

CONFIDENTIALITY

General

Lomond & Argyll Advocacy Service realises that to enable it to carry out its duties effectively, staff members, volunteers and Directors have access to a wide range of information of a confidential nature.

Any such information coming into the possession of staff members, volunteers or Directors should not be disclosed other than to personnel requiring it for official duties within the organisation.

Staff, volunteers and Directors should not make statements or comments to the press or news media on any issue relating to the work of the Service without the permission of the Board of Directors.

Case Work

Confidentiality is particularly important in relation to casework. This means that staff members, volunteers and Directors will not discuss the details of individual cases with anyone out with the Service and only with members of the Service requiring such information for official duties within the organisation, except with the permission of the client. The only exception being when information obtained is of such a serious nature that it requires to be reported. In such cases the Advocacy Manager will be informed as will the client concerned.

Only necessary information, obtained with consent, will be recorded. It will be necessary for advocates to make a brief written record of the outcome of each session spent with their client. This information should be stored securely in an appropriate location (normally within the Service's local office base). Working notes held by advocates should be kept to a minimum and destroyed thoughtfully when they are no longer required. Each client will be given a reference number that should be used when recording information in place of the client's name. The Service will provide advocates with appropriate forms for recording information.

The Service is required to produce some statistical information but the anonymity of clients will always be protected. We will also require advocates to submit some records relating matters such as to expense claims, time spent with clients etc.