

# Pound Hill Pre-School Policy and Procedures

## 10.6 Confidentiality and client access to records



### Policy Statement

*'Confidential information is information that is not normally in the public domain or readily available for 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, whilst 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. There are record keeping systems in place that meet legal requirements; the means we use to store and share that information takes place within the

### Confidentiality procedures

- We always check whether parents regard the information they share with us to be confidential or not.
- Some parents may share information about themselves with other parents as well as staff: the setting cannot be held responsible if information is shared beyond those parents whom the person has 'confided' in.
- Information shared between parents in a discussion or training group is usually bound by a shared agreement that the information is confidential to the group and not discussed outside of it.
- We inform parents when we intend to record confidential information beyond the general personal information we keep.
- We keep all records securely.

### Client access to records procedure

Parents may request access to any confidential records held on their child and family following the procedure below:

- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the Manager
- The Manager informs the management Committee and sends a written acknowledgement.

- The setting commits to providing access with 14 days, although this may be extended
- The Manager and committee prepare the file for viewing
- 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. Copies of these letters are retained on file. 'Third parties' include all family members, and professionals from outside agencies who may be referred to in the records.
- Once all consents/refusals to disclose have been received, these are attached to the copy of the request letter.
- A Photocopy of the complete file is taken.
- The Manager and Chairman go through the file and remove any information which a third party has refused to consent to disclose. A thick black marker is used to score through every reference to the third party and information they have added to the file.
- What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters. This is known as the 'clean copy'
- The 'clean copy' is photocopied for the parents, who are then invited in to discuss the contents. The file will not be given straight over but gone through by the Manager and/ or Chairman so that it can be explained.
- Legal advice may be sought before sharing a file.

This policy was adopted by.....K Platt.....

Date .....July 2021.....

Date to be reviewed 01/09/2022.....

Role of signatory (e.g. chair,) Manager.....