



## **Confidentiality Policy**

It is our intention at Alfresco to respect the privacy of all our staff, children and their families thus ensuring all parents and carers can share any information in the confidence that it will only be used to enhance the welfare of their child/ren.

We meet the requirements of the Human Rights Act 1998 with regard to protecting the individual's rights to a private family life, home and correspondence. Our only justification to interfere with this 'right' is where we believe that a child may be at risk of significant harm, to prevent a crime or disorder.

We meet the requirements of the Data Protection Act 1998 with regard to the information kept about families, including how it is collected, stored and used.

We have regard to the Common Law Duty of Confidentiality and only share information with other professionals or agencies on a 'benefit to know' basis, with consent from parents, or without their consent in specified circumstances relating to safeguarding children.

### **Personal records**

These include:

- Registration and admission forms.
- Signed consents.
- Correspondence concerning the child or family.
- Reports or minutes from meetings concerning the child from other agencies.
- An on-going record of relevant contact with parents
- Observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters

These confidential records are stored securely in the office. Parents 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 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 within their role at Alfresco

### **Information Sharing concerning Child Protection Issues**

There are times when we are required to share information about a child or their family. These are when there are:

- Concerns a child is or may be suffering significant harm.
- Concerns about 'serious harm to adults' (such as domestic violence or other matters affecting the welfare of parents).

We explain to families about our duty to share information for the above reasons. Where we have concerns, we would normally gain consent from families to share these. This does not have to be in writing, but a written record will be made that verbal consent has been given or not.

We do not seek consent from parents to share information where we believe that a child may be endangered by seeking to gain consent. For example, where we have cause to believe a parent may try to cover up abuse or threaten a child.

Where we take a decision to share information without consent it is recorded in the child's file and the reason clearly stated.

Where evidence to support our concerns is not clear we may seek advice from the local Children's Board or the NSPCC.

We only share relevant information that is accurate, factual, non-judgemental and up to date.

### **Information Sharing Concerning a Child's Development**

Alfresco is committed to the development of the children attending the Nursery. In line with the Early Years Foundation Stage (EYFS) we observe the children's development on an on-going basis. This will include making written observations and taking digital images of the children at various stages in their development. We will always gain the permission of parent if we wish to share these images with other services that may be involved in the care of your children, such as schools and external support agencies.

We are committed to working with children with additional needs. To achieve this, with parental permission, we will gather and share information between services such as schools, Education or Health Care professionals and other outside agencies. The information will be used to provide a consistency of care and offer support suited to a child's needs.

### **Information sharing concerning employed staff members, students/volunteers or parents.**

Any internal discussions, information or other will not be shared by any staff member, student, volunteer or parent outside of the nursery either in a public/private place and/ or to competitors. This may include development plans, future growth planning, staff planning, procedures or child information. At no time should Staff, students, volunteers or parents remove any form of documentation electronically or in paper form from the nursery without the prior knowledge of Owner or Manager. Anyone who violates information sharing will be disciplined in accordance with the corrective action procedures.

### **Child Induction**

Parents or carers who stay with their children to settle them should do so with the intention of ensuring that they are encouraging their child's participation to enable them to eventually become able to stay on their own. Parents and carers will sign to agree to the social media policy, confidentiality policy and the safeguarding and child protection policy. Parents who feel the need to stay longer than 1 or 2 settling sessions will have to consider if this is working in the best interests of the child and nursery. We have to keep in mind we are not a parent/child provision but offer a service for children to attend independently of their parents/carers. Discussions will be held regularly with parents/carers and feedback information will be recorded in the child's file and a copy will be made to the parent/carer.

### **Other records**

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

When Students undertaking recognised qualifications and training are observing within the setting, they are informed of our confidentiality policy and are required to respect it.

### **Respect**

We expect all parents and staff to respect all children attending Alfresco and their families and therefore not to engage in gossip or the like of any kind. If anyone feels that a child may be in danger or at risk of harm then concerns should be raised with the Nursery Manager.

Alfresco business should not be discussed on Facebook or any other social networking site. Practitioners are prohibited from being 'friends' with parents whilst their children attend the nursery. (Also see Safeguarding Policy)

For parents who stay in the nursery for settling sessions please be aware that staff are dealing with all the children and know any issues relating to these children who attend – at no time should staff be interrupted in their work unless in an emergency.

Please ensure no use of mobile phone, computer, camera or any other media is used whilst you are in the nursery without prior permission of the nursery manager or owner. (Please see the social media policy).