



Referral Policy

The parent partnership service operates an open referral policy on the understanding that anyone referring a family to the service must have the parent's permission to do so.

No member of staff or volunteer will disclose that a family has approached the service unless they have the parent's permission.

The member of staff who takes the referral will ask permission for personal details such as name and address of parents and child and date of birth of the child to be kept on a secure database.

The service encourages voluntary support groups, community leaders and other relevant agencies to make parents aware that they can receive impartial support from the parent partnership service.

Information about the service, including the complaints procedure, will be sent to parents on referral. In most cases the name of their parental supporter will be included in this information. Parents will be asked to sign a Family Agreement Form giving consent for their supporter to have access to documents that the parent may wish them to see or indicating that they will contact their local CYPS base to give verbal consent.

The child's school will only be notified of SN-IP involvement if the parent has given permission.

If you would like help, please contact:

 **SN-IP** www.snipnorthants.org
Special Needs - Informed Parents

Springfield, Cliftonville,
Northampton, NN1 5BE
Tel: 01604 636111

or Fairlawn Centre, Spring Gardens
Wellingborough, NN8 2AA
Tel: 01933 271673

Fax: 01604 630283

e-mail: contact@snipnorthants.org

This information can be made available in other languages and formats upon request.