

Confidentiality Policy

The Kingston Child Contact Centre will respect the confidentiality of all family members other than 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/member of staff, of the contact centre.

These circumstances apart, we will ensure that:

1. Volunteers do not discuss or disclose any details relating to a family outside of the Child 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.
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.
5. 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.
6. All potential volunteers must have checks undertaken by the Disclosure and Barring Service (DBS) prior to taking up post
7. All information relating to families and volunteers will be kept in a secure place at all times.
8. 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, except in the case of the accident book, which will be kept indefinitely.
9. Child Contact Centre users, referrers, volunteers and staff will all be made aware of the existence of this policy and have access to it upon request.

This policy will be reviewed and if necessary updated annually.

August 2026