

The service is totally confidential except when a member of staff or a volunteer has a concern relating to child protection which must take priority over confidentiality.

### Procedures :

- referrals to the service by anyone other than a parent or carer can only be made if the parent has given permission.
- The service respects the right of anyone to contact the service anonymously and will respond to general enquiries without asking for detailed information about a child or the family.
- Any information that a parent gives to parent partnership staff or volunteers is confidential and will not be passed on to other organisations including other sections of Northamptonshire County Council.
- All staff who work with families are CRB checked in line with county council recruitment policy.
- Personal contact details will be kept only with a parent's consent and stored on a secure database in accordance with the provisions of the data protection act.
- Any notes made during the period of contact whether kept on the secure database or on file will be seen only by the parent's parental supporter.
- All members of staff and volunteers will undertake not to tell any other person or agency that a parent has approached the service unless the parent agrees.
- All members of staff and volunteers will undertake not to contact anybody on a parent's behalf unless the parent has given consent.
- No member of staff or volunteer will have access to information about a child or family unless the parent has specifically asked them to.
- All members of staff and volunteers will undertake not to share any information about a child or their family with other people or agencies unless the parent gives their consent in advance.
- All members of staff and volunteers will ask the parent's consent before contacting anyone involved with the family.
- Any document that a parent has requested a member of staff or volunteer to keep on file will be returned at the parent's request
- Parents have the right to see any information held on them and their child

- The service will ensure that the identity of families is protected in any information published by the service.

If you would like help, please contact:

 **SN-IP** [www.snipnorthants.org](http://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](mailto:contact@snipnorthants.org)

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