Confidentiality Statement

Worcestershire Parent Partnership Service runs a self-referral service for parents, offering neutral and independent information/support on Special Educational Needs, Non-Curriculum Issues, School Choice Advice & Elective Home Education.

There are occasions when PPS staff may agree to contact parents/carers, who have been referred to the service, and who have given permission for their contact details to be passed to PPS.

Information held by the Parent Partnership Service is confidential and held on a secure database, only accessed by PPS staff, Elective Home Education team and managers.

Parents/Carers are made aware of the confidentiality of the service, and the occasions when information may need to be shared.

PPS staff shall obtain consent from the parents before consultation with any other professionals.

At times it may be helpful to pass on information from PPS files, e.g. if the service is involved in disagreement resolution work or negotiating on behalf of a parent. However, this will only be done with parental permission.

If the service receives a request for information from LA Officers for legal reasons, e.g. judicial review, it will go to the Service Development Manager, or if absent, Head of Service who will consider the request and, with the parents' permission, direct that, where necessary, the relevant information be extracted from the file, and sent to the relevant officer, with a copy to the parents.

In the event of case notes being requested by parents under the Freedom of Information Act, the PPS Manager will follow procedures set out in Worcestershire LA guidance and send the requested notes directly to parents.

Once a case has been closed the file will be retained for a minimum of 5 years and a maximum of 10 years.

The only exceptions to confidentiality are with regard to: Safeguarding Children, where the service believes a child may be at risk; and the commission of serious offences or professional malpractice. Where information received leads the service: to suspect: that a child is being harmed or is likely to be harmed; or that a serious offence has been or is likely to be committed; or that there has been or is likely to be professional malpractice, information will be forwarded to the relevant authorities.