



# CONFIDENTIALITY POLICY

This Policy was approved at a meeting of the Governing Body on 22 May 2023

Chair of Governors: Mr L Shilling  
Headteacher: Ms Y Nunn

Signed .....

Chair of Governors

Signed .....

Headteacher

Review Date: Summer 2026

## **Aim**

To protect the child at all times and to give all staff involved clear, unambiguous guidance as to their legal and professional roles and to ensure good practice throughout the school which is understood by pupils, parents/carers and staff.

## **Rationale**

Hampton Collaborative Trust seeks to put the child at the heart of the learning process and to provide a safe and secure learning environment, addressing issues which may arise about confidentiality. It 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 Academy 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.

## **Objectives:**

1. To provide consistent messages within the Academy Trust about handling information about children once it has been received.
2. To foster an ethos of trust.
3. To ensure that staff, parents and pupils are aware of the Academy Trust's confidentiality policy and procedures.
4. To encourage children to be aware of confidentiality issues relating to their peers.
5. To reassure pupils that their best interests will be maintained.
6. To encourage children to talk to their parents and carers.
7. To ensure that pupils and parents/carers know that school staff cannot offer unconditional confidentiality.
8. 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.

## Guidelines

1. All information about individual children is private and should only be shared with those staff that have a need to know.
2. All safeguarding, medical and personal information about a child should be held in a safe and secure place which cannot be accessed by individuals other than Academy staff.
3. The Academy prides itself on good communication with parents and carers. Staff are available to talk to both children and parents/carers about issues that are causing concern. The Academy encourages children to talk to their parents/carers about issues causing them concern and may in some cases support the children to talk to their parents.
4. All children have a right to the same level of confidentiality irrespective of gender, race, religion, medical concerns and special educational needs. A lot of data is generated in schools by these categories but individual children should not be able to be identified.
5. Confidentiality is a whole school issue. Clear ground rules must be set for any classroom work such as circle time and other PSHE session dealing with sensitive issues.
6. All children, parents, staff members and governors must be permitted privacy from gossip. All matters are dealt with according to the Academy Trust's procedures and out of the eye of the wider community. It is important that:-
  - Staff do not discuss details of individual cases arising in staff meetings to any person without direct professional connection.
  - No member of staff discusses an individual child's behaviour in the presence of another child in school.
  - Staff do not enter into detailed discussion about a child's behaviour with other children or their parents.
  - Governors, in particular those sitting on Discipline Committees, do not divulge details about individuals (be they staff, families or individual children) to any person outside of the meeting.
  - Parents in school, working as volunteers do not report cases of poor behaviour or pupil discipline to others. This allows teachers to deal with such matters in line with school policy.
  - At full Governing Body meetings matters such as pupil exclusion, personnel issues and personal details of any member of the school community will be dealt with in the Headteacher's Report. This is not for the knowledge of persons outside the Governing Body meeting.

- Staff performance management will be carried out privately. Targets for individuals, named lesson observation sheets and other performance data will be kept securely with line manager.
- Matters of Child Protection are made known to staff on a need to know basis.
- It is important that class teachers and support staff are aware of some confidential matters in order to support individuals. These staff will respect the sensitivity of such cases and not divulge information to people unconnected professionally with the individual concerned.
- When volunteers, such as parents and friends of the school are working in classes, they do not discuss educational matters outside the classroom. For example, the specific use of teaching assistant time for particular pupils or groups of pupils, teaching assistants have different roles within a class, including the support of children with special educational needs, the provision and work with these children is for the teacher to discuss with the relevant parents or carers.
- Volunteers, students and supply teachers are asked to read this policy before working in school and to sign the school confidentiality agreement. (Appendix 1).

- **Other Professionals**

Health professionals are bound by their professional codes of conduct to maintain confidentiality when working in a one to one situation. When working in a classroom, they are bound by relevant school policies. In line with best practice guidance, like other school staff, they will seek to protect privacy and prevent inappropriate personal disclosures in a classroom setting, by negotiating ground rules and using distancing techniques.

7. Staff should be aware of children with medical needs. This information should be accessible to staff who need it but not on general view to other parents/carers and children.
8. Photographs of children should not be used without parents/carers permission especially in the press and internet. This is often a cultural issue of which the school needs to be aware. The school gives clear guidance to parents about the use of cameras and videos during public school events.
9. Information about children will be shared with parents but only about their child. However, parents should be aware that information about their child will be shared with the receiving school when they change school.
10. All personal information about children including safeguarding 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.
  - Information regarding health reports such as speech therapy, medical reports, SEN reports, SEN minutes of meetings and safeguarding minutes of meetings and reports will be circulated in envelopes and once read should be filed securely.

- Logs of administration of medication to children should be kept secure.
  - Addresses and telephone numbers of parents and children will not be passed on except in exceptional circumstances or to a receiving school.
11. Governors need to be mindful that from time to time issues are discussed or brought to their attention about staff and children.

All such papers should be marked as confidential. Governors must observe complete confidentiality when asked to do so by the governing body, especially in relation to matters concerning individual staff, pupils or parents. Although decisions reached at governors' meetings are normally made public through the minutes or otherwise, the discussions on which decisions are based should be regarded as confidential. Governors should exercise the highest degree of prudence when discussion of potentially contentious issues arises outside the governing body.

### **Monitoring and Evaluation**

1. The policy will be reviewed as part of the Academy's monitoring cycle, and should be read in conjunction with the GDPR and Data Protection Policy.
2. The Headteacher/Deputy Headteachers have responsibility for monitoring this policy.

### **Conclusion**

Hampton Collaborative Trust has a duty of care and responsibility towards pupils, parents/carers and staff. It also needs to work with a range of outside agencies and share information on a professional basis. The care and safety of the individual is the key issue behind this document.



## HAMPTON COLLABORATIVE TRUST

### CONFIDENTIALITY AGREEMENT

**For our children's safety, please remember to always enter the school through the main entrance, and to sign in at reception.**

Hampton Collaborative Trust encourages parents/carers to volunteer their services during and after school hours under the direction and supervision of staff. Guidance on behaviour and procedures in school are attached.

This AGREEMENT is made between Hampton Collaborative Trust and

..... (name of the Visitor, Volunteer or Student).

Any information that may be of a confidential nature and any discussions or disclosures heard by you must be passed on to the Class Teacher, Deputy Headteacher or Headteacher.

#### IT IS AGREED THAT:

The Visitor, Volunteer or Student undertakes to keep any and all information supplied by and observed at Hampton Primary School strictly confidential and not to disclose it to any individual outside of the school. Such information may be sensitive and personal and is strictly confidential.

My signature below constitutes my acceptance of the terms of this confidentiality agreement, and that I have read and understood the Academy Trust's GDPR and Data Protection Policy.

Volunteer / Visitor Signature ..... Date: .....

DBS Completed Date:

## **GUIDANCE ON BEHAVIOUR AND PROCEDURES IN SCHOOL OR ISSUES THAT MAY WORRY VOLUNTEERS**

### **Contact with Pupils**

- Pupils should address you formally (ie Mr, Mrs etc).
- Be aware of the language that you use with children. Do not use swear words, or words in common usage that are unpleasant. Never call a child stupid or refer to them as a naughty child. Their behaviour might be naughty but that is different to labelling the child as a naughty child.
- Do not talk in derogatory terms about any member of staff or another child, even in fun. We respect all individuals in school and treat them with courtesy.
- Expect good behaviour from children and you will probably get it but if a child steps out of line you should inform him/her politely and calmly that you are not prepared to accept that type of behaviour. Do not argue with a child or get into a confrontational situation. If the bad behaviour continues the child should be returned to the class teacher. It is not a reflection on you personally if the child misbehaves – it is a reflection on the child concerned, so do not be worried about returning a child to the teacher.
- If you are doing a practical activity with child/children it is expected that the children will assist with the clearing up.
- If you are taking a group of children to another area in the school they should walk in line, quietly and with consideration for other people in the corridor.
- Parents may wish to work with their own child. Sometimes this is successful but often the child is tempted to misbehave more. If this happens it would be better to work with another group.
- You should not bring younger siblings into school/on visits when volunteering to assist the teacher.
- You must ensure that you are not put into the position of being alone with a child in a secluded or separate area – for your own protection. Be aware that your behaviour towards a child could be misinterpreted.

### **Contact with Staff**

- Your key contact person will be your class teacher.

### **Confidentiality and Child Protection**

- During your time in the school staff may have to discuss individual children with you – THIS MUST REMAIN CONFIDENTIAL, and should not be discussed out of school.
- Children may sometimes tell you personal information about life at home but do not ask probing, prying questions and remember this must also remain confidential. However if a child discloses any form of abuse, whether physical, sexual or emotional you must inform the class teacher.

- If you witness behaviour between children or an adult and child that is not 'normal' or causes you concern, please report the incident to your contact person or Headteacher, without comment to the child concerned.

#### **Facilities**

- Coats may be left on the pegs outside the staffroom, but it is not advisable to leave any valuables or money.

### **LISTENING TO INDIVIDUALS READING - HELPERS GUIDE**

When listening to individuals read, the aim is to build up confidence and provide the opportunity for reading aloud for pleasure.

#### **DO**

- make yourself and the child as comfortable as possible
- chat with the child initially
- smile
- discuss briefly whether or not she/he enjoys the book, finds it hard or difficult etc
- say "let's have a go then" (meaning that you will join in sometimes)
- read the word for the child if she/he hesitates (sometimes just helping with the first sounds will help)
- invite the child to read on, if a word is unknown, and then go back to the unknown word. Sometimes words can be 'guessed' when the rest of the sentence is read.
- show your delight with the child's successes (Great! Well done! etc)
- indicate that you will be looking forward to seeing how she/he has got on by the time you next see him/her
- talk with the child after the passage has been read to see if it has been understood
- talk about the characters in the story
- try to relate what happens in the story to something in the child's life eg Has that ever happened to you?
- write/tell the teacher at the end of the session how the children have done with their reading – whether they read easily, used expression, needed a little help, a lot of help, read most of the passage together.
- make sure that the child comes away from the reading session with a feeling of satisfaction.

#### **DO NOT**

- attempt to speed up a slow reader. Provide him/her with the support he/she needs.

**REMEMBER**

- If you are not in the class, make sure you know the fire drill procedures
- Try to give the teacher warning if you cannot attend

**GROUP ACTIVITY – HELPER’S GUIDE**

Managing a group of children is a particular skill.

When first handling a group of children it is easy to become tense, in fear of losing control.

Keys to successful group control are:

- a) keep the activity moving at a fairly brisk pace
- b) direct most of your talk/questioning to individuals within the group. Know their names. Keep involving different children and they will all need to listen and be alert.
- c) direct eye contact is very powerful
- d) expect children to behave with you as they would with a teacher

**DO**

- relax
- smile
- join in the activity yourself
- draw the group together at the beginning and end of the session (and sometimes during it also) by discussing the story and the characters
- show your enjoyment with the activity
- help any child who gets into difficulties
- ensure the children leave you feeling pleased with their performance
- sit next to any child who you know may have difficulty
- give feedback to teacher after the session eg worked well, needed a little help, needed a lot of help.

**DO NOT**

- become tense for fear of losing control (you can easily return any individual to class).
- Do not allow laughter from any children due to another’s mistakes

**REMEMBER**

- If you are not in the classroom, make sure you know the fire drill procedures
- Try to give the teacher advance warning if you cannot attend

## HEALTH AND SAFETY GUIDELINES

- The teacher will ensure that any activity that you will be asked to do will have undergone a risk assessment in order to identify actual and potential hazards and that equipment used will be appropriate to the task and meet acceptable safety standards. But if you have any concerns about the activity you are asked to assist in, you **must** talk to the class teacher.
- Ensure that your immediate working environment is kept tidy, tools and equipment used are in good working order and protective clothing is used if necessary eg gloves,
- Ensure that any accidents are reported to the class teacher, who will then fill in the relevant accident report forms.
- Although the teacher has overall responsibility, if you are given a child/group of children (especially on a school visit away from the school site) you must accept responsibility for their care when they are with you.
- Children will be expected to behave with an adult helper in exactly the same way that they would behave with a teacher. If they fail to do this the teacher should be informed and the child returned to the class teacher.

### Accident and First Aid Procedures

- First Aid should only be administered by those who have had training.
- Most teachers and support staff have undergone basic first aid training.
- Further medical supplies are in the medical room by the office. Children who have had accidents are usually dealt with by the Teaching Assistants. Gloves are always used and gauze etc placed in plastic disposal bags and then in bins in toilets for incineration.
- All head injuries /visible injuries are recorded in the accident book in the medical room and parents are informed – either at the end of the day or during the day (if a head injury).
- All adult accidents are recorded in the accident book – kept in the office.

### Fire

- Evacuation and fire precaution notices are displayed in every classroom. Please ensure that you read them and know where to go if the fire bell rings.
- When the fire bell rings (a continuous ringing sound) children will be asked to remain silent so that they can listen to instructions.
- Children line up in silence and walk in a calm orderly manner to the nearest exit and line up on the field – without stopping to collect coats or other belongings.
- Office staff will call the fire brigade and print registers and visitor logs.
- A headcount is undertaken to ensure all children are out of the building. The Class Teacher/Fire Wardens will check that all visitors are out of the building. SLT members will communicate via walkie talkie between fields.

IT IS VITALLY IMPORTANT THAT YOU SIGN IN USING THE ELECTRONIC SYSTEM WHENEVER YOU ARE IN SCHOOL.

- Nobody returns to the building before the fire brigade has deemed it safe to do so.
- There is a fire drill each term to ensure staff and children are aware of the procedures.