



Confidentiality Policy

Statement of Intent

The purpose of this policy is to promote trust in the Derbyshire Parent Carer Voice and the service we offer to parent carers. The guiding principle is that information about a parent carer belongs to that carer and we need to have their permission to pass any of it on.

Parent carers have a right to a service which respects their need for privacy and for control over information about themselves and their caring situation.

As some of the work carried out by the forum relates to confidential information from Derbyshire County Council and other voluntary services, workers, volunteers and management group members must abide by these individual confidentiality policies.

All workers, volunteers and management group members must abide by this policy in dealing with all information given to us by parent carers, whether through groups and activities, or other personal or telephone contact. We will consider any breach of this policy, except in certain exceptional circumstances outlined below, serious.

Information means anything the parent carer tells us about themselves and their caring situation. This includes the fact that they have been in contact with the Forum.

Confidentiality Policy

1. Derbyshire Parent Carer Voice offers a confidential service to parent carers.
2. This means that information given by parent carers to Derbyshire Parent Carer Voice workers or volunteers will not be passed on to anyone outside of Derbyshire Parent Carer Voice without their permission, except in exceptional circumstances or if a safeguarding issue arises.
3. We will record only the minimum of information we need in order to offer continuity to parent carers. Any records we keep concerning a parent carer will be made available to them on request. We will record information about parent carers in ways which are accurate, respectful and which we would be happy to let them read.
4. Members and people using Derbyshire Parent Carer Voice have the right to remain anonymous if they choose.



5. Any records will be kept safely and securely, and in accordance with the provisions of the Data Protection Act 1998 (see separate policy).
6. We collect anonymous statistical information, to allow us to plan and improve our services. We share this with other agencies who provide or fund services to parent carers.
7. We reserve the right to breach confidentiality only in the following exceptional circumstances:
 - a) If we have reason to believe that a child, young person, or vulnerable adult is experiencing abuse, whether physical, sexual, emotional, financial, institutional or is a victim of modern slavery.
 - b) If we believe a parent carer to be in a life-threatening situation.
 - c) If a parent carer tells us that they intend to leave the person they are caring for unattended for a period of time, which we believe would cause them harm or endanger their life.
8. The decision to break confidentiality rests with the Chair. The other management group members will be informed at once of this decision to breach confidentiality.
9. If it is possible, we will advise any parent carer in the situations outlined above to contact the appropriate agencies to get help and offer them continued support.
10. Where possible, we will let the person know that we intend to breach confidentiality.