



Recovery Links Nottinghamshire (RLN) offers confidential, anonymous support to people in Nottinghamshire through our helpline and webchat. Calls and chats are taken by trained staff who are there to listen, support, inform and signpost. The service's opening hours are displayed on the website at <https://www.doubleimpact.org.uk/how-we-help/recovery-links-nottinghamshire>.

Calls are confidential and anonymous, we therefore don't, and can't, offer a counselling service. The service is not a crisis service and anyone in need of emergency support will be directed to a crisis service such as [The Samaritans](#). If a child or young person under the age of 18 contacts the service they will be directed to an age-appropriate alternative such as [ChildLine](#).

On rare occasions we may be required to break confidentiality. These instances are clearly outlined further on in this document.

Confidentiality

Confidentiality – Is the undertaking between the helpline and the caller that identifying details of the contact will not be disclosed outside of the team delivering the helpline service except in the exceptional circumstances outlined below.

Confidentiality is based on the common law 'duty of confidence' and is shared between the caller and the helpline service, not the individual worker.

Statistical information is recorded to demonstrate the number of contacts, the approximate geographical location and the age and gender of callers. The topics discussed are also noted so that commissioners of the service can be informed of the impact of their support.

Note: this policy applies only to the service provided directly by the helpline and webchat service.

Breaking Confidentiality

Confidentiality will only be broken in exceptional circumstances. Users of RLN helpline are always encouraged to take responsibility for themselves and to get help from emergency services when necessary. RLN helpline will not summon help for third parties.

Confidentiality will only be broken **without** consent of the caller/chatter when:

- The helpline understands / is told that a person is seriously suicidal, has a plan and is undertaking it now
 - The helpline understands / is told that an act of self-harm has escalated so that the person realises they have gone too far and their life is in danger, then confidentiality would be breached without consent.
 - When the helpline understands / is told by a person that they have seriously harmed a third party and put that person's life in danger.
 - When the helpline understands/ is told by a person about the abuse of a child or vulnerable adult
 - When a caller has informed the helpline that they have information or knowledge about current or future terrorist activities.
 - When the helpline is obliged to give information to Police or other Authorities with the power to demand this.
 - There is a legal requirement to provide information following receipt of a court order requiring us to share information or are required to do so by nation-specific legislation.
 - A user threatens the safety of RLN Helpline staff or any other third person about whom the user makes specific threats of harm.

In all cases confidentiality is only broken if we have information which identifies you.

In instances where we don't have enough personal information to identify callers/ chatters, no emergency help can be summoned by the helpline service without their consent. This will be stated to the user and it will be strongly suggested to them that they need to summon help themselves, if they believe they need it.