

# SHAKESPEARE PRIMARY SCHOOL CONFIDENTIALITY POLICY



To be reviewed: Annually

To go to: Finance, General Purposes & Staffing  
Committee

Approved by Governors: September 2025

To be Reviewed: September 2026

**Aim:**

To protect children at all times and to give the school workforce clear, unambiguous guidance as to their legal and professional roles in relation to sharing information and confidentiality, ensuring good practice throughout the school which is understood by the whole school community including families. To safeguard our staff by ensuring that they are confident with the part they each play in acknowledging confidential information and who to share it with.

**Rationale:**

- \* *The policy seeks to implement the underlying principles of Keeping Children Safe in Education and to address the issues which may arise about sharing information and confidentiality.*
- \* *The school is committed to developing creative and positive ways for the child's voice to be heard whilst recognising the responsibility to use, hold and safeguard information received. Sharing information unnecessarily is an erosion of trust.*
- \* *The UN Convention on the Rights of the Child supports the view that children should be entitled to confidential support alongside safeguarding them from harm.*
- \* *The Healthy Schools Programme recognises the importance of children having access to confidential services, including health services to support their physical and emotional needs.*
- \* *The school 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 information sharing and confidentiality.*
- \* *Families, children and other adults should all expect that information they identify as confidential will not be shared with any other party unless it is a safeguarding issue in which case the appropriate member of the school workforce will be consulted or permission has been given as part of the **Early Help Assessment (EHA)** process.*
- \* *In practice there are few situations where absolute confidentiality can be offered in a school. The school aims to strike a balance between ensuring the safety, well being and protection of children and the school workforce, ensuring there is an ethos of trust where any member of the school community can ask for help when they need it and ensuring that when it is essential to share personal information, good practice is followed and, when appropriate, safeguarding procedures.*
- \* *Other relevant policies –Child Protection & Safeguarding Children, **EHA** operational guidance, GDPR, PSHE, Drug Education (responding to incidents), Anti-bullying, Online Safety etc.*

**Objectives:**

- \* To foster an ethos of trust within the school and reassure children that their best interests will be maintained
- \* To provide consistent messages in school about handling and sharing information about children once it has been received.
- \* To ensure that the school workforce, families and children are aware of the school's confidentiality policy and information sharing procedures. Also, that families and children know, that adults cannot offer unconditional confidentiality.
- \* The school workforce will encourage children to talk to their parents and carers.
- \* 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.
- \* To ensure that confidentiality is a whole school issue and that in lessons group agreements/ground rules are set for the protection of all.
- \* To ensure that if there is a safeguarding issue then the correct procedure is followed.
- \* To ensure that the appropriate staff are trained in handling sensitive issues e.g. sexual health, substance use, family circumstances, criminal activity, bullying, sexual orientation etc)
- \* Ensure that parents/carers & staff workforce (this includes supply teachers, student teachers, work experience students, parent helpers, regular visitors to our school) are aware of the need for confidentiality to build a level of trust between home & school and will sign the Confidentiality statement.
- \* All staff to be aware of the need to avoid accidental disclosure and the child/family's right to privacy. If needed they may talk to the Headteacher/FLM if they require supervision
- \* Staff are aware of the six strands of equality & diversity (cultural, disability, race, age, faith, & sexual orientation) & respect these when dealing with children and their family & the need for confidentiality
- \* All parties & outside agencies involved when an **EHA** has been initiated are aware of what information is confidential & what may be shared with consent
- \* To ensure that when following the **EHA** process the appropriate staff are aware of the need for confidentiality. However, when it links to a safeguarding issue the need for consent does not apply as per the guidelines in the Child Protection & Safeguarding Children Policy see appendix C1, C2 & D

**Guidelines:**

- Conversations of a confidential nature, face to face or a telephone conversation should take place in a room with a closed door in order to obtain privacy for all parties.
- Roles and responsibilities of the school workforce, volunteers and visitors are bound by all school policies & are asked not to talk of sensitive issues off school grounds.
- The appropriate school staff who have links with other outside agencies/specialist services (e.g. School Nurses, Counselling services, Family Workers) are aware of their boundaries of confidentiality within their own setting.
- The Family Support Lead will be responsible for record keeping & ensuring that they are kept in a separate folder marked Private & Confidential and locked in a fire proof cabinet up to July 2018.
- From Sept 2018 all records will be added to the schools electronic safeguarding system, CPOMS. Only the designated safeguarding lead & the DSL back up staff who are authenticated on the system will be allowed to see this information.
- The Family Support Lead makes it clear by asking the child/ family regarding exactly what information may be shared and what will remain confidential within the school setting (see appendix E).
- The Family Support Lead when dealing with third party disclosures, will log the information on CPOMS & discuss with the Headteacher & will follow the guidelines laid down in the school Child Protection policy if of a sensitive nature.

**Organisation:**

- School have clear care pathways for children to ensure they feel safe in their environment & are able to talk confidentially should they need to
- School have clear care pathways for school staff which are laid down in the schools H & S & CP Policy in order to keep themselves safe
- Training/support for the school workforce will take place as part of the three yearly CP training & as part of the induction of new members as and when
- The school workforce supporting **children** may need supervision meetings with appropriate member of SMT to monitor/support staff working with individuals
- The SBM will be responsible for confidentiality record keeping/data protection
- Staff when identifying issues for children are required to report this to the Headteacher or another DSL immediately e.g. reasons for attendance, issues brought to the school workforce by children
- Visitors both within and outside the curriculum, are provided with a visitor's booklet and confidentiality statement to sign.

**Dissemination of the policy**

- School will ensure that children are aware of this policy in discussions in PSHE, anti-bullying, Online Safety safeguarding 1:1 sessions/lessons
- School will ensure the entire school workforce & families (see appendix E) are aware of the policy via the school website & staff meetings. Supply staff will have a copy of the policy in the classroom folder kept in the teacher's desk
- School governors will be asked to agree this written policy & reagree annually thereafter, when revised/reviewed.
- School will endeavour to obtain a whole school community consultation on the policy by asking staff, parents/carers & the school pupil council to comment on its contents
- Regular visitors and other adults are informed about the policy by the HT/SBM on their first visit

**SEN Provision**

- School will ensure all children understand what confidentiality means by differentiating the information for our most vulnerable children with special needs

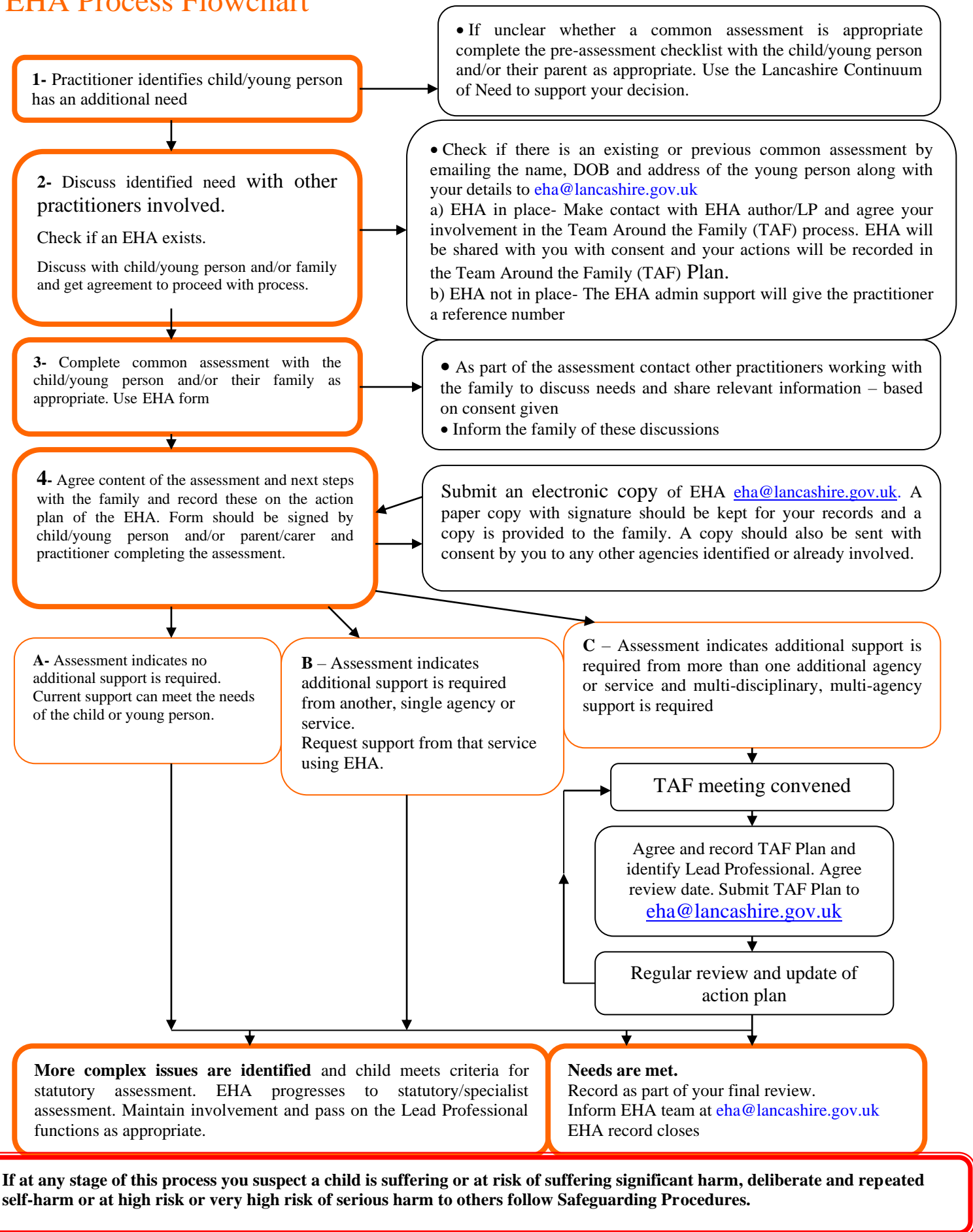
**Monitoring Confidentiality**

- views of children
- views of the school workforce, agencies, other adults etc.

**Complaints**

- Procedures laid down in the schools' complaints procedure must be followed.

## EHA Process Flowchart



## Confidentiality, Young People, Families and Schools - Information for Families

The appropriate sharing of information within school and, at times, with others is an essential element in ensuring the safety and well-being of children and young people

As a matter of general principle, any personal information acquired in the course of working with children and families should be regarded as confidential

The safety, well-being and protection of children and young people are the paramount considerations in all decisions that the school workforce will make regarding the issue of confidentiality.

**Will I be told everything that my child tells an adult in school?**

The general principle is that the child's confidentiality must be respected. So if a child discloses something to an adult and asks them to keep it confidential, the adult will do so. Generally only if the young person is at significant risk e.g. the safeguarding of the child's welfare overrides the need to keep the information confidential will confidentiality be broken

**Can my child consent to any sort of health treatment or access services without my knowledge?**

United Nations Convention on the Rights of the Child (UNCRC) endorses the view that children and young people should be entitled to confidential support alongside safeguarding them from harm.

People working with young people will assess if a young person is 'competent to consent'. If a young person is 'competent' the adult cannot inform their parents against their wishes. All children and young people will be assessed on an individual basis; generally over 16's can consent.

**Be assured that at all times children and young people disclosing personal information to an adult will be encouraged to talk to their parent or carer. The adult in school will offer to help them to do this.**