

## General Welfare Requirement: Safeguarding and Promoting Children's Welfare

Glebe House School Staff must take necessary steps to safeguard and promote the welfare of children.

# Safeguarding Children

## 1.4 Confidentiality and client access to records

### Policy statement

Definition: *'Confidential information is information of some sensitivity, which is not already lawfully in the public domain or readily available from another public source, and which has been shared in a relationship where the person giving the information understood it would not be shared with others.'* Information sharing advice for Practitioners providing Safeguarding Services to children, young people, parents and Carers (July 2018)

At Glebe House School Trust, 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. There are record keeping systems in place that meet legal requirements; means of storing and sharing that information take place within the framework of the General Data Protection Regulations (May 2018) and the Human Rights Act(1998).

We abide by the GDPR main principles being

- Having a lawful reason for collecting personal data, and which is collected in a fair and transparent way.
- Only use the data for the reason it was originally obtained.
- We do not collect any more data than necessary.
- Data must be accurate and we have mechanisms in place to keep it up to date
- We only keep it for as long as necessary.
- Personal data is protected and stored in locked cabinets or appropriately.

### EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
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## **Confidentiality procedures**

- We always check whether parents regard the information they share with us to be regarded as confidential or not, for example “All About Me Books” or “Transition processes” etc.
- Some parents sometimes 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 need to record confidential information beyond the general personal information we keep (see our record keeping procedures) - 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 personal records securely locked in the nursery/school office and children’s “All About Me Books” are kept where children and parents or anyone with Parental Responsibility (PR) can help themselves within each year group/class (see our record keeping procedures).
- In EYFS (Reception) the Tapestry software is used to assist with assessment and tracking. When parents sign up to this app, they are given various security and confidentiality options and the school abides by these requests.

## **Client access to records procedures**

Parents with “PR” 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 setting leader or manager.
- The setting leader informs the Headmaster or nominated Governor and sends a written acknowledgement.
- The setting commits to providing access within 14 days, although this may be extended.
- The setting’s leader or manager and chairperson of the management 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 who may be referred to in the records.
- It also includes 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 copy of the request letter.
- A photocopy of the complete file is taken.
- The setting leader and Headmaster or relevant member of the Governing Body will go through the file and remove any information which a third party has refused consent to disclose. This is best done with a thick black marker, 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 called the 'clean copy'.
- The 'clean copy' is photocopied for the parents who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the setting leader, so that it can be explained.
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party) agency.

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please see also our policy on safeguarding children and child protection.

### **Legal framework**

- General Data Protection Regulations (GDPR) 2018. ICO's Code of Practice on Privacy Impact Assessments & Article 29 Working Party).
- Human Rights Act 1998

### **Further guidance**

- Information Sharing: Guidance for Practitioners' and Managers. (updated July 2018)

- [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/272064/5860.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/272064/5860.pdf)
- Staff handbook
- General Principles for schools and local authorities relating to PR - <https://www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility>
- Information sharing advice for safeguarding practitioners - <https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>

Please refer to the section ‘General principles for schools and local authorities’.

This policy was adopted at a meeting of	<u>Glebe House Trust Nurseries</u>	name of setting
Held on	<u>September 2023</u>	(date)
Date to be reviewed	<u>September 2024</u>	(date)
Signed on behalf of the management committee		
Name of signatory	<u>Susie Pull</u>	
Role of signatory (e.g. chair/owner)	<u>Area Manager Glebe Trust Nurseries</u>	