

Confidentiality Policy

Statement of intent

It is the intention of Eduplay's mobile crèche provision, MFC crèche and the FFB service to respect the privacy of children and their parents/carers, while ensuring that they have access to high quality play, learning and development opportunities.

Eduplay's staff, students and volunteers work with families and children and this will often bring us into contact with confidential information. Parents/carers can be confident that this information will only be used to enhance the welfare of their children.

Eduplay staff do not discuss individual children, unless necessary, with people other than the parents/carers of that child.

Any information given by parents/carers to the Eduplay Manager/Deputy or staff will not be passed on to other adults except when it affects planning for the child's needs.

Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file. This will only be shared with staff members who have direct involvement, the Eduplay Manager/Deputy, the Health for All Enterprises Operations Manager and appropriate external agencies e.g. Social Services.

Eduplay's mobile crèche and MFC crèche keep 2 kinds of records on children attending our services.

We keep a range of records on all our service staff, students and volunteers.

Developmental records

- These include observations of children in our settings, samples of their work, summary developmental reports and records of achievement.
- For children attending our mobile crèche provision, these records are available during the crèche period and then locked in the main staff office filing cabinet when not in use.
- For children attending MFC crèche these records are usually kept in a secure cupboard within the crèche area where they can be accessed, and contributed to, by staff, the child and the child's parents/carers.

Personal records

- These include registration and admission 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, and observations by staff or any confidential information involving the child, such as developmental or safeguarding concerns.
- These confidential records are stored in a lockable filing cabinet and are kept secure by the Eduplay Manager/Deputy.
- Parents/carers have access, in accordance with the Access to Records procedure, to the files and records of their own children but do not have access to information about any other child.

Other Records

- Any issues regarding the employment of staff whether paid or unpaid will remain confidential to the people directly involved with making personnel decisions.
- Staff, students and volunteers are advised of our Confidentiality policy and are required to adhere to it at all times.

Access to personal records

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

- Any request to see the child's personal file by a parent/carer must be made in writing to the Eduplay Manager/Deputy.
- The Eduplay Manager/Deputy informs the Health for All Enterprises Operations Manager and sends a written acknowledgement to the parent/carer who made the initial request.
- The service commits to providing access to these records usually within 14 days - although this may be extended.
- The Eduplay Manager/Deputy will 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 parent/carer requesting it. A copy of these letters is retained on the file.
- 'Third parties' include, all family members who may be referred to in the records and 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.
- When all the consents/refusals to disclose have been received these are attached to the request letter.
- A photocopy of the complete file is taken.
- The Eduplay Manager/Deputy goes through the photocopied file and removes or blocks out any information which a third party has refused to consent to disclose.
- What remains is the information recorded by the service, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
- The 'clean copy' is copied for the parents/carers who are then invited in to discuss the contents. The file should never be given straight over to the parents/carers, but talked through with the Eduplay Manager /Deputy, so that it can be explained.
- Legal advice may be sought before sharing the file, especially where the parent/carer has possible grounds of litigation against the service or another (third party) agency.

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