

Chesterfield Child Contact Centre Confidentiality Policy

(Underlined words are additional to NACCC specimen policy)

Chesterfield 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. Users do not bring camcorders, cameras etc to the Centre and do not discuss or disclose any information about other users
2. Volunteers undertake not to discuss or disclose any details relating to a family outside of the Child Contact Centre.
3. Volunteers must not make verbal or written reports in any family court proceedings.
4. 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.
5. 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.
6. 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.
7. 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.
8. All potential volunteers must have a Criminal Records check carried out by the Criminal Records Bureau. The results of this check will be made available to the Co-ordinator and/or the Chair of the Management Committee.
9. All information relating to families and volunteers will be kept in a secure place at all times.
10. 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.
11. 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.
12. This policy will be reviewed and if necessary updated annually.

Witness summons

If the Centre or one of its volunteers receives or is served with a witness summons, the Chair should be notified promptly and then will do the following:

1. Write to the Court and/or the solicitor involved. The letter will explain the Centre's Policy in relation to confidentiality and the disclosure of information. Wherever possible it will also contain a request that the witness summons is set aside.
2. Inform the NACCC office [who will be able to offer advice and assistance and support] Police visits to Child Contact Centres
3. Discuss with one of the solicitors on the committee as appropriate

Police at the Centre

Unless they are called on in an emergency the police should be asked not to approach or detain anybody on the Centre's premises.

If the police or somebody wishing to serve an order arrives at a Centre, they should be asked to serve the order elsewhere.

Data protection

1. Data must be obtained and processed fairly and lawfully.
2. Data must be held for lawful purposes.
3. Data must be adequate, relevant and not excessive.
4. Data should be accurate and kept up to date.
5. Data should not be kept longer than is necessary:
 - Users record shredded 3 years after it was last used
 - Volunteers record shredded 3 years after resignation
6. Data should be processed in accordance with the rights of data subjects under the Data protection Act.
7. Data must be kept secure.
8. Data must not be transferred outside the European Economic Area unless exemptions are met.

People are entitled to know what data a Child Contact Centre holds about them, although there is an exemption which allows for non-disclosure of sensitive data if the Child Contact Centre holds it for the purposes of preventing the occurrence of crime due to violence.

For any questions about, or problems in relation to Data Protection, the NACCC office or the Information Commissioner website on www.dataprotection.gov.uk should be consulted.