

## 10.4 Confidentiality and client access to records

### Policy statement

*'Confidential information is information that is not normally in the public domain or readily available from another source, it should have a degree of sensitivity and value and be subject to a duty of confidence. A duty of confidence arises when one person provides information to another in circumstances where it is reasonable to expect that the information will be held in confidence.'*

**Information Sharing: Guidance for Practitioners and Managers (DCSF 2008)**

In our setting, staff and managers can be said to have a 'confidential relationship' with families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education 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. We have record keeping systems in place that meet legal requirements; the means that we use to store and share that information takes place within the framework of the Data Protection Act (1998) and the Human Rights Act (1998).

### Confidentiality Procedures:

- Parents will have access to records of their own children but not to those of other children.
- Most things that happen between the family, the child and the setting are confidential to our setting. In exceptional circumstances information is shared, for example with other professionals or possibly social care or the police.
- Information shared with other agencies is done in line with our Information Sharing Policy.
- We always check whether parents regard the information they share with us to be confidential or not.
- We inform parents when we need to record confidential information beyond the general personal information we keep (see our Children's Records Policy) – for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- We keep all records securely (see our Children's Records Policy).
- Staff will not discuss individual children with people other than parents/carers of that child.
- Students observing in pre-school will be advised of our confidentiality policy and required to respect it.

- Our discussions with other professionals take place within a professional framework and not on an informal or ad-hoc basis.
- Where third parties share information about an individual with us; our practitioners and managers check if it is confidential, both in terms of the party sharing the information and of the person whom the information concerns.
- Issues involved in employment of staff, paid or unpaid, will remain confidential to the people concerned.

**Client access to records procedures**

Parents may request access to any confidential records we hold on their child and family. All requests will be dealt with expeditiously and in line with the requirements of the Data Protection Act 1998.

October 2016