

Norfolk Parent Partnership Employee Confidentiality Policy

All employed Staff working for Norfolk Parent Partnership have signed and agreed to abide by the Norfolk County Council Confidentiality Policy and Code of Conduct document as County Council employees. (electronic link/ see policy)

Due to the arms length nature of the service the following small section of this policy are not compatible with the role of Parent Partnership: page 5 “h” – **in all cases requests should be referred via the Parent Partnership Officer.**

In line with the Department for Children, Schools and Families (DCSF) guidance, **no details relating to a case will be discussed with anyone who is not employed to work directly within the Parent Partnership Service without the express permission of the service user** – this includes county council staff – unless there are child protection issues or a legal requirement to.

IPs personal details are kept confidential by giving them a mobile phone for their casework and routing mail via the office.

Parents have the right to speak to Parent Partnership anonymously if they choose.

Parent Partnership employees use the database tick box to indicate that confidentiality has been discussed with the parent and another to record if permission has been given for the service to discuss the case with other people – e.g a case worker or teacher – with opportunities to note exceptions.

Voicemail messages left for service users are discrete. Staff make judgements based on their knowledge of the family situation before leaving a message that discloses anything other than their first name and telephone number.

All employees have also completed the Norfolk County Council Data Protection training and work within the services own policy document “Norfolk Parent Partnership Service – Working with you and the Data Protection Act” (link/see policy)

In addition to this, volunteers working as Independent Parental Supporters (IPS) also have their own “Norfolk Parent Partnership Service IPS Policy on Confidentiality” (link/see form) which includes the use of a disclaimer/parental agreement form.