



CGC Confidentiality Policy 2025

1. Introduction

Chances Gives Choices (CGC) Child Contact Centre is committed to providing a confidential service to all families who use our services. We believe confidentiality is a fundamental principle that must be embedded across all aspects of service delivery and management.

Confidentiality safeguards the interests of families, protects stakeholders, and helps maintain trust in the integrity of the service.

This policy should be read alongside the **CGC Data Protection Policy**.

2. General Principles

CGC recognises that all stakeholders have the right to confidentiality, except where disclosure is necessary to:

- Protect the welfare of a child (concerns will be referred to **Children's Services and/or the Police**).
- Prevent or address concerns about **physical violence** towards a service user or member of staff.

Outside of these circumstances, CGC ensures that confidentiality is respected in all other matters.

3. Policy Commitments

CGC will ensure that:

- i. **Staff discretion** – Staff must not discuss or disclose any details relating to a family outside of the Child Contact Centre.
 - ii. **No family reports** – Staff will not provide verbal or written reports in any family court proceedings.
 - iii. **Attendance records** – Only dates and times of attendance will be shared with referring agencies upon request.
 - iv. **Personal details** – A parent’s personal details (e.g., address, telephone number) will not be shared with any person or agency, including their former partner, without explicit consent.
 - v. **Assessments** – Unless formally agreed, solicitors, CAFCASS officers, social workers, or other professionals will not be permitted to carry out family assessments on CGC premises.
 - vi. **Staff vetting** – All staff must undergo **Disclosure and Barring Service (DBS)** checks before taking up post.
 - vii. **Secure information storage** – All information relating to families and staff will be kept securely at all times.
 - viii. **Data retention & disposal** – Family and staff information that has not been used for three years will be treated as **confidential waste** and securely destroyed, except for the accident book, which will be kept indefinitely.
 - ix. **Policy access** – Service users, referrers, and staff will all be made aware of this policy and can access it on request.
-

4. Policy Review

This policy will be reviewed annually alongside CGC’s Data Protection Policy to ensure it remains compliant with legal requirements and best practice standards.

Policy date: 21.08.2025

Policy review : 21.08.2026

Signed: CLWhitfield Claire Whitfield