

Confidentiality Policy

Confidentiality is a fundamental requirement of the Child Contact Centre process and volunteer training to protect all personal information.

Birmingham Salvation Army Child Contact Centre recognises that the contact process requires strict confidentiality which all Child Contact Centre workers are obliged to observe. The Contact Centre will respect the confidentiality of all family members unless there is concern about the welfare of a child. This matter would then be passed on to Children's Services and/or the police. Concerns will also be raised about physical violence, aggressive language or behaviour towards a family member or volunteer at the Contact Centre.

Therefore, we will ensure that:

- Volunteers undertake not to discuss or disclose any details relating to a family outside the Child Contact Centre.
- Volunteers do not make verbal or written reports in any family proceedings.
- The dates and times of a family's attendance will be made available to referring agencies upon request.
- Parents' contact details will not be passed to any other person (including their former partner or agency) without their permission.
- 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.
- All potential volunteers must have a Disclosure and Barring Service (at enhanced level) carried out by the Criminal Records Bureau. The results of this Disclosure will be made available to the Coordinator.
- All information relating to families and volunteers will be kept in a secure place at all times. This information will only be accessible to the Coordinator and Chair of the Advisory Board. If this has not been used for three years it will be treated as confidential waste and disposed of as such, except in the case of the accident book, which will be kept indefinitely.
- The Centre users, referrers and volunteers will all be made aware of the existence of this policy and have access to it on the website and in the Contact Centre.

This policy will be reviewed regularly to keep it up to date and relevant.

Graham Andrews (Coordinator) 2018