

Kings Lynn Child Contact Centre,

Confidentiality Policy

Kings Lynn Child Contact Centre will respect the confidentiality of all family members other than in the following circumstances:

- A concern about the welfare of a child which will be passed to Children's Services, CAFCASS and/or the police.
- A concern about physical violence to a user, or volunteer/member of staff, of the contact centre.

These circumstances apart, we will ensure that:

1. Volunteers do not discuss or disclose any details relating to a family outside of the Child Contact Centre.
2. Volunteers do not make verbal or written reports in any family proceedings.
3. The dates and times of a family's attendance will be made available to referring agencies upon request.
4. A parent's details such as his/her address and telephone number will not be passed to any other person (including their former partner) or agency without their permission.
5. KLCCC have agreed to allow CAFCASS Officers, Social Workers and other individual or agencies to carry out family assessments on Child Contact Centre premises where there are no other suitable alternatives available.
6. All potential volunteers must have enhanced checks undertaken by the Disclosure and Barring Service (DBS) prior to taking up post. The results of this disclosure will be made available to the Co-ordinator and/or the Chair of the Management Committee.
7. All information relating to families and volunteers will be kept in a secure place at all times.
8. All information relating to families and volunteers which has not been used for three years will be treated as confidential waste and disposed of as such, except in the case of the accident book, which will be kept indefinitely.
9. KLCCC users, referrers, volunteers and staff will all be made aware of the existence of this policy and have access to it upon request.

This policy will be reviewed and if necessary updated annually.

Reviewed April 2022