



Confidentiality Policy

Trafford Parent Partnership Service (TPPS) works with parents by invitation.

Parents can contact the service by letter, telephone or email for information, advice and / or support.

In some circumstances PPS staff may agree to contact parents/carers who have been referred to the service where it is clear that the referrer has obtained prior agreement to the contact details being passed on to TPPS to facilitate contact between the service and the parent/carer.

Information about service users will not be divulged to another party without prior consent being obtained from the service user.

Information about service users and their children/young people is held in a separate, custom-designed data base at the PPS Office. Personal data is not shared with any other services without the explicit consent of the service user. Paper files containing occasional print-outs from the data base, referral forms and letters are kept in individual folders in a locked filing cabinet to which only Parent Partnership staff has access.

Parent Partnership staff shall always obtain the consent of the parents/carers before requesting information from the SEN team relating to a child or young person with special educational needs.

Parent Partnership staff shall obtain the consent of parents/carers before discussing a child or young person with SEN with school or Trafford SEN staff.

Parent Partnership staff shall obtain the consent of the parents/carers before consulting the case file or any other papers relating to a child or young person with special educational needs.

Statements of SEN are confidential documents and may not be copied or passed on to third parties without the consent of parents/carers. Parent Partnership staff should take exceptional care with the carriage and storage of statements.

In the event of case notes being requested by parents/carers under the Freedom of Information Act, the Parent Partnership Manager will send the requested notes directly to the parents/carers.

In the interests of Safeguarding Children any disclosure about a child or from a child made to Parent Partnership staff will have to be reported to Multi Agency Referral and Assessment Service (MARAS).

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Trafford Children and Young People's Service brings together council and health services to improve outcomes for children, young people, their families and schools.