



INFORMING - ADVISING - SUPPORTING - EMPOWERING
Parents & Carers of Children & Young People with Additional Needs & Disabilities

Confidentiality Policy

VERSION CONTROL

Version No	3
Version Date	March 2017
Next Scheduled Review	April 2019

All information on children, families and anyone working with POINT is kept securely and treated in confidence. Information will only be shared if the Parents, Carers, Employee, Volunteer or Business Partner give their permission; or there appears to be a child protection issue.

All details will be kept confidentially and records kept securely. The details will remain accessible should any information be required for inspection by relevant agencies.

Procedure

- i. All parents have access to our policies and procedures, which detail how we operate.
- ii. We are aware of our responsibilities under the Data Protection Act 1998 and the Freedom of Information Act 2000.
- iii. We maintain a record of members contact details and appropriate signed consent forms.
- iv. If a child is identified as a child in need (section 17 of the Children Act 1989) we will, normally with the parent's permission, give appropriate information to referring agencies.
- v. All information shared will be kept confidential and will not be disclosed without the consent of the Parent, Carer, team member or business partner, except as required by law (for example, if there appears to be a child protection issue).
Please see POINT's Safeguarding Children policy for further information.
- vi. Relevant outside agencies may require access to POINT's records at any time.
- vii. Parents and Carers have the right to inspect all records about their child at any time.
- viii. All significant incidents are recorded in an incident book and will be shared and discussed with parents and carers so that together we can work to resolve any issues.

As a registered provider, POINT must notify the relevant agencies of any serious accidents, illnesses or injuries or the death of any child whilst in our care; and any action POINT may have taken, within 14 days of an incident occurring.

If we are in need of support or advice regarding a serious illness or incident involving a child in our care, POINT will contact the relevant agencies, who will log information regarding the incident with regard to their safeguarding policy.

A designated officer will be assigned to the case and all the information given to them will be kept confidentially unless there appears to be a child protection issue, which will be reported accordingly.

If an accident or incident involving a child in our care may result in an insurance claim we will contact our public liability insurance provider to discuss our case and be allocated a claim number. This may involve discussing details of the child in our care with a third party.

If we keep records relating to individual children on a computer, we will ask for the parent or carers permission. The information will be securely stored for example, in password-protected files, to prevent viewing of the information by others with access to the computer. Backup files will be stored electronically.

Please note: To meet Social Care Requirements in England, Providers must maintain records, policies and procedures required for the safe and efficient management of the settings to meet the needs of the children.