

Libra Children Services



Confidentiality Policy (*Rewritten Version 2025*)

1. Purpose

Libra Children Services (LCS) recognises that families who use our contact services share sensitive personal information and have a right to privacy. This policy sets out how we protect that information, the limited circumstances when it may be shared, and the responsibilities of everyone involved in the service.

2. Commitment to Confidentiality

LCS maintains strict confidentiality in all aspects of its work. Information disclosed by parents, carers, children, referrers, or professionals is treated as private and is not shared beyond the organisation unless a lawful or safeguarding requirement applies.

Confidentiality does **not** prevent us from acting when a child or adult is at risk of harm.

3. Situations Where Information May Be Shared

Information may be passed to external agencies where necessary to protect the safety or wellbeing of a child or another person. Examples include:

- Any concern relating to a child's welfare, which may require referral to Children's Services, the police, or relevant safeguarding bodies.
- Any incident involving the risk of physical harm to a service user, visitor, staff member, or volunteer.

These are the only exceptions to our general rule of confidentiality, unless legal obligations require disclosure.

4. How LCS Protects Confidential Information

We ensure that:

4.1 Staff and Volunteers

- Do not discuss any identifiable family information outside Libra Children Services.
- Do not prepare reports for private or public law proceedings unless this is explicitly requested by an authorised agency and agreed by LCS management.
- Understand that information obtained during their duties must remain confidential at all times.

4.2 Information Sharing

- Family attendance dates and times may be provided to referrers or statutory agencies when required for safeguarding or case management.
- Personal details such as addresses, contact numbers, or other private information will not be shared with any individual or external agency without the explicit consent of the person concerned, unless safeguarding duties require disclosure.

4.3 Contact Sessions

- No family assessments, observations, or professional interventions may be conducted in LCS contact rooms unless specific permission has been granted by senior management.

4.4 Recruitment and Vetting

- All volunteers and staff undergo an enhanced Disclosure and Barring Service (DBS) check before carrying out unsupervised duties.

4.5 Secure Storage

- All paper and digital records relating to families and volunteers are stored securely and only accessible to authorised personnel.

4.6 Data Retention

- Information not required for ongoing service delivery is reviewed and disposed of confidentially after five years.
 - Certain records must be kept indefinitely, including safeguarding files, electronic referrals, accident records, and child protection documentation. These may be requested by young people through local authorities up to the age of 25.
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5. Access to This Policy

All users, referrers, volunteers, and professionals working with LCS are made aware of this policy and may request a copy at any time. The policy is also available as part of our organisational documentation.

6. Review and Governance

This policy is reviewed annually, or sooner if legislation or service requirements change. A version history is maintained for transparency.
