

Confidentiality Policy

Last Updated June 2016 - See Management Committee Meeting minutes for detail of changes
Last Reviewed June 2021

The New Dawn Child Contact Centre recognises that the contact process requires explicit confidentiality, which all Child Contact Centre workers are obliged to observe. Therefore, we will ensure that:

Staff and volunteers undertake not to discuss or disclose any details relating to a family outside of the Child Contact Centre.

Staff do not make verbal or written reports in any Family Court Proceedings.

The dates and times of a family's attendance will be made available to referring agencies upon request. No other information will be released unless:

- a) A child is felt to be at risk of harm either inside or outside of the Child Contact Centre
- b) Anyone using the Child Contact Centre or a member of staff is at risk of harm
- c) Contact has been refused by the Centre for any reason

A parent's details such as his/her address and telephone number will not be passed to any other person or agency without their permission. The only exceptions to this will be if

- a) A child is felt to be at risk of harm, or
- b) Anyone using the Child Contact Centre or a member of staff is at risk of harm.

Solicitors, Family Court reporters or advisors, Social Workers or any other individual or agency will not be allowed to carry out family assessments on Child Contact Centre premises without prior arrangements.

All potential staff members must have a Criminal Records check carried out by the Disclosure and Barring Service. The results of this check will be made available to the Co-ordinator and the Chair of the Management Committee.

All information relating to families and members of staff will be kept in a secure place at all times.

Under no circumstances will members of staff reveal their own address or phone number to Centre users.

All information relating to families and members of staff, which has not been used for three years, will be treated as confidential waste and disposed of as such, except where a formal complaint has been made, where the file will be kept for longer, in accordance with the Complaints Policy.

Child Contact Centre users, referrers, and staff members will all be aware of the existence of this policy and have access to it upon request.

This policy will be reviewed, and if necessary updated, annually.

End of Confidentiality Policy