



## **Confidentiality Policy**

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality childcare in our setting.

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

Ashton Gate Out of School Care (AGOSC) will comply with the Data Protection Act 1998.

A regular, two way flow of information between staff and parents/carers about children is key to us providing the best possible care for children and we strive to maintain this.

We keep two kinds of records on children attending our setting:

1. Developmental records (kept by the key person)

These include, for example, observations of children in the setting, samples of their work and any behaviour plans.

They are usually kept in the setting and can only be accessed and or contributed to, by staff, the child and the child's parents/carers, on request. These records may be appropriately shared with other professionals when necessary.

These include registration and booking forms, signed consents, and correspondence concerning the child or family, reports or minutes from meetings concerning the child from other agencies, an ongoing record of relevant contact with parents/carers, and observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters.

These confidential records are stored in a lockable filing cabinet and are kept secure by the person in charge in the office.

Parents/carers have access to the files and records of their own children but do not have access to information about any other child.

Staff will not discuss personal information given by parents/carers with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.

### **Other records**

Issues to do with the employment of staff and volunteers, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.



## **Access to personal records**

Parents/carers may request access to any records held on their child and family following the procedure below.

1. Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the Play Centre Manager. The Play Centre Manager informs the Management Committee and sends a written acknowledgement.
2. The setting commits to providing access within fourteen days - although this may be extended.
3. The Play Centre Manager and Management Committee member prepare the file for viewing.
4. All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. A copy of these letters is retained on the file.
5. 'Third parties' include all family members who may be referred to in the records. It also includes workers from any other agency, including social services, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
6. When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.
7. A photocopy of the complete file is taken.
8. The Play Centre Manager and Management Committee go through the file and remove any information which a third party has refused consent to disclose.
9. What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
10. The 'clean copy' is photocopied for the parents who are then invited in to discuss the contents. The file should never be given straight over, but should be looked at by the Play Centre Manager, so that it can be explained.
11. Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party) agency.

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well being of the child.

*Please also see our Safeguarding Children Policy.*