

07 Record Keeping Procedures

07.2 – Confidentiality, Recording & Sharing Information

Our Approach

At Peekaboo Childcare, most of the information you share with us is kept confidential within the setting.

We want families to feel confident that personal information is handled sensitively, respectfully and safely.

However, there are times when information must be shared with other professionals to keep children safe.

When Information Stays Confidential

Most day-to-day conversations or information shared between families and the setting stay within our team.

- We only discuss your child with staff directly involved in their care.
- Sensitive information is only shared with the Designated Safeguarding Lead, Deputy, or your child's key person.
- Staff never discuss children with other parents or with staff who are not part of their care.

We may talk in general terms as a team about children's wellbeing, but personal, sensitive details stay private unless needed to keep a child safe.

When Information Must Be Shared

We follow national safeguarding laws and guidance.

We may share information without parental consent if:

- a child may be at risk of harm
- sharing information would prevent or detect a serious crime
- a serious offence may have been committed
- asking for consent could increase the risk to a child or another person

In these cases, we share information with professionals such as:

- children's social care
- the police
- medical professionals
- safeguarding partners

We always follow Local Safeguarding Partnership (LSP) procedures and seek advice if unsure.

Recording Information

Sometimes it is important for us to write things down. This helps us:

- monitor children's wellbeing
- follow safeguarding procedures
- track concerns and actions taken
- communicate accurately with other professionals if needed

What families can expect:

- Staff will explain why they need to write something in your child's file.
- Records are factual, clear, dated, and signed.
- Only significant events, concerns, or important conversations are recorded.
- Notes about safeguarding go on an official Safeguarding Incident Form.
- Records are stored securely in line with GDPR.

We record facts, not opinions—but may include professional observations about how something may impact a child.

Sharing Information With Professionals

If we share information with social care, health professionals, or other agencies, this is always done:

- lawfully
- proportionately
- in the child's best interests
- following national guidance
- with a record of what was shared and why

Parents often receive copies of information shared, unless this would place a child at risk.

What Is 'Confidential Information'?

Confidential information includes:

- personal details
- sensitive family information
- anything shared in trust
- information not already publicly known

Staff check with parents whether information is considered confidential.

Group Conversations

If parents share information with each other in groups, the setting cannot control what is shared beyond that group.

Breach of Confidentiality

A breach happens when confidential information is shared without permission and without a lawful reason.

A breach might:

- cause harm
- create embarrassment
- damage trust

It is not a breach if information is shared legally—for example, to protect a child or obey a court order.

We follow GDPR and the Data Protection Act 2018.

Sharing Without Consent – When It Is Allowed

Under the Data Protection Act 2018, we can share information without permission if:

- consent cannot reasonably be gained
- asking for consent puts someone at risk
- sharing prevents a crime
- sharing protects a vulnerable person
- sharing supports safeguarding concerns
- there is a Court order or legal obligation

Before sharing without consent, we consider:

- Is it necessary?
- Is the person at risk vulnerable?
- Is there another way to achieve the same aim?
- Does sharing protect someone?

Decisions are never made alone—the Designated Safeguarding Lead supports and guides staff.

Seeking Consent

While consent is not always required, we aim to obtain it whenever possible and safe to do so.

Consent must be:

- informed
- freely given
- understood
- from someone with the right to give it

We do NOT ask for consent when:

- a child is hurt and urgent sharing is needed
- a child or adult would be put at greater risk
- it would interfere with a police investigation
- the law requires us to share the information

Important:

Settings are not required to report benefit/tax mistakes—but must answer truthfully if asked by investigators.

Parents who mention benefit issues are encouraged to check their entitlements to avoid risk.

Separated Parents

Consent normally comes from the parent the child lives with.

If parents disagree about information sharing, the setting will carefully consider the situation.

For looked-after children, the local authority (corporate parent) may also need to give consent.

Children Giving Consent

- Children under 8: consent usually comes from parents
- 13–15 years: may give consent in some situations
- 16–19 years: usually able to give informed consent
- Children with safeguarding needs: mental capacity must be considered

How Parents Give Consent

Consent may be requested through:

- registration forms
- permission forms (e.g., sun cream)
- privacy notice
- specific SEND or transition agreements
- verbal consent (recorded in your child's file)

Further Guidance Followed by the Setting

[Working Together to Safeguard Children](#) (DfE 2023)

[Information Sharing: Advice for Practitioners Providing Safeguarding Services to Children, Young People, Parents and Carers](#) (HMG 2024)

[What to do if you're Worried a Child is Being Abused](#) (HMG 2015)

[Mental Capacity Act 2005 Code of Practice](#) (Office of the Public Guardian 2007)