged outside their place of employment unless authorised to do so.

Any breach of confidentiality will be treated as serious. If you become aware of a breach you should inform your line manager. This person will need to decide what action to take, or will seek advice.

Housing Service – Protection Roles

Housing staff adhere to the Housing Service – Protection Roles staff guidance which provides details about initial actions relating to Child Protection; Adult Support and Protection; Multi Agency Public Protection Arrangements (MAPPA) or Multi Agency Risk Assessment Conference (MARAC). The guidance provides information on the processes involved and who to contact for staff with concerns about individuals covered by these policies and procedures.