



orchard
Education

Confidentiality Policy

Orchard Education Ltd
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Confidentiality Policy

Orchard Education is committed to providing a confidential service to all of our service users. The aim is to protect the child at all times whilst giving all staff clear and unambiguous guidance as to their legal and professional roles and responsibilities.

Objectives:

1. To provide consistent messages in school about handling information about children once it has been received.
2. To foster an ethos of trust within the school.
3. To ensure that staff, parents and pupils are aware of the school's confidentiality policy and procedures.
4. To reassure pupils that their best interests will be maintained.
5. To encourage children to talk to their parents and carers.
6. To ensure that pupils and parents/carers know that school staff cannot offer unconditional confidentiality.
7. To ensure that there is equality of provision and access for all including monitoring of cultural, gender and special educational needs.
8. To ensure that if there are child protection issues then the correct procedure is followed.
9. To ensure that confidentiality is a whole school issue and that in lessons ground rules are set for the protection of all.
10. To understand that health professionals are bound by different code of conduct.
11. To ensure that parents have a right of access to any records the school may hold on their child but not to any other child that they do not have parental responsibility for.

Guidelines

- All information about individual children is private and is only shared with those staff that have a need to know.
- All outside agencies, medical and personal information about a child is held in a safe and secure place which cannot be accessed by individuals other than school staff.
- The school continues to actively promote a positive ethos and respect for the individual.

- Parents/carers and children need to be aware that the school cannot guarantee total confidentiality and the school has a duty to report child protection issues.
- The school prides itself on good communication with parents and carers and staff are always available to talk to both children and parents/carers about issues that are causing concern. The school encourages children to talk to parents/carers about issues causing them concern and may in some cases support the children to talk to their parents.
- Parents/carers and children should feel reassured that in exceptional circumstances confidentiality will be broken.
- All children have a right to the same level of confidentiality irrespective of gender, race, religion, medical concerns and special educational needs. A lot of data is generated in schools by these categories, but individual children should not be able to be identified.
- The school has appointed a senior member of staff as Designated Safeguarding Lead. Child protection procedures are understood by staff and training is undertaken for all Orchard staff.
- Health professionals have their own code of practice dealing with confidentiality. Staff should be aware of children with medical needs and the information should be accessible to relevant staff but not on general view.
- Photographs and names of children are not to be used without parents/carers permission especially in the press and internet. The school gives clear guidance to parents about the use of images, names and work across the school and any social media platforms.
- Information about children is shared with parents but only about their child. However, parents should be aware that information about their child will be shared with a receiving school if they change school. All personal information about children including social services records should be regarded as confidential. It should be clearly understood by those who have access to it, and whether those concerned have access to all, or only some of the information. Information regarding health reports such as speech therapy, medical reports, EHCP's, SEN reports, SEN minutes of meetings and social services minutes of meetings and reports will be securely filed.
- Logs of administration of medication to children should be kept secure and each child has their own individual log.
- In all other notes etc a child should not be able to be identified. Addresses and telephone numbers of parents and children will not be passed on except in exceptional circumstances or to an approved outside agency or receiving school.

In Practice

1. All staff receive a copy of the Company Handbook prior to employment. Reference to confidentiality is made within this document. Upon commencement of employment with our Company, staff members sign in acknowledgment of its contents binding them as part of their terms of employment.
2. No information will be physically removed from our offices without management/customer consent.
3. All external emails carry a confidentiality disclaimer.
4. All written and electronic information is kept at secure, locked and alarmed premises. Where reference is made to personal identity within existing communication mediums eg 'whatsapp', and where that information may be accessible on a personal mobile device belonging to a staff member, reference to identity will be by initials only, hence preserving the identity of the subject.

Record keeping, statistics, evaluation and monitoring

Service User Records

- Any written Service User records will be kept securely.
- Data will be retained in line with GDPR (and Orchard's Data Protection policy) and cross-referenced within the company data map.
- Service users may ask to see any written records if they so wish to do so in writing.
- Secure shredding is used prior to the disposal of any written records.

Data Analysis

- Data will be collected to assist in planning, marketing.
- Data collected will have the sole purpose of enabling us to evaluate and monitor the service we are offering and will not, under any circumstances contain personal information.

Making the Confidentiality policy known

- All staff are given access to a copy of the policy when they join our Company.
- We will ensure that all staff are trained and given information about the Confidentiality Policy.

This policy applies to all paid employees, volunteers and visitors of our Company. All new staff will be given training in its application.

This policy should be read in conjunction with the Company Data Protection Policy. The policy will be reviewed annually.

This policy will be reviewed annually by a Director.

	Initial	Review 1	Review 2	Review 3
Signed		D.Melia	Dave Melia	Dave Melia
Position		Director	Director	Director
Date		04/08/17	13/09/18	30/08/19