

Parent Partnership Warrington & Halton Confidentiality policy

- **Warrington and Halton Parent Partnership Service (WHPPS) works with parents/carers by invitation. Parents can contact the service by letter, telephone or e-mail for information, advice and/or support. Parents/carers can also drop into the designated Children's Centres to speak to PPS staff.**
- **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 WHPPS 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 that is parent or carer.**
- **Information about service users and their child is held on custom designed databases at Children's Services Directorate, New Town House, Buttermarket Street, Warrington, WA1 2NJ. 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 database, referral forms and letters are kept in individual folders in a locked filing cabinet to which only Parent Partnership staff have access.**
- **Parent Partnership staff shall always obtain the consent of the parents/carers before requesting information from the Local Authority relating to a child or young person with special educational needs.**
- **Parent Partnership staff shall always obtain the consent before discussing a child or young person with special educational needs with school or other Local Authority 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 special educational needs are confidential documents and may not be copied or passed onto third parties without the consent of parents/carers. Parent Partnership staff should take special care with the storage of statements.**
- **In the event of case notes being requested by parents/carers under the Freedom of Information Act, the Parent Partnership Officer will send the requested notes directly to parents/carers.**