



Confidentiality Policy

April 2020

Review April 2022

Acorn Childcare Centre (the Centre) takes the confidentiality of all staff, children and families very seriously. It will only use and share confidential information when necessary to support the wellbeing of individual children. The Centre will not discuss confidential information about children and their families with other parents/carers. Parent helpers/volunteers will be briefed on the importance of maintaining confidentiality and they will not have access to any personal files or information.

Personal Records

Each child's individual file will include registration and enrolment forms, consent forms, information and observations by staff on any confidential issue involving the child; for example, developmental concerns or safeguarding concerns. Also, reports or minutes that may arise from any meetings that concern the child from other agencies working with the child/family. Parents can access these records by following the access to information procedure.

Learning and Development Records

These include observations, assessments, photos, developmental records, and samples of the child's work. Learning and development records will be stored appropriately to ensure confidentiality by Tapestry, the Centre's online learning journal. These records can be accessed, and contributed to, at any time by staff, the child's parents and the child.

Staff Records

Each team member, paid or unpaid, will have a personnel file containing personal information, emergency contact details, next of kin, recruitment information, references, induction records, training records, qualifications, appraisal records, evidence of Enhanced DBS checks. This file can be accessed by the individual to whom the file relates upon request to the management.

Student Records

Each student will have a file containing personal information, emergency contact numbers, next of kin, and details of course, tutor and induction, confirmation from college/evidence of Enhanced DBS checks. This file can be accessed by the individual to whom the file relates upon request to the management.

The Centre will ensure all directors, staff, volunteers and students are aware of, and understand the Confidentiality Policy. They will be made aware that any breach of confidentiality may lead to disciplinary action.

Breach of Confidentiality

All directors, staff, volunteers and students are expected to regard confidentiality as a duty and a responsibility. Anyone who disclose information observed or heard without proper authorisation, will be subject to the Centre's Disciplinary Procedure and this could lead to the termination of their contract.

Action taken will correspond to the seriousness and level of the breach of the Confidentiality Policy; however, all cases will be treated in a serious manner.

Sharing Information With Confidence

- Parents will have access to the records of their own children, on request and subject to the General Data Protection Regulations but will not have access to information about any other child.
- All staff and child records will be stored in a lockable cabinet and will be accessed only by persons authorised to do so by the Centre Manager.
- Information given will be shared on a need to know basis with the child's key worker, other team members in the child's play room and other professionals. This will only be done with the consent of the parent/carer or in cases of safeguarding issues.
- Issues relating to the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making workforce decisions. Information given will be shared on a need to know basis with the child's key worker other team members in the child's play room and with other professionals with consent of the parent/carer or in cases of child protection issues.

Access to personal information procedure

Parents may request access to records held on their child by following this procedure:

- Any request to see the child's file by a person with parental responsibility must be made to the Centre Manager in writing.
- The Centre Manager will reply with a written acknowledgement.
- The Centre commits to providing access within ten working days.
- Any third parties will be contacted in writing stating that a request for disclosure has been received, and asking for their permission to disclose, to the person making the request. Copies of these letters are retained for the file.
- Third parties, including family members, who may be referred to in the records, as well as workers from other agencies such as the Lincolnshire Safeguarding Children's Board, can refuse consent to disclose, preferring the individual to go directly to them.
- When all consent/refusals to disclose have been received these are attached to the copy of the request letter.
- A copy of the file is taken.
- Where a third party has refused disclosure of information, these references will be edited and as much information supplied as is possible.
- The information will be supplied either in hard copy format or on screen.
- The child's parent/carer may verbally request to see their child's Learning and Development Record at any time, to read or to make a contribution. This request can be made to their child's Key Worker and can be accessed at any time.