



Confidentiality Policy

1. Purpose

The aim of this Confidentiality Policy is to set out guiding values and standards governing confidentiality for Waltham Forest Dyslexia Association (WFDA). The policy is to protect the WFDA stakeholders at all times and to give all staff, sessional tutors and volunteers involved with WFDA clear, unambiguous guidance as to their legal and professional roles. Also to ensure good practice throughout the charity which is understood by stakeholders including parents/carers and anyone representing the WFDA.

2. Scope

WFDA seeks to put the stakeholders at the heart of the support provision available and to provide a safe and secure learning environment. It seeks to implement the underlying principles of the Every Child Matters Agenda and to address the issues, which may arise about confidentiality.

WFDA is committed to developing creative and positive ways for everyone's voice to be heard whilst recognising the responsibility to use, hold and safeguard information received.

WFDA is mindful that it is placed in a position of trust by all stakeholders and there is a general expectation that a professional approach will be used in all matters of confidentiality.

WFDA has a duty of care and responsibility towards all users of the services provided including parents/carers of students as well as staff, sessional tutors and volunteers. It can occasionally also need to work with a range of outside agencies and share information on a professional basis. Striking an effective and professional balance between these two aims is crucial to the success of a confidentiality policy.

3 Objectives:

1. To provide a consistent message in all service provisions regarding handling information once it has been received.
2. To foster an ethos of trust within WFDA.
3. To ensure that staff, sessional tutors, volunteers, parents and service users are aware of the WFDA confidentiality policy and procedures.
4. To reassure service users that their best interests will be maintained.

3 Objectives (cont.)

5. To specifically encourage children who use the services to talk to their parents and carers.
6. To ensure that service users and parents/carers know that WFDA staff, sessional tutors and volunteers cannot offer unconditional confidentiality.



7. To ensure that there is equality of provision and access for all including rigorous 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 maintained across the whole of the WFDA provisions. for the protection of all.
10. To understand that health professionals are bound by a different code of conduct.
11. To ensure that a service user or parent/carer have a right of access to any records WFDA may hold on themselves or their child but not to any other child/young person that they do not have parental responsibility for.

4. Policy Guidelines

1. All information about individuals is private and should only be shared with those designated staff, sessional tutors, Trustees and volunteers who have a need to know. The Chair of WFDA is to sanction who should be the designated staff, sessional tutors, Trustees and volunteers.
2. Disclosure of any information held must have the approval of the parent/carer before being provided for any internal or external requests.
3. All social services, medical and personal information about a child should be held in a safe and secure place which cannot be accessed by individuals other than designated WFDA staff, sessional tutors, volunteers and Board of Trustees. WFDA is to follow the guidelines of the Data Protection Act (1998) and information gathered from users of the WFDA provision may be stored electronically
4. The WFDA continues to actively promote a positive ethos and respect for the individual:
 - a) The designated Child Protection Officer receives regular training. The Chair of Trustees has ultimate responsibility for child protection.
 - b) There is clear guidance for procedures for the handling of child protection incidents. All staff have regular training on child protection issues.
 - c) There is clear guidance for procedures if a member of staff, sessional tutor or volunteer is accused of inappropriate conduct.
 - d) Staff, sessional tutors and volunteers are aware of the need to handle all issues about different types of families in a sensitive manner.
 - e) Any intolerance about gender, faith, race, culture or sexuality is unacceptable.
 - f) Information collected for one purpose should not be used for another.
5. Parents/carers and children need to be aware that WFDA cannot guarantee total Confidentiality and WFDA has a duty to report child protection issues.
6. The WFDA prides itself on good communication with service users, parents and carers and staff, sessional tutors and volunteers are always available to talk to both children and parents/carers about issues that are causing concern. The WFDA 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.
7. The WFDA may share a child protection disclosure with parents/carers if appropriate. However, if the disclosure is in relation to the conduct of a parent/carer and the disclosure



may jeopardise the well being of the child, under these exceptional circumstances (sanctioned by the Chair of Trustees) WFDA will inform the correct authorities of a child protection disclosure without the approval of the parent/carer

8. Parents/carers and children should feel reassured that only in exceptional circumstances confidentiality will be broken.

9. All have a right to the same level of confidentiality irrespective of gender, race, religion, medical concerns and special educational needs. Data maybe generated by WFDA for these categories but individuals should not be identified.

10. The WFDA has appointed a Trustee Board Member as Child Protection Officer. Child protection procedures are understood by staff, sessional tutors and volunteers and training is undertaken every two years for all staff.

11. Health professionals have their own code of practice dealing with confidentiality. Staff, sessional tutors and volunteers should be aware of children with medical needs and the class information sheet should be accessible to staff who need the information but not on general view to other parents/carers and children.

12. Photographs of service users should not be used without service user or parents/carers permission especially in the press and on the internet.

13. Information about children will be shared with parents but only about their child. Parents should not have access to any other child's books, marks and progress at any time especially at parents' evening. 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.

14. As an organisation WFDA uses the Criminal Record Bureau (CRB) Disclosure service now renamed Disclosure Barring Service (DBS) to assess applications' suitability for positions of trust. The WFDA compiles fully with the CRB/DBS Code of Practice and does not hold on to any DBS records.

15. The WFDA policy on confidentiality is made available on request or by viewing on the website [wfda.org.uk](http://www.wfda.org.uk) to all.

16. All staff, sessional workers and volunteers are expected to be committed to the values of the Waltham Forest Dyslexia Association, including the implementation of the Equal Opportunities and Child Protection Policies.

Implementation

Review confidentiality processes on an annual basis in consultation with the WFDA Board of Trustees.

5. Links to other policies and documents

Most relevant policies are publicly available through the WFDA's website at <http://www.wfda.org.uk/about/policies>. Please also refer to the WFDA Equal Opportunities Policy; Child Protection Policy and Recruitment Policy.



W a l t h a m F o r e s t
Dyslexia Association
Opening doors for dyslexics since 1989

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