

# DRAFT

## Devon Parent Partnership Service Confidentiality Policy

### Summary for Independent Parental Supporters (IPS)

Devon Parent Partnership Service (DPPS) is a confidential service for all parents of children with additional educational needs – this means that the principles of confidentiality must operate in all areas of the service and management.

- Nothing will be shared outside DPPS without permission unless it could cause harm.
- DPPS can be entrusted with information and will treat it with respect and discretion.

These are the ways that as an IPS you will make sure that DPPS are being confidential:

- Any information given to an IPS should be regarded as confidential to the IPS and DPPS Staff. IPSs are expected to discuss their work and any issues of concern with a Parent Partnership Officer (PPO) or the Parent Partnership Liaison Officer (PPLO) to ensure that they are able to provide appropriate support to parents.
- If an IPS finds that a service user wishes to confide in them and asks them not to pass information on, the IPS needs to explain the limits of confidentiality (see DPPS Confidentiality Policy and exception below\*). An IPS will only be expected to support parents with matters relating to SEN.
- An IPS must not pass on information about a service user to any agency without the informed consent of the individual and having discussed this with the PPO or PPLO.
- Care should be taken to ensure that discussions, conversations and telephone calls with or relating to service users cannot be overheard by anyone outside the DPPS.
- Any written records of meetings or telephone conversations must be stored securely to prevent accidental or intentional viewing by anyone who is not involved in DPPS. These will be sent to the PPO or PPLO at the earliest opportunity and once passed to DPPS no records will be kept by the IPS.
- IPS application forms and other confidential information in relation to them will be stored securely in the DPPS office.
- IPS home addresses and telephone numbers should not be disclosed to service users.
- IPS may have access to their own personal records, including their application forms, supervision records, police checks and references. This can be arranged with a PPO or the PPLO.

**\*Confidentiality will need to be breached if there is serious risk of harm to any individual.**

We recommend that you read the full version of the DPPS Confidentiality Policy on our website:  
[www.parentpartnershipdevon.org.uk](http://www.parentpartnershipdevon.org.uk)