



## **Trafford Parent and Young Peoples' Partnership Service (PYPPS)**

### **Independent Support Service for SEND**

#### ***Confidentiality Policy***

Our service works with young people and/or their parents or carers by invitation only.

People wishing to use the service for advice and/or support can contact us in a number of ways, as outlined below:-

- letter
- telephone
- text
- email
- website
- Facebook pages
- Twitter
- calling into the office

PYPPS staff may agree to contact parents/carers or young people who have been referred to the service if the referrer has obtained prior agreement to the contact details of the parent/carer/young person being passed on to PYPPS.

Information about service users will not be divulged to another party without prior consent being obtained from the service user apart from a request by Ofsted. An Ofsted Inspection has the legal power to access information held about our service as part of the SEND Area Inspection. Consideration will always be given to whether data can be shared with Ofsted anonymously

Information about service users and their children/young people is held in a separate, custom-designed database at the PYPPS Office. Personal data is not shared with any other services without the explicit written consent of the service user. Any paper files are kept in individual folders in a locked filing cabinet to which only PYPPS staff has access.

PYPPS staff shall always obtain the written consent of the parents/carers before requesting information from the EHC team relating to a child or young person with special educational needs.

PYPPS staff shall obtain the written consent of parents/carers before discussing a child or young person with SEN with school or Trafford SEN staff.

PYPPS staff shall obtain the written consent of the parents/carers or young people if aged 16-25 (where appropriate) before keeping a record of contacts on the PYPPS database.

EHC Plans are confidential documents and may not be copied or passed on to third parties without the consent of parents/carers. PYPPS staff should take exceptional care with the carriage and storage of these Plans.

In the event of case notes being requested by parents/carers under the Freedom of Information Act, the PYPPS Manager will send the requested notes directly to the parents/carers.

In the interests of Safeguarding Children any disclosure about a child or from a child made to PYPPS staff will have to be reported to Multi Agency Referral and Assessment Service (MARAS).

The above has been read and signed by –

*G. English*

Manager  
PYPPS

This policy will be reviewed September 2019

