Trinity Hall JCR Welfare Team Confidentiality Policy

1. Introduction
   1.1. The Trinity Hall JCR Welfare Team is committed to providing its members with support in all areas pertaining to their academic and welfare needs.
   1.2. A member of the JCR has the right to reveal information to the Welfare Team in the knowledge that the information is confidential and will not be passed on outside the service, except in the cases listed in Section 4. We recognise that confidentiality is a crucial part of the service we offer and, as such, are committed to upholding the principle as outlined in this policy.
   1.3. Officers of the Welfare Team will maintain confidentiality both while they are members of the Welfare Team and also after they cease to be Officers.

2. Limitations of the Roles
   2.1. The roles held by the JCR Welfare Officers are limited in that the support offered is peer-to-peer as opposed to professional. As such, there are certain topics about which it may be more useful and appropriate to speak to a member of the College Mental Health Team.
   2.2. The Officer spoken to may not be able to understand everyone’s situation but will endeavour to do so.
   2.3. In the case that the student is not happy with the service provided, they may either:
       • Make a complaint to the Officer involved
       • Make a complaint to a different Officer of the JCR Welfare Team
       • Make a complaint on the anonymous feedback form [http://www.jcr.trinhall.cam.ac.uk/welfare/welfare-feedback/]
       • Make a complaint to their Tutor under the College's student complaints system
   2.4. A student may choose to speak to a different Officer if they are not happy with the service provided by the original Officer.
   2.5. Officers of the Welfare Team are able to refer students on to the College Mental Health Team with the student’s permission. Alternatively the Student can refer themselves. The procedure can be found on the JCR website.

3. Procedure
   3.1. Information revealed to the JCR Welfare Team remains confidential within the Team. The contents of such a conversation with a member of the Welfare Team will not be disclosed except in cases as detailed in Section 4.

4. Exceptions
   4.1. Where there appears to be a serious and immediate risk to the student's own or others' safety, confidentiality must be broken.
   4.2. The Terrorism Act 2000 (which replaces the Prevention of Terrorism Act) places an obligation on the Officer, as a citizen, to pass on information about planned or actual terrorism. Failure to do so is a criminal offence under s.19 of the Act and is punishable, on conviction, by a fine or prison sentence of up to 14 years.
   4.3. An act of terrorism is defined as the use of terror, violence or intimidation for political ends. In the case of terrorism, permission for disclosure is not required.
   4.4. Breaching confidentiality will only be done in extreme cases, when those Officers involved believe it is in the student user's best interest to do so, or when there is a threat to the welfare of the Officer (see item 4.7) or of others (item 4.1).
4.5. Ultimately it is up to the Officer involved to make the final decision as to whether confidentiality should be breached under the requirements made above. Wherever possible, the student in question will be informed that a breach is necessary and asked for their consent.

4.6. The breach of confidentiality must be recorded with the following information provided:
   - Name of the student and brief outline of the situation, specifying the reason that confidentiality is being breached;
   - Who has been asked for advice before making this decision;
   - What would be achieved by breaching confidentiality;
   - To whom confidentiality has been breached.

4.7. An Officer may feel distressed or disturbed after handling an issue with a member of the JCR. If, after discussing the matter within the JCR Welfare Team, the Officer feels that it necessary to their mental welfare to discuss the conversation with an outsider, then confidentiality may be breached. The Officer may only speak about the matter to a member of the Trinity Hall Mental Health Team.

4.8. The inclusion of the Mental Health Team in the working frame is specifically to support the Officer with their own concerns should they arise in relation to the work (as they would in general) and not as a supervisory role for the work that they are doing.