



PARENT PARTNERSHIP SERVICE

Shropshire, Telford & Wrekin

Confidentiality Policy

Parent Partnership Service Shropshire and Telford & Wrekin maintains confidentiality in the following ways.

Organisation

Parent Partnership Service Shropshire and Telford & Wrekin is managed by Telford and Wrekin Council for Voluntary Service.

The Parent Partnership Manager is Line Managed by the Project Manager within Telford and Wrekin Council for Voluntary Service. Telford and Wrekin Council for Voluntary Service is responsible for the policies and procedures which govern the operation of the Parent Partnership Service.

Parent Partnership Service produces an Annual Report on it's Service and Financial activities.

Funding

Parent Partnership Service receives funding from Shropshire Council and Telford & Wrekin Council who have a duty to ensure that there is an effective Parent Partnership Service in their areas.

It also receives funding on other occasions from other external sources to enable it to run projects that are consistent with it's aims and values.

Staff roles and responsibilities (Officers, Support Worker, Forum Co-ordinators and Independent Parental Supporters)

Parent/carers working with the Service may reveal confidential information about themselves. This information may be given verbally or in writing.

It is important that parents/carers working with the Parent Partnership Service are confident that confidential information will not be passed on to anyone beyond the Service without their permission.

The exception to this is where there is a legal obligation to disclose information to statutory services. For example, where there are concerns that a parent or child may be at risk of serious harm or abuse. This will be made clear to the Service users routinely at the beginning of their contact with the Service. Dealing with confidentiality will form part of the training for volunteers working with the Service and on-going advice and support will be available from the Parent Partnership Service Manager.

Case notes

Parent Partnership staff ensure their written records do not contain any sensitive material which does not have direct relevance to the support being offered. Case notes will not include information about other family members, friends, neighbours or other children, or unsubstantiated rumour or allegation about the conduct of education, health, social care or other professionals.

Case notes will be stored in a lockable filing cabinet or filing case when not in use. It is the responsibility of the Parent Partnership Staff to ensure that parent/carers' confidentiality is safeguarded.

Case notes will be retained by the Parent Partnership Service, for one year following the last recorded contact with the parent/carer, in a secure location. At the end of this period, all notes relating to the parent/carer will be shredded.

Parent/carers may request to see copies of the notes held. This will be done via the Parent Partnership Service Manager.

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