



Charity No 294067

# Confidentiality Policy

**Issue 3.0**

## 1 About this document

### Document status

This policy has been adopted by Sutton Women's Centre through the management committee.

### Document status history

Status	Date	Author	Document History
Issue 1.0	26 Nov 2014	Ann Crago	Policy adopted
Issue 2.0	01 Dec 2015	Liz Long	Following review by the Management Committee at the Policy Meeting/PQASSO 23/11/2015
Issue 3.0	25 Mar 2019	Liz Long	Following review by the Management Committee on 25 Mar 2019

### Document reviews

This procedure will be reviewed annually by Sutton Women's Centre management committee.

### Master Copy

The master copy of this document can be found here:

**SWC\_Office (\\SWC-OPC1): Policies Procedures and Standards**

### Filename

SWC\_POL\_Confidentiality\_I3

## 2 Confidentiality Policy

Sutton Women's Centre Confidentiality Policy is for the protection & wellbeing of all people working within the Organization; Trustees, Users, Staff, Volunteers, Funders and Counsellors, essentially, any people who are involved within the confidential Counselling service.

1. Sutton Women's Centre acknowledges that it is not above the Law. Its Staff, Trustees, Counsellors (essentially all those involved with the Counselling service) and Volunteers will all be expected to abide by the rules of the policy.
2. When working with groups, individuals or other agencies, it is the responsibility of all staff and Committee Members to make them aware of Sutton Women's Centre policy on confidentiality.
3. Whilst involved with the Women's Centre, any information gathered by a member of Staff, Trustee, Member, Volunteer or other persons nominated to any of the Centre's working groups, advisory groups, shall at no time, during or after such involvement, be disclosed to anyone without the prior authority of Sutton Women's Centre.
4. The Sutton Women's Centre Counsellors adhere to the BACP ethical framework and its legal boundaries that provides guidance on good practice in Counselling, as well as a duty to respect our policy on confidentiality. A copy of BACP guidelines can be obtained online or in the Women's Centre office if you are not already familiar with them.
  - i. Treating with confidence means not revealing any information that is disclosed to you, either verbally or visually within the Sutton Women's Centre by any person on the premises unless you are concerned for the safety of that person.
  - ii. Information disclosed to a Counsellor can be revealed to their Supervisor during Counselling Supervision providing their client's identity is not revealed.
  - iii. There are cases when for legal reasons confidentiality may have to be breached; when a Counsellor believes that her client, or a person her client has revealed to her is in danger, it may be necessary to seek legal advice or disclose information to other statutory bodies, i.e. Social Services, Police. This action will only be taken when the matter has been discussed with the Counsellor's Supervisor/ Manager and the client has prior knowledge, and where possible been a part of the process.
5. Any breach of confidentiality will be addressed through its Complaints Procedures and could be regarded as gross misconduct.
6. Matters of confidentiality which may be considered to be within the public interest will be directed through the Chair or Vice Chair of the Board.
7. All Staff will follow the Data Protection Act 1998 in relation to personal information and data.

### Guidance Notes on Confidentiality

It is essential that when starting work with individuals or groups of people using services that they are informed of the Women's Centre's position regarding confidentiality.

1. The Women's Centre will verbally inform people of the following:

"No information written or spoken will be passed on in any form to individuals or agencies without the express permission of the individual or group concerned".

2. This will apply unless one of the following specific situations is applicable:

The individual discloses:

1. They intend to harm themselves
2. They intend to harm others or their possessions.
3. They intend to commit an illegal act.
4. They are being harmed or someone they know is being harmed.

The Women's Centre may pass on such information to the relevant parties after informing the individual or group that they intend to do so.

3. Where an individual is in immediate risk or danger

It is essential that the Women's Centre passes on any concerns as soon as possible to the appropriate personnel within the Centre, informing the Centre Manager of any action taken.

4. Where an individual is not in immediate risk or danger

In consultation with the Centre Manager, pass the information on to the relevant parties.

5. Within 72 hours, the Women's Centre member should record in writing the reason for concern and any action taken and send this to the parties to whom the concern was reported. This should be endorsed by the Centre Manager.