



CCCC – Confidentiality Policy

1. Purpose

This policy explains how the Chichester Child Contact Centre (CCCC) works to respect the confidentiality of the families who use the Contact Centre.

2. Aim

To outline the principles that volunteers and Centre staff will follow to keep information confidential.

3. Introduction

CCCC recognises that the contact process requires explicit confidentiality. However, confidentiality may need to be broken in the following circumstances:

- A concern about the welfare of a child - which will be passed to Children's Services and/or the Police
- A concern about physical violence to a user or volunteer of the Contact Centre

4. Principles

All volunteers and staff must adhere to the following principles:

1. **Confidentiality of Family Information**
Volunteers must not discuss or disclose any information relating to a family outside the Child Contact Centre.
2. **Seeking Guidance**
Volunteers must contact the Coordinator if they need to discuss a particular situation or require advice.
3. **No Involvement in Family Proceedings**
Volunteers must not provide verbal or written reports for use in family court proceedings.
4. **Attendance Information**
Dates and times of attendance may be shared with referring agencies upon request. No additional personal information will be disclosed unless required for safeguarding purposes.
5. **Protection of Personal Details**
A parent's personal details (such as their address or telephone number) will not be shared with any other person or agency, including their former partner, without their explicit permission, unless required by law.
6. **Assessments on Centre Premises**
Unless a specific agreement is in place, Solicitors, CAFCASS Officers, Social Workers, or any other individuals or agencies are not permitted to carry out family assessments on Child Contact Centre premises.
7. **Volunteer Checks**
All prospective volunteers must undergo Disclosure and Barring Service (DBS) checks prior to appointment.
8. **Secure Storage of Information**
All information relating to families and volunteers will be stored securely at all times.



9. **Retention and Disposal of Information**

Information that has not been used for three years will be treated as confidential waste and disposed of securely. The accident book will be retained indefinitely.

10. **Access to the Policy**

All Centre users, referrers, volunteers, and staff will be made aware of this policy and may access it upon request.

Note: This policy will be reviewed and if necessary updated annually.