

FLOWCHART TO SHOW THE PROCESS FOR HANDLING A DISCLOSURE OF CONFIDENTIAL INFORMATION

KNOW YOUR SCHOOL'S CONFIDENTIALITY POLICY

A pupil starts to talk to you about something important to them

Interrupt and make the pupil aware that you may not be able to keep certain information confidential. Give examples e.g. child protection and other exceptions from your school's policy

Find a suitable place to listen to the pupil's concerns where there will be no interruptions.
Remember significant points for possible recording afterwards.

IF YOU THINK ONLY LISTENING IS NEEDED

Re-assure the pupil that they can come back to you to talk about this or any other matter

At some later date

Enquire of pupil in a non-intrusive way as to how they are to allow the pupil to re-visit their concerns if they wish

When pupil no longer requires support

NO FURTHER ACTION

IF YOU NEED TO KNOW MORE ABOUT THE SUBJECT OF THE DISCLOSURE

Get further information from help-lines, internet, support agencies, self help groups, colleagues, family friends (without talking about any details which might identify the pupil e.g. name, address etc.)

IF YOU THINK ACTION/ REFERRAL IS REQUIRED

Find appropriate and confidential means of support for both the pupil and yourself

If you think a supported referral is a good / the only option

Seek the pupil's consent for the involvement of another agency or person

Consent given

Arrange an appointment with the agency / professional.

Accompany pupil to appointment if appropriate

Let the pupil know that you are still supporting them, without trying to elicit further information from them.

NO FURTHER ACTION

If matter appears resolved

If information is volunteered

Show appropriate interest and support

CHILD PROTECTION

Inform pupil of requirement to make a referral

Initiate the school's child protection procedures

Consent withheld

Explain the possible consequences of their decision