**QUEEN’S UNIVERSITY BELFAST**

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 Childcare Services

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**Parents’ Access to Records**

1. Building a strong positive relationship with parents and carers of children who attend our setting is essential for the wellbeing and development of the children. This involves sharing as much information as possible with parents/carers about:
* the settings vision and values
* how it operates and what its policies and procedures are
* plans for development
* the sort of experience the children are involved in to support their learning and development
* how information will be shared with parents about their child’s progress
* how any concerns about their child’s progress will be addressed
1. Record Keeping and Confidentiality

Childcare Services have a duty to keep accurate, up-to-date records of the children who attend their setting. These records must include:

* each child’s full name and date of birth
* the name and address of every parent and carer and details of which of these parents/carers the child normally lives with
* emergency contact details of parents and carers
* Childcare observations

Systems are in place to keep all this information up to date and stored securely where it can only be accessed and viewed by authorised persons.

Information about children or members of staff must not be given out over the telephone unless the identity of the caller has been verified. Confidentiality is part of the induction process for all new members of staff.