

SCHOOL BEHAVIOUR SUPPORT

Relationship-based positive behaviour management

Policy statement

Privacy and data protection

As part of my ongoing relationship with schools, I keep a digital contact list of information such as names/email addresses/phone numbers of schools, names of headteachers, year groups and initials of pupils with whom I have worked 1:1 and in small groups, together with the dates on which we worked. I also save school office phone numbers on my phone. The devices I use to access all such information are pattern lock- and/or password- protected. I use email addresses and phone numbers as follows:

- to update schools three times a year
- to respond to communications I have received from schools and/or families
- to contact schools and/or families about any changes due to unforeseen circumstances
- to process invoice payments

In line with good practice, I also keep records of my work with pupils and school staff; these are stored securely both as password-protected digital files and as paper copies in a locked cabinet. Invoices are kept in the same way.

In the event of exclusion, a managed move or school closure leading to provision of 1:1 tuition in emotional literacy in the home or online via Skype, I require a living room or appropriate space in which to work uninterrupted with the child or young person. Their parent or carer is expected to remain available in the home for the duration of the session, and in the case of Skype sessions is expected to ensure prompt online arrival and departure while withdrawing from the room for the duration of the session.

Clinical supervision supports the best possible outcomes for those with whom I work. When talking with my supervisor I do not use full names, so identities are always kept confidential.

Children, young people, schools and families have the right to know the information I hold, so I am always happy to answer any questions. Please note that email is not entirely secure because it passes through multiple servers: while a security breach is not likely, it is a possibility; it is therefore best to use a secure email service such as Egress (www.egress.com) and discuss confidential information either face-to-face or by phone.

Further information about General Data Protection Regulation (GDPR) is available on the website of the Information Commissioner's Office website (ico.org.uk).

This policy statement was last reviewed on 01.09.25.