



Open Access Policy

The Indigo Childcare Group aims to conduct its affairs openly and make information publicly available unless there are justifiable reasons for withholding it. The purpose of this policy is to set out The Indigo Childcare Group approach to openness but also to recognise the importance of respecting confidentiality.

The Indigo Childcare Group will comply with all relevant legislation, most notably the Data Protection Act (DPA) 1998, and legislation on Freedom of Information.

Openness underpins The Indigo Childcare Group accountability; the Organisation believes that all interested parties should have access to information on how The Indigo Childcare Group conducts itself.

The Nursery therefore accepts a general obligation to account for its actions and performance in an open manner to all stakeholders (members, staff, local authorities and partner organisations).

The Indigo Childcare Group will actively publicise its activities, performance against operational targets and how it plans to improve.

This will be achieved through local and national media, The Indigo Childcare Group website, newsletters, the AGM, the annual report and other promotional material.

The annual report will contain information on The Indigo Childcare Group's structure, activities and financial performance and will be available on request and circulated widely.

Papers and minutes of Board and Committee meetings produced after 1 January 2003, and our policies and procedures, will be available on request except when considered confidential. This includes confidential staffing or commercially sensitive matters.

Information for Parents/Carers

The Indigo Childcare Group will make available to all parent's and carers information on how to access the service, the opportunities available for parents and carers to participate in the organisation, our performance, the complaints procedure and equal opportunities.

We will supply other information on request, and we will encourage views and suggestions on any aspect of The Indigo Childcare Group's work.

Becoming Involved

We will promote membership of The Indigo Childcare Group, and we will select Board members in an open and accountable fashion.

The Organisation is committed to parent/carer participation and we will actively encourage parent's/carers to become involved in the decision making process.

Personal Information

Staff, parent's and carers have the automatic right to see information (other than third party) held on them.

Before any personal information received in confidence is shared inside or disclosed outside the Nursery, The Indigo Childcare Group will obtain the informed consent of the individual concerned. The only exceptions to this will be when law or court order requires a breach of confidentiality, or where serious health and safety considerations apply.

Audits

Audited accounts will be made available on request. Quality and Standards Reports resulting from Glasgow City Council, and reports of inspections by the Social Care Social Work Improvement Scotland, are available to staff, parents, carers and stakeholders.

Making Information Accessible

The Indigo Childcare Group will translate any of its documents into alternative formats and will translate documents into other languages on request. We will use "plain English" in everything we produce.

Breaches of Confidentiality

Staff have access to sensitive information about The Indigo Childcare Group, about children and applicants and about other organisations, and they are required to keep this information confidential. Any breaches of confidentiality, whether deliberate or inadvertent, will be dealt with through the discipline procedure. This will not include issues properly raised under the Whistle Blower's Policy.

Date Implemented: 27th June 2011

Date Reviewed: 27th June 2011