



**LADYBIRDS**  
NURSERY

## *Confidentiality and Client Access to Records*

### *Safeguarding*

#### *Policy Statement*

At Ladybirds Nursery staff and managers have a 'confidential relationship' with families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in our nursery. We aim to ensure that all parents and carers can share information in the confidence that it will only be used to enhance the welfare of their children. There are record keeping systems in place that meet legal requirements such as storing and sharing information.

#### *Confidentiality Procedures*

Parents may request access to any confidential records held on their child and family following the procedures below:

- Any request to see the child's personal file must be done by a parent or person with parental responsibility must be made in writing to the nursery.
- The manager/deputy will then send a letter of acknowledgement
- The nursery will commit to providing access within 14 days, although this may be extended
- The nursery manager/deputy will prepare the file for viewing
- All third parties are written to, stating that a request for disclosure has been received asking for permission to disclose to the person requesting it. Copies of these letters are kept on file.
- Third parties may include all family members who may be referred to in the records

- It also includes workers from other agencies, including children's services, health authorities etc.. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them
- When all the consents/refusals to disclose have been received these are attached to the copy of the request letter
- A photocopy of the complete file is taken
- The nursery manager/deputy go through the file and remove any information which a third party has refused consent to disclose. This is best done with a thick black marker pen
- What remains in the file is information recorded by the nursery, detailing the work initiated and followed by them in relation to confidential matters. This is called a 'clean copy'. The 'clean copy' is photocopied for the parents who are invited in to discuss the contents. The file is never given straight over, but it should be gone through by the manager/deputy with the parents so it can be explained
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the nursery or another (third party) agency

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.

Further guidance is sought through Information Sharing, Guidance for practitioners and Managers (DCSF 2008)

This policy also takes reference to the General Data Protection Regulations.

Issue Date January 2016

Date to be Reviewed January 2017

Date Reviewed May 2017

Date to be Reviewed May 2018

Date Reviewed May 2018

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Date to be Reviewed April 2020

Date Reviewed

This policy will be reviewed sooner than the renewal date should any new information become available