



Haringey Safeguarding Adults Multi Agency Information Sharing Protocol

A Practitioners guide

This document provides a high-level summary of the main provisions of Haringey's Safeguarding Adults Multi-Agency Information Sharing Protocol.

1. Introduction

The effective and timely sharing of information is essential to deliver high quality services focussed on the needs of the individual. In Haringey, we encourage a culture where information is shared with confidence as part of routine service delivery. Sharing information is vital to prevent and detect crime and to ensure that our residents are protected from suffering harm from abuse or neglect.

The absence of a protocol should not prevent sharing information. If you need to share information outside of the terms of this protocol or with agencies that are not party to this protocol you should follow the guidance as outlined in Haringey's *Simple Guide to Sharing Information*, see page 9.

The guiding rule is: if you need to share information in order to protect someone from harm or criminal activity, you must do so.

This guide is aimed at practitioners, and summarises how information can be shared within the terms of Haringey's Adults Multi-Agency Information Sharing Protocol.

2. What types of information sharing activities are covered by this protocol?

This protocol applies to information sharing to ensure the health, well-being and safeguarding of children and young people in Haringey.

Examples of information sharing covered by this ISP:

- Asking whether a person is known to another service.
- Asking about details of next of kin.

3. What organisations are parties to this protocol?

The organisations that are party to this protocol are listed on the final page of this guide.

An organisation not being a signatory to this protocol does not prevent sharing of information with that organisation. The lack of an information sharing protocol must never be a reason for not sharing information that could help a practitioner deliver services. Information can still be shared where there is consent or where there is a legitimate purpose and it is in the public interest.

4. When can information be shared?

It is best practice to obtain consent from the individual at the assessment or referral stage. (There is a 'Consent Form' at appendix C of the protocol that can be used if signed consent has not already been obtained as part of the assessment or referral process).

However, obtaining consent is not always possible or consent may be refused. Not obtaining consent, or the refusal to give consent, must not be used as a reason for not sharing information. An individual's personal information can be disclosed without consent if there is an overriding 'legitimate purpose' and it is in the 'public interest' to disclose. Staff must always consider the safety and welfare of the client when making decisions on whether to share information about them. For example, where there is

concern that an adult may be suffering or is at risk of suffering serious harm, the adult's safety and welfare must be the overriding consideration.

Legitimate purposes include:

- Preventing serious harm to an adult (to self or others) - including through prevention, detection and prosecution of a serious crime.
- Providing urgent medical treatment to an adult.
- Implementing the Department of Health's 'No Secrets' agenda – which aims to protect vulnerable adults from abuse.

Public interest includes:

- When there is evidence or reasonable cause to believe that an adult is suffering, or it at risk of suffering, serious harm;
- To prevent the adult from harming someone else;
- The promotion of welfare of the adult;
- Detecting crime;
- Apprehending Offenders;
- Maintaining public safety; and
- Administration of justice.

5. Extent of the information to be shared

Information should be shared if there is a need to know and:

- you have the client's consent; or
- there is a legitimate interest and sharing is in the public interest.

The information shared should be proportionate, i.e. limited to the information necessary for the purposes of the enquiry. If the purpose of the enquiry can be achieved using depersonalised information, then this should be the preferred method.

6. How to request and disclosure information under this protocol

Staff should submit their inquiry in writing using the 'Request/Disclosure' form attached to this guide.

Where appropriate, the requesting officer must also supply the Partner Organisation with evidence of the client's consent. (For more information on 'Consent' see section 4 of the protocol).

The disclosing officer must ensure that the requesting officer has supplied a completed 'Request/Disclosure' form and, where appropriate, evidence of the client's consent.

The disclosing officer must complete the appropriate section of the 'Request/Disclosure' Form and save it in line with service procedures.

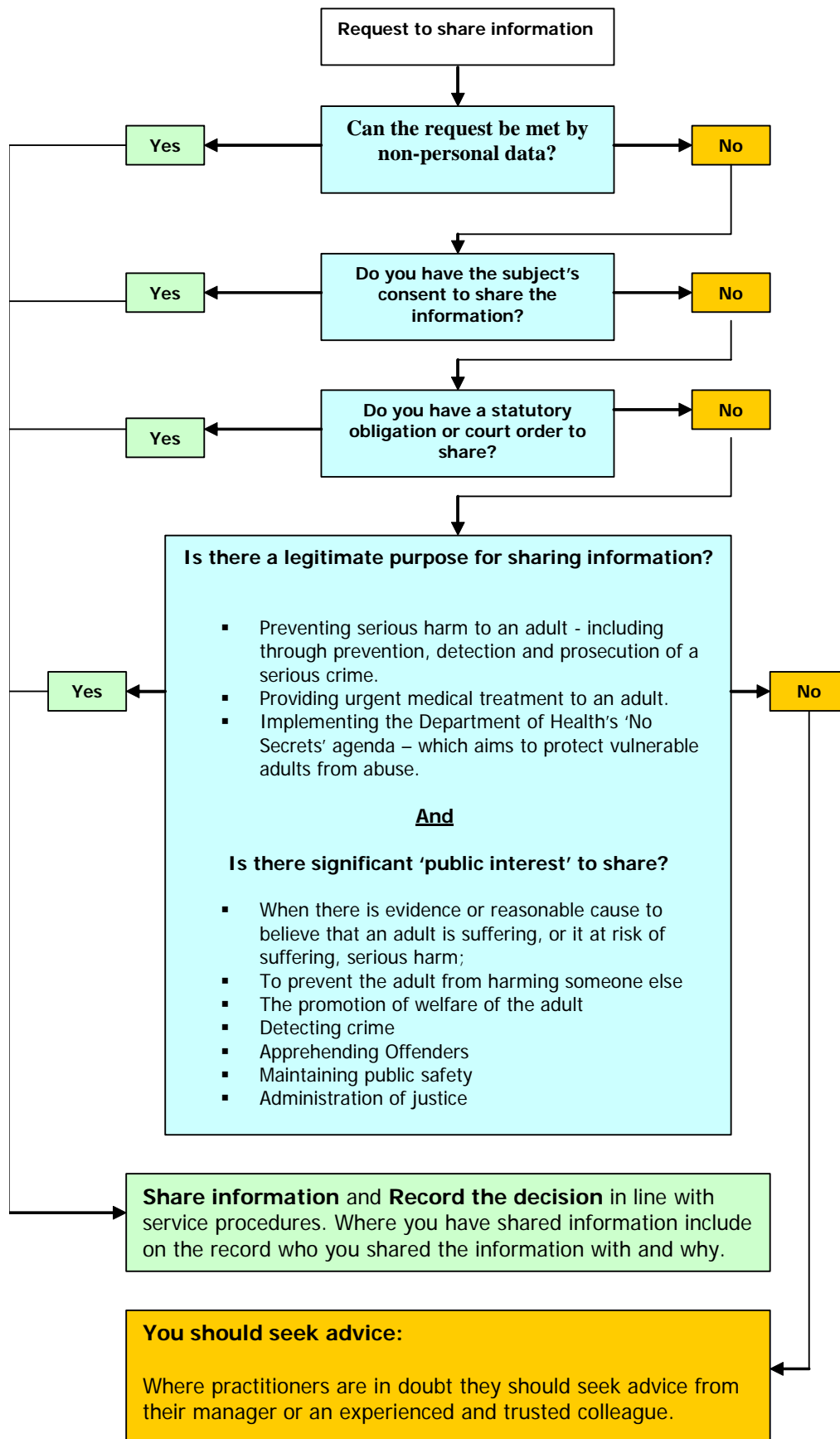
The requesting and disclosing officers will ensure that any personal information is transferred in secure manner.

N.B. Routine bulk exchanges of information, such as a monthly transfer of a dataset, do not need to be exchanged under the terms of this protocol.

7. Who to go to for more guidance on the operation of this protocol

Head of Adult Protection, Haringey Council 020 8489 3295.

**Flowchart of key principles for information sharing
For staff working with Adults**



Safeguarding Adults Multi-Agency Information Sharing Protocol - Request/Disclosure Form

Requesting Officer's Ref:	
Disclosing Officer's Ref:	

PART A – INFORMATION REQUESTED - (to be completed by requesting officer)

Information requested by:

Name:	
Organisation/Department:	
Contact phone number:	
Email address:	

Information requested:

Describe the information required and the circumstance that have led to this request being made, including any names, addresses and dates of birth.			
Name:			
Address:			
DOB(ddmmyy):			
NHS Number			
Date information is required by (ddmmyyy):			
If urgent, please state reason:			

Have you obtained consent to share information? (Please ensure that you attached the standardised 'Consent Form').			
If consent has not been obtained from the individual, please indicate for what purpose you require this information? (Please tick the relevant boxes as appropriate)			
Preventing serious harm to an adult – <i>including through prevention, detection and prosecution of a serious crime.</i>	<input type="checkbox"/>	Providing urgent medical treatment to an adult	<input type="checkbox"/>
		Implementing the Department of Health's 'No Secrets' agenda – <i>which aims to protect vulnerable adults from abuse.</i>	<input type="checkbox"/>
In the 'public interest' and a 'legitimate purpose' to share <i>(for more information see section 5 of Haringey's Safeguarding Adults Multi-Disciplinary Information Sharing Protocol (ISP))</i>	<input type="checkbox"/>	There is a statutory obligation or court order to share	<input type="checkbox"/>
		Please provide details:	

Signature of requesting officer:		Date:			
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PART B - INFORMATION DISCLOSED – (to be completed by disclosing officer)

Disclosure Agreed:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Information attached to this form	Yes <input type="checkbox"/> No <input type="checkbox"/>
Reason for declining request (if applicable):	

Information disclosed (Continue on a separate sheet if necessary, and remember to attach any additional sheets to this form)	
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Information disclosed by:

Name:	
Department /Organisation:	
Contact phone number:	
Email address:	

Delivery method (please mark as appropriate): Email Fax Other (please specify)

Signature of disclosing officer: _____ Date supplied: _____

Parties to this protocol:

- Haringey Council
- Homes for Haringey
- NHS Haringey
- Great Ormond Street Hospital
- Metropolitan Police Service (Haringey Division)
- North Middlesex University Hospital
- Whittington Hospital
- BEH Mental Health Trust
- CAFCASS
- London Probation – Area Haringey
- HAVCO
- Learning and Skills Council
- College of North east London (CONEL)
- Middlesex University
- Haringey Fire Service

Simple guide to information sharing

Information sharing with consent

If you have the person's consent, then it is ok to share personal information about them. Obtaining explicit consent for information sharing is best practice in most situations but it is not always possible or appropriate to do so.

Information sharing protocols

An Information Sharing Protocol (ISP) is a signed agreement between two or more organisations relating to a specified information sharing activity. An ISP explains the terms under which the organisations have agreed to share information and the practical steps that need to be taken to ensure compliance with those terms. If there is an ISP applicable to your data sharing situation, you must follow that. ISPs are not required for information sharing. The absence of an ISP should not prevent sharing information.

The Golden Rules¹ for information sharing

Where you are considering sharing information and you do not have the person's consent and there is not an ISP in place to govern that exchange of information; following the golden rules should ensure that you strike the correct balance between protecting people's privacy and ensuring that fellow practitioners have the information they need to deliver services.

- 1. Remember that the Data Protection Act is not a barrier to sharing information** but provides a framework to ensure that personal information about living persons is shared appropriately.
- 2. Be open and honest** with the person from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- 3. Seek advice** if you are in any doubt, without disclosing the identity of the person where possible.
- 4. Share with consent where appropriate** and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
- 5. Consider safety and well-being:** Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
- 6. Necessary, proportionate, relevant, accurate, timely and secure:** Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is

¹ The Golden Rules have been copied from "Information Sharing: Guidance for practitioners and managers" published by the Department for Children, Schools and Families, and Communities and Local Government.

shared in a timely fashion, and is shared securely.

7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.