

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 be respected and will not be shared with those whom it does not concern unless deemed necessary.

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

- Names
- Address and telephone numbers
- Medical Information
- Social Care Reports and information
- Therapy Reports
- Family Information
- Logs of conversations held with parents and carers.

Staff will not discuss any specific information about the children or families outside of the services unless, it is to safeguard a child from immediate danger. This includes in person and online activity.

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

Guidelines

- All information about a child and/or family will be held securely either electronically on the systems in place, this includes the 'Family' app or in the relevant child's file in the lockable filing cabinet in the office.
- Any information shared by families, must be recorded, shown, and signed by them and when deemed appropriate, shared with senior staff and the child's key person.
- Parent and carers permission is needed prior to discussing and sharing information regarding children and their families with other professionals and agencies, unless it is felt the child was at risk of harm.
- 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.
- When discussing a child or family staff must ensure that the conversation happens in an appropriate place and in a sensitive manner.

Requests for Information

- On occasions we receive requests for information regarding a child or family by another professional, usually via telephone or email. All requests for information regarding a child, will be referred to a senior staff member (Manager, Deputy, or Senior Early Years Educator).

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- The senior staff member will verify the identity of the person (if unknown) by noting the name of the person, organisation and contact information. They will verify the identity of the person by calling the main contact number of the individual and verifying their identity and organisation they work for. Once confident that this is all correct, necessary information will be shared.
- If the management team are unavailable i.e., working with the children or off-site. The staff member will take a name (first and surname), contact details, name of organisation and a message and pass to a senior staff member at the earliest opportunity, who will follow the protocol above.
- No information about any child or family will be shared unless authorised to do so.

Duty of care

- The information we share with the next setting, would be that of the child's learning and development, their strengths and their needs so they can be challenged and supported in the best possible way.
- If during your child's time with us there were any safeguarding concerns raised which may or may not have had any further action taken, in the child's best interest this would be shared with their next setting to ensure consistency of support and care.
- If following a concern raised by ourselves, you decided to take your child out of our setting we would, in the interest and well-being of your child, share the concern on to Children and Young Peoples Services.

The information that we hold on our children and families will be handled in a manner compliant with the General Data Protection Regulations (2018).