



Giving parents of children with special educational needs access to confidential and impartial information, advice and support

## Confidentiality Policy

### Introduction

The role of Walsall Parent Partnership Service is to ensure parents have access to confidential and impartial information, advice and support so they can make informed decisions about their child's special educational needs (SEN). This is achieved by working in partnership with parents, providing information, services and training, working with relevant agencies and ensuring parents' views influence local policy and practice.

Any information shared with us is in confidence and is therefore protected under Common Law and the Data Protection Act 1998. The Act can be found at [http://www.opsi.gov.uk/acts/acts1998/ukpga\\_19980029\\_en\\_1](http://www.opsi.gov.uk/acts/acts1998/ukpga_19980029_en_1)

Information about families is stored on our secure database which is password protected. We also store paper files which when not in use are stored in locked filing cabinets.

### Sharing Information

To provide a confidential service we will:

- Inform parents that any information they give to PPS staff and Independent Parental Supporters (IPs) is confidential and will not be passed on to other organisations, including local authorities (LAs), education settings and other agencies unless they give consent or there are public interest concerns e.g. child protection.
- Only store the personal contact details of parents on our secure database in accordance with the provisions of the Data protection Act 1998 with their permission.
- Operate a self referral service for parents to contact us direct.
- Accept referrals from LAs, education settings, other agencies, friends and family members only if they have parental consent to refer beforehand.
- Inform parents that they have the right to see any information held on them and their child.
- Not contact anyone involved with the family without asking the parent beforehand.
- Take care that any information given to us is kept in line with the Data Protection Act 1998; the exception to this is where there may be a child protection concern.
- Only keep information about the family for as long as is necessary – in line with the Data Protection Act 1998.
- Include an outline to parents explaining how and where we store information about them, how it is protected and for how long.

## Ensuring Effectiveness of this Policy

To ensure our confidentiality policy is effective we will ensure:

- Parents are consulted upon its content.
- All PPS staff and Independent Parental Supporters (IPs) receive a copy of it and it is explained to them.
- The policy is shared with LAs, education settings and other agencies so they are aware it exists.
- The policy is reviewed annually and amendments agreed.
- Parents are made aware of how, and why, we keep information about them and, when we ask them for their personal details, they are told that they do not have to give those details.
- Staff record on each parents' case notes that they have made parents aware of it.

## Administration

This confidentiality policy was written and published in consultation with the PPS Management Group.

- Date written: 25<sup>th</sup> May 2010
- Review date: May 2011

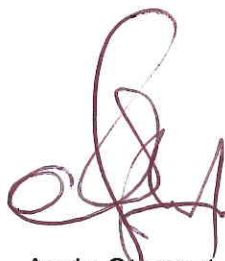
Signature:



Name: Ken Upton

Position: Parent Partnership Service  
Coordinator

Date: 25<sup>th</sup> May 2010



Andy Stewart

Head of Prevention, Workforce &  
Partnerships

25<sup>th</sup> May 2010