

CONFIDENTIALITY POLICY	
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CONFIDENTIALITY POLICY

As a service provider, any family that is registered with us will be required to fill in forms that will hold some confidential information. These documents will always be fully respected and will not be shared with those whom it does not concern.

Personal information that the setting will require and hold will include:

- Names/address/telephone numbers
- Medical Information
- Social Care Reports/information
- Therapy Reports
- Family Information
- Logs of conversations held with parents/carers

Staff know that they should not discuss any specific information about the children or families outside of the services unless it is to safeguard a child from immediate danger.

Any information received, where appropriate, should be shared with the child's key person and the management team and recorded appropriately. Where necessary this information may be shared with other staff but only on a need to know basis.

Guidelines:

- All information must be kept in the relevant child's file in the lockable filing cabinet in the office with the family admission forms.
- Any information shared by families needs to be recorded, shown and signed by them and where deemed appropriate shared with senior staff and the child's key person.
- Parent/carers permission is needed before discussing information regarding children and their families with other professionals and agencies, unless it is felt the child is at risk.
- When discussing child protection issues staff must adhere to the Safeguarding and Child Protection Policy; staff must ensure they are familiar with this policy and procedure.

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- When discussing a child or family staff must ensure that the conversation happens in an appropriate place and in a sensitive manner.

Telephone Calls:

- If someone telephones and asks for information regarding a child, the call will be referred to a member of the senior team (Manager/Deputy/Room Leader).
- The senior staff member will verify the identity of the person (if unknown) by taking the name of the person, organisation and a telephone number. They will then ring them back on the number given and once confident that this is all correct they will then share the necessary information.
- If the management team were unavailable i.e. working with the children or off site the staff member will take a name (first and surname), phone number, name of organisation and a message. No information about any child in our setting will be shared unless authorised to do so.

Please Note:

- The information that we generally share with the next setting provider would be that of the child's learning and development and their strengths and needs so that they can be challenged and supported in the best way.
- If during your child's time with us there were any concerns raised which may or may not have had any further action taken, it would be in the child's best interest for us to share this with their next setting enabling them to have consistency of support and care.
- If following a concern raised by us, you decided to take your child out of our setting we would, in the interest and well-being of your child, have to pass the concern on to Children and Young Peoples Services.
- **Staff will not disclose any personal or confidential information about any child to any unknown person unless they felt that the child was at risk of any form of harm or danger.**

The information that we hold on our children and families will be handled in a manner compliant with the GDPR of 2018.