



Birmingham Child Contact Centre

Confidentiality Policy

Birmingham Child Contact Centre (BCCC) will respect the confidentiality of all family members other than in the following circumstances:

- A concern regarding the welfare of a child which will be passed to Children's Services and/or police or other child agencies e.g. CAFCASS.
- A concern about physical violence to a user, or BCCC's volunteers.

These circumstances apart, we will ensure that:

1. Volunteers do not discuss or disclose any details relating to a family outside of Birmingham Child Contact Centre.
2. Volunteers do not make verbal or written reports for 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 former partner) or agency without their permission.
5. Unless there is an agreement by a member of the Management Team that 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 in Birmingham Child Contact Centre Contact Rooms.
6. All potential volunteers will have checks undertaken by the Disclosure and Barring Service (DBS) to the enhanced level prior to becoming a full volunteer.
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 five years will be treated as confidential waste and disposed of as such, except in the case of the accident book, electronic referral records, Safeguarding and Child Protection records which will be kept indefinitely (See our Data Protection Policy) as children can request this information up to the age of 25 years, through Local Authorities.
9. Birmingham Child Contact Centre will ensure that users, referrers and volunteers are made aware of the existence of this policy and have access to it upon request.

This policy will be reviewed annually and updated where appropriate. A version history is maintained.