Little Lingfields Ltd



Nursery

Policies & Procedures

‘Confidentially’

# Confidentiality Policy:

It is a legal requirement for the nursery to hold information regarding the children and staff using the setting. All information regarding staff, parents/carers and children is stored in a locked cupboard inside a locked room (nursery office).

Throughout any proceedings, Little Lingfields Ltd will seek to ensure that confidentiality is maintained. However, we may disclose information where necessary for the discharge of duties/as required by law.

Disclosure of Information

In all but defined cases (e.g. disciplinary procedures), the ultimate reference point for deciding who should be informed of a piece of confidential information is the individual to whom it applies.

It is important, however, that where consent is given that it is informed consent. For this to be the case it is necessary to tell the person concerned why there is a need to disclose information and to whom. The person should also be told of the likely consequences of their agreeing or not agreeing to this (in some instances, for example, non-disclosure could mean that the persons need for a service could not be identified).

Disclosure of confidential information may require written authorisation by the individual concerned. This should be dated and specify to whom disclosure is authorised; for example, if you are requesting information from one person’s GP. Once consent has been obtained, it is the responsibility of the person passing on any information to ensure that this is only done on the terms agreed.

Safeguarding

In cases where there are concerns relating to suspected abuse or neglect of children, Little Lingfields Ltd’s Safeguarding Policy will apply. Where it is possible to involve the other parent in addressing concerns around their children’s welfare every effort will be made to do so.

Confidentiality between Parents/Carers

Little Lingfields Ltd cannot guarantee that other parents/carers will maintain each other’s confidentiality, but we will take every reasonable step to ensure that they do so. When parents/carers meet each other in group settings the issue of confidentiality will be discussed with them and parents/carers will be asked to maintain each other’s confidentiality. Parents/carers will be informed that Little Lingfields Ltd cannot guarantee confidentiality.

Information about Staff

Issues concerned with employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.

A request for an employee’s home address and telephone number will always be referred to the individual concerned before any information is disclosed. This is done via the manager.

There are some agencies who may have an automatic right of access to certain parts of personnel information e.g. inland revenue or tax queries. The manager will notify any staff member of any legal requirements whereby Little Lingfields Ltd is obliged to provide such information.

Staff should never divulge a colleague’s personal circumstances, including address, future workplace etc to anyone without the worker’s permission.

Information within Little Lingfields Ltd

This section gives guidance where staff are discussing a child/parent/carer amongst themselves, discussing a child/parent/carer with another agency on the telephone or when parents/carers visit Little Lingfields Ltd’s office:

* Make sure any discussion happens in an appropriate place, e.g. not in an office where other staff are working or where people are coming in and out of the place;
* Do not gossip about children/parents/carers with other children/parents/carers, staff or members of your management. Information shared should be on a need to know basis;
* Do not discuss personal facts about one child/parent/carer with another child/parent/carer or in the presence of another child/parent/carer;
* Do not write derogatory comments about children/parents/carers in their files (or anywhere else);
* Do not leave information lying around or on screen but replace it in the appropriate place (locked filing cabinet).

Personnel Records

* All staff, including students and volunteers will be given a copy of the confidentiality procedure as part of their induction. The implications of the procedure for their work will be explained.
* Access to personnel files can be arranged with the line manager who should make clear the following:
* Who has access to files and procedure for gaining access
* How the information is stored, e.g. Locked cabinet
* Application forms, interview records, medical information and monitoring forms are confidential to Little Lingfields Ltd.
* Equal opportunity monitoring forms will be detached from application forms on receipt and kept separate from application forms.
* Unsuccessful applicants – Little Lingfields Ltd may wish to monitor all applications and to keep information about applicants. Only the most relevant information should be kept, e.g. race, sexuality, sex and the rest destroyed.
* References – when seeking references for a new employee it is made clear to the referees that information is sought in confidence.
* Probationary reviews and appraisals. The line manager should make clear who receives information on the review.
* Medical records will be held on personnel files in a sealed envelope. Copies of medical certificates and self certification forms will be placed on personnel files after action for payroll purposes.
* Breaches of confidentiality by staff will normally be treated within the remit of Little Lingfields Ltd’s disciplinary and grievance procedure. The nature of any breaches of this procedure will determine the level of disciplinary action, e.g. disclosure of unauthorised staff details would be gross misconduct.

Children’s Files

A file concerning each child will be kept by Little Lingfields Ltd. The information recorded will be factual and where an opinion is recorded it will be clear that this is opinion and what this is based on. This information should be kept in a filing cabinet, which is kept locked. All files must be returned to the cabinet after use. All children and their parents/carers are protected under the General Data Protection Regulation 2018. Information will be kept for six years once a child has left Little Lingfields Ltd. It will then be destroyed or archived. Where records refer to children, this information will be kept until the child is 21.

All parents/carers have the right to view their child’s file. If a parent/carer asks to see their file, the relevant staff member should organise this and answer any questions about it and explain what has been written. No parents/carers will have access to any information from a third party which is stored in their files. This is to protect the safety and confidentiality of others. Therefore, third party information should be stored separately within the file. Little Lingfields Ltd asks that parents/carers give at least 24 hours notice when requesting access to their child’s file.

Parents/carers are expected to respect the rights of others to confidentiality and privacy particularly as regards to personal information known about another child/parent/carer.

All computer records will be password protected and compliant with Little Lingfields Ltd’s IT security procedures.

We use the parents provided e-mail addresses for nursery related communication and for administration purposes only. The e-mails' contents are used for internal training and service improvement where/when applicable and when confidentiality is not specifically requested. However, e-mail addresses and/or contents are not passed or/and published on to third parties or used for marketing purposes, unless there is a written consent from the sender.

Children’s progress records must be easily accessible and available to those with permission to view them but stored securely otherwise; only with prior agreement from Ofsted may these be kept securely off the premises.

Partnerships with other Organisations

Little Lingfields Ltd may be working in partnership with other bodies. Where specific information sharing protocols exist that affect a particular client, all agencies should be aware of this. Little Lingfields Ltd will give all partnership agencies a copy of the confidentiality procedure and will explain the requirements it places on the partnership organisation that will have access to information and in what circumstances. Management agreements will state that breaches of confidentiality by either party will be treated as a breach of the agreement.