



Providing impartial information and support for Bracknell Forest parents/carers of children with Special Educational Needs.

## **Confidentiality Policy**

### **Introduction**

The role of Bracknell Forest Parent Partnership Service is to ensure parents have access to impartial information and support so that they can make informed decisions about their children's special educational needs (SEN). This is achieved by working in partnership with parents.

Any information shared with us is in confidence and therefore protected under Common Law and the Data Protection Act 1998.

### **Sharing Information**

To provide confidential service we will:

- Inform parents that any information they give to PPS staff is confidential and will not be passed on to other organisations, including local authorities (LA's), education settings and other agencies unless they give consent or there are public interest concerns e.g. child protection.
- All parents contacting the Service are encouraged to share any information about their child that will enable us to respond effectively to their needs.
- Only store the personal contact details of parents on a 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.
- Inform parents that they have a right to see any information held on them.
- Not contact anyone involved with the family without asking the parent before hand.
- Only keep information for as long is as necessary in line with Data Protection Act 1998.

## **Ensuring Effectiveness of this Policy**

To ensure our confidentiality policy is effective we will ensure:

- At the first point of contact parents are made aware of how and why we keep information about them and when we ask them for their personal details. Parents are told that they do not have to give those details.
- PPS staff record on parent's case notes that they have made parents aware of the policy.
- All PPS staff receives a copy of the policy and it is explained to them.
- The policy is shared with LA's, education settings and other agencies so that they are aware that it exists.
- The policy is reviewed annually by the service and the Management Steering Group and amendments agreed.

## **Administration**

Date written: 1<sup>st</sup> October 2010

Review Date: 1<sup>st</sup> November 2011

Signature:

Name: Mandy Salter

Position: Parent Partnership Officer

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

Signature:

Sandra Davies

Head of Performance & Governance

25<sup>th</sup> November 2010