

Child Protection Counselling and welfare records			
Current Status:	Awaiting approval	Last Review:	
Policy Owner:	Group Head of Welfare and Safeguarding	Next Review:	July 2026
Roles Responsible for Review:		Originated:	February 2025
Approved by:	Post 16 Curriculum and Quality	Committee:	Educational Excellence Committee
Type of Policy:	Staff / Students	Quality Assured by:	Policy Team

1. Summary

1.1. This policy applies to all staff, volunteers and any other personnel associated with Eastern Education Group Trust (EEGT), which includes:

- Chalk Hill
- Duke of Lancaster School
- Exning Primary School
- Stanton Primary School
- Priory School
- Stone Lodge Academy
- Sunrise Academy

2. Procedures for Child Protection Records

2.1. No notes are to be removed from the school premises without the written consent of the Head of Welfare and Safeguarding or Group Head of Welfare and Safeguarding.

2.2. All notes must be written on school premises on the day the individual is seen. These records are kept on the school safeguarding system and only accessed by the designated safeguarding lead and their deputies (DSLs).

2.3. All handwritten notes are to be written in ink, each entry dated, timed and signed. These will be updated when needed. They will be scanned and stored on the school safeguarding systems.

2.4. Records are kept in accordance with NSPCC Child Protection guidelines up to a child's 25th birthday.

2.5. Access can be given to other trained DSL. These records may need to be given on request to Social Services, the Police or a Court if a Child Protection Conference is called. The DSL.

3. Procedure for Welfare records

- 3.1. All notes must be recorded on to the safeguarding system in real time.
- 3.2. No information can be removed from the school premises without the noted consent of the Head of Welfare and Safeguarding or Group Head of Welfare and Safeguarding.
- 3.3. Access to the database is limited to the Group Head of Welfare and Safeguarding and her deputies who are authorised users. Any handwritten information must be scanned and kept securely on the school safeguarding systems.
- 3.4. All records should be transferred to a children's new school on request within 5 days.

4. Procedure for Counselling and Chaplaincy Records

Chaplaincy is included in the word counselling / counsellor if these are relevant for the school.

- 4.1. Dates and times of meetings will be added to the school safeguarding systems.
- 4.2. All notes must be written on school premises on the day the individual is seen.
- 4.3. All handwritten notes are to be written in ink, each entry dated, timed and signed and scanned on to the safeguarding systems.
- 4.4. All records will be kept in a locked cabinet and the counsellor will hold the key.
- 4.5. Records will be kept for seven years from the last entry and are then securely disposed.
<https://www.bacp.co.uk/bacp-journals/bacp-children-young-people-and-families-journal/december-2018/general-data-protection-regulation-and-cyp/>
- 4.6. Counselling records can only be handed over to a court of law or to the police.
- 4.7. The Counselling Service ensures confidentiality of client's personal data, subject to the following exceptions:

- Where the Counsellor has the express consent of the client to disclose the data,
- Where the Counsellor reasonably believes that the client is a serious danger to themselves, that their GP should be informed of that fact so that appropriate steps can be taken to ensure their safety, and that to inform the client of the disclosure would increase the level of risk,
- Where the Counsellor reasonably believes that serious harm may befall a third party if the data were not disclosed, and/or
- Where the Counsellor would be liable to civil or criminal court procedure if the data were not disclosed.

NSPCC

[Child protection records retention and storage guidance | NSPCC Learning](#)

BACP - how long should I keep my records for? [FAQs on GDPR](#)

Revision History – Child Protection Counselling and welfare records

Revision date	Reason for revision	Section number	Changes made
February 2025	EEGT Required		SEND Schools and Exning arrangements.