

DRAFT

Devon Parent Partnership Service Confidentiality Policy

Summary for Parents

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.

You can feel safe and secure when you talk with us because we can be entrusted to keep information secure and we will treat it with respect and discretion.

These are the ways that we will make sure that we are being confidential:

- To access our service you can self-refer or give permission for another person or professional to make a referral on your behalf.
- We have a dedicated phone line for your enquiries that is only answered by DPPS staff.
- Any information that you tell us will be kept within DPPS unless you give us permission to share.
- We will not inform anyone else that you have contacted our service unless you ask us to or have given your consent.
- To help us provide an efficient service DPPS will keep records of casework that will be stored on a secure database, accessible to DPPS staff only. You can have access to these records at anytime on request.
- Any paper records will be kept in a locked cabinet and we will not keep them any longer than necessary.
- We have to collect statistical data in order to evaluate DPPS. We will make sure that none of your personal details are passed on.
- We will make sure that we comply with national and local government legal requirements for confidentiality.
- To monitor confidentiality we will set up a Steering Group which will include parent representatives.
- In exceptional circumstances we may have to breach confidentiality, if we are concerned that there is a serious risk of harm to any individual.

You can read a full version of our DPPS Confidentiality Policy on our website www.parentpartnershipdevon.org.uk