Practice Guidelines:

1. Volunteers should not disclose information about what they have seen or heard in the Contact Centre to outsiders nor on social media.

2. Volunteers should not give out their own address or telephone numbers.

3. Volunteers should only talk in general terms about themselves and avoid disclosing personal or intimate information.

4. Volunteers should not make arrangements to meet individuals or families outside of the Child Contact Centre.

5. If a volunteer meets an individual or family away from the Centre they should not introduce them to their family or friends.

6. All Volunteers should tell the Contact Centre Co-ordinator, or duty member of staff for that day, if somebody they know comes to use the Centre.

7. Volunteers must not commit themselves or others to make verbal or written reports in any family proceedings.

Note:

Dates and times of attendance only will be disclosed to referrers by the Child Contact Centre Administrator, unless a child is at risk from harm through further contact, or if there is a risk of physical violence.

If a volunteer feels a child has either suffered or may suffer physical, sexual, or emotional harm, the matter should be discussed with the Contact Centre Co-ordinator, in advance of a possible referral to Social Services. If it is appropriate, parents themselves should be advised to make such a referral and a check then made to ensure that they have done so.

avenue CHILD CONTACT CENTRE

Confidentiality

Policy Statement

Reviewed January 2024

Confidentiality.

All staff and volunteers are required to observe this confidentiality policy and follow the practice guidelines.

OUR POLICY:

1. Volunteers undertake not to 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. If it is necessary for any approaches to be made regarding reports these are to be made to the Centre Co-ordinator.
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 Child Contact Centre.
   b) Anyone using the Centre or a volunteer is at risk of physical violence.
4. A parent's details such as his/her address and phone number will not be passed to any other person or agency without their permission. The only exceptions to this are the same as 3a) and 3b) above.
5. Unless there is an agreement which allows them to do otherwise, Solicitors, Court Welfare Officers, Social Workers or any other individual agency will not be allowed to carry out family assessments on Centre premises.
6. All potential volunteers must have a DBS check. The results of this check will be made available to the Co-ordinator and Chair of the Management Committee.
7. All information relating to families will be kept secure at all times.

8. All information relating to families and volunteers that has not been used for 3 years will be treated as confidential waste and disposed of as such. All DBS disclosures will be shredded after 6 months.
9. 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.

10. This policy will be reviewed annually and updated if necessary.