



Confidentiality Policy

The Horsham 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:

1. Volunteers will 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 on any family proceedings.
3. 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 or b) anyone using the Child Contact Centre or a volunteer is at risk from physical violence.
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. 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 volunteer is at risk of physical violence.
5. Unless there is an agreement which allows them to do otherwise, Solicitors, CAFCASS Officers, Social Workers or any other individual or agency will not be allowed to carry out family assessments on Child Contact Centre premises.
6. All potential volunteers must have a Disclosure and Barring Service check carried out. The results of this Disclosure will be made available to the Social Work Manager 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. Child Contact Centre users, referrers, volunteers and staff will all be aware of the existence of this policy and have access to it upon request.
10. No action, detailed in the above points, should be taken by a volunteer without prior reference to the Horsham Child Contact Centre Child Protection Policy guidelines and without the authority of the Service Manager or Social Work Manager.

This policy will be reviewed annually and updated if necessary.