

Enfield Family Contact Centre

Confidentiality Policy

Enfield Family Contact Centre recognises that the contact process requires explicit confidentiality which all Contact Centre workers are obliged to observe. Therefore, we will ensure that:

1. Volunteers undertake not to discuss or disclose any details relating to a family using the Centre outside of the 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. No other information will be released unless a) a child is felt to be at risk of harm either inside or outside of the Contact Centre or b) anyone using the 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 Contact Centre or a volunteer is at risk of physical violence.
5. Unless there is an agreement which allows them to do otherwise, Solicitors, Social Workers and any other individual or agency will not be allowed to carry out family assessments on Contact Centre premises. The exception is CAFCASS Officers who will be allowed to undertake assessments at the Centre.
6. All potential volunteers must have a Disclosure and Barring Service (DBS) check carried out by the Disclosure and Barring Service. The volunteer is required to make the results of this check available to the Volunteer Administrator.
7. All information relating to families and volunteers will be kept in a secure place at all times.
8. All information relating to families that has not been used for three years will be treated as confidential waste and disposed of. All information relating to volunteers that has not been used for six years will be treated as confidential waste and disposed of. The exceptions are the Accident Book and Health Safety checklists, which will be kept indefinitely.
9. Contact Centre users, referrers and volunteers will all be aware of the existence of this policy and have access to it upon request.

This policy will be reviewed and, if necessary, updated every two years.

Policy implemented November 2004

Reviewed: January 2007, January 2008, January 2009, March 2010, July 2011, September 2012

Revised: February 2014

Reviewed: September 2015

Revised: May 2017, September 2018

Reviewed: January 2020

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