



ENHANCING THE LIFE CHANCES OF CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES

ENFIELD PARENT PARTNERSHIP SERVICE [EPPS]

CONFIDENTIALITY POLICY

[If you are not sure about any of the following policy, please contact us]

We offer a confidential advice service for Parents/Carers who have children with Special Educational Needs (SEN) and children who have been excluded or are at risk of exclusion.

Information which is given to us will not be shared unless:

- 1 You give us permission to share information
- 2 A child, young person or vulnerable adult is at risk of harm if the information is not shared
- 3 There is an overriding public interest in disclosure

Staff, at all times, will treat information in a confidential, sensitive, non-judgemental and respectful manner. When you first contact us, you have the right to remain anonymous, unless there is a Child Protection issue. Anonymous cases will be recorded as No Name Given (NNG).

How we endeavour to ensure confidentiality.

- All staff and volunteers are expected to adhere to Enfield Parents & Children's policies on Confidentiality, Child Protection and Data Protection at all times.
- Parents have a right not to reveal their personal details when contacting the Service
- Parents will have the confidentiality procedures explained and asked if they wish their details to be stored
- We gather information relevant to your child's educational needs and provision
- Parents will be asked whom we can share information with and who we may contact on their behalf to gain information about their child
- We will try to provide a private meeting space
- All information will be stored safely at Enfield Parents & Children offices.
- Every care is taken by our staff to protect the confidentiality of paper and electronic records.
- All forms of contact are recorded. Parents can ask to view these notes

- Office procedures, e.g. photocopying, are carried out in a manner which protects your information.
- The Local Authority Special Educational Needs department does not have access to our database and we do not have access to theirs.

Information given to Enfield Parent Partnership Service advice workers may be shared in a confidential manner during casework meetings within the EPPS team.

What happens when your case is closed?

Your file will be retained for at least 5 years. After this, all documents which can be obtained from other services will be shredded.

All other information will be stored for up to a maximum of 10 years/young person's 25th birthday, whichever is the sooner and then shredded.

Closed files are stored in a locked cabinet to which only EPPS staff has access.

Information given to us is subject to The Data Protection Act 1998, Freedom of Information Act 2000, Common Law and the Children's Act 2004

You may be asked if you wish to receive mailing from EPC Services from time to time.

Anonymous data will be used to generate statistics for information and monitoring of the service e.g. the number of cases per month, by postcode etc.

Exceptions to Confidentiality [see 1, 2 and 3 above]

The only exception to confidentiality is with regard to information which leads us to believe that a child or a vulnerable young adult is at risk. We have a legal obligation to pass on concerns regarding Child Protection to the relevant Social Care professionals. Child Protection concerns are always discussed internally with a member of the Senior Management team before being discussed externally. The Service complies with Enfield Safeguarding procedures for children and vulnerable adults.

This document can be made available in large print or electronically.

Please also see our impartiality policy on our website www.enfieldparents.org.uk

Guiding document for this policy: Parent Partnership Services – increasing parental confidence <http://publications.teachernet.gov.uk/eOrderingDownload/DCSF-00959-2007.pdf>

Last updated on 23rd April 2010

Review Date: April 2011