

# A Guide to Confidentiality in your role as a volunteer in Tenant Involvement

## Cantonese

如果您覺得用自己的語言和我們交談比較容易，請找一個會說英語的朋友或親戚致電我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

## Greek

Αν προτιμάτε να μιλάσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

## Gujarati

જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સવાને કહો કે તેઓ 0800 183 0454 ઉપર અમારો સંપર્ક સાધે. અમે એક ઈ-ટર્મિનરની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષામાં વિષય બોલી શકાય.

## Mandarin

如果您认为以自己的母语与我们交谈更易于的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

## Polish

Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

## Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿਤਰ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਅਪਣੇ ਅਜੀ ਦੁਬਾਰੀਏ ਦੀ ਵਿਚਾਰਾ ਕਰ ਸਕਾਓ ਜੋ ਤੁਹਾਡੇ ਲਈ ਤਰਜਮੇ ਦੇ ਚਾਰੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

## Urdu

اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو ہمیں اپنے والے ایک دوست یا رشتہ دار سے فون نمبر 0800 183 0454 پر رابطہ کرنے کے لئے کہیں۔ ہم آپ کے لئے ایک مترجم کو بروا کرتے ہیں جو آپ کی ضرورت پر بات چیت کرنے کے لئے آپ سے رابطہ کرے۔

*Tamworth*  
Borough Council

Marmion House  
Lichfield Street  
Tamworth  
Staffordshire  
B79 7BZ

[www.tamworth.gov.uk](http://www.tamworth.gov.uk)



*Tenants leading the way to improve Housing Services*



## Why is confidentiality important?

The purpose of this document is to ensure that tenant volunteers are aware of the importance of maintaining confidentiality. At times you may have access to reports and Council policies and it is important to respect these confidences and not to discuss them outside of your working groups.

At Tamworth Borough Council we work in accordance with the 1998 Data Protection Act to control the way information is handled. Personal Data is defined as data that relates to a living individual being identified. It will cover basic details such as name, address, telephone number and Date of Birth.

For some of our services, we need to collect personal data so we can keep in touch to ask you about our services. When you have agreed to join our database of involvement, for tenant participation, we need to be able to contact you to invite you to meetings, complete surveys or the many other ways of getting involved and having your say about the services affecting you.

## Breaches of Confidentiality

Tamworth Borough Council recognises that any breach of confidentiality may damage the reputation of the organisations services and therefore has to be treated with the most serious of approaches.

All breaches of confidentiality will be raised immediately with the Tenant Participation Manager and the Chair of the working group in question and may result in you being asked to resign from the said group.

## How to raise a concern in relation to breaches of confidentiality

1. In the first instant the tenant volunteer should arrange a private meeting with the Tenant Participation Manager to discuss their concerns.
2. The Manager, after listening to the concerns raised, will make clear, written notes of this discussion.
3. The Manager and the Chair of the individual group concerned will discuss the full facts of the case and conclude whether further action should be taken and the individual(s) concerned should be asked to leave the group concerned.
4. If a Chair Person is not available then a tenant representative will be elected from another tenant group to investigate the issue raised.
5. The Chair (or tenant representative) and the Tenant Participation Managers decision will remain final if they are in agreement that confidentiality has been breached. However, in cases of serious or detrimental issues affecting Housing Services the final decision will be made by the Deputy Director of Housing.