

Confidentiality

Parent Partnership Barnet offers a confidential service to parents and in doing so has responsibilities under the Data Protection Act 1998. Any information about a parent, including whether or not they have been in contact with Parent Partnership Barnet must not be shared outside the Parent Partnership Barnet Service unless:

- the parent gives permission for the information to be shared, or
- there are strong public interest concerns, i.e. child protection

The service complies with the Freedom of Information Act and related Barnet Local Authority policies.

Information held by Parent Partnership Barnet is confidential; it is held separately and can only be accessed by Parent Partnership Barnet staff. The service has a shared computer area which only members of the team are allowed to access. All paper records are kept in locked filing cabinets.

Access to case records held by teams in the London Borough of Barnet will not be shared with the Parent Partnership Service unless the parent gives their permission.

Exceptions to Confidentiality

At times it might be helpful to pass on information about cases, however this will only be done with the parent's explicit consent and will only be done in order to help the parent. When we receive consent to disclose information about a service user this will always be documented in the notes.

The only exception to confidentiality is in regard to information which leads us to believe a child is at risk. We have a legal obligation to pass on concerns regarding Child Protection to the relevant Social Care professionals. Prior to sharing information, concerns are always discussed with a senior manager of Barnet Children's Service. The Parent Partnership Service complies with Barnet Child Protection procedures and Adult Protection Procedures.

At times, for training purposes, cases may be informally discussed or used as case studies. Where this takes place, Parent Partnership Barnet will ensure that any identifying details will be removed to ensure that the right to confidentiality is protected.