

Information Policy

This policy is designed to ensure that the 'minimum standards' in relation to information gathering and sharing are met. It will also serve to rationalise the role of the Information Officer. The policy will enable the provision of statistical evidence in order to record, monitor and evaluate the service in accordance with strategic planning requirements.

Aims.

1. To ensure a consistent approach to the receiving and dissemination of information.
2. To ensure minimum standards outlined in SEN Code of Practice 2001 are complied with
3. To develop innovative ways of planning and investigate ways of information sharing.

Publicity

All information published to raise the profile of the service will be prepared in accordance with the exemplifications of minimum standards, in order to ensure that the Parent Partnership Service identity is always given greater prominence than other service identities (e.g corporate logo, colours etc) so as to maintain parent confidence in the impartiality of the service.

Where photographs are used a **Photo Permission Sheet (info form 8)** will be completed by the person giving permission and the Information Officer. Documentation will be made available upon request.

The Information Officer will track the outgoing publicity (record of information taken). This will enable the co-ordinator to identify gaps and to measure where the impact has been.

The Information Officer will liaise with the Communications Department to ensure that publicity materials remain accurate. Regard must be given to Black, Minority Ethnic groups when planning publicity in order to establish relationships with the local communities. The translation service is available to support.

The Information Officer will use their best efforts to be creative and innovative in the management of publicity dissemination.

Information Library

The Information Officer must actively organise a comprehensive information library. This will be for the use of the team and other professionals. It will enable information to be sent promptly to parents and support Stage 1 referrals.

The library must be kept up to date in order to provide parents with accurate information. Information sharing is a 2 way process and relevant information that may be available in the community to assist parents, must be gathered and added to the library.

Regard must be given to providing information in a variety of means as per the SEN Code of Practice. The Information Officer should actively seek out new legislation and policies and maintain links with other agencies, statutory and voluntary, in order to keep informed of new developments.

When taking PPS Publicity to meetings or events the **Event Information Form (info form 1)** should be completed.

Information taken from the library must be recorded on the **Information Library Sheet (info form 2)** which is located in the library area.

Information taken from the Information Files must be recorded on the **Information Files Sheet (info form 3)** which is located in the Information Files area. Also in this area is **Information Request Sheets (info form 4)** to be used when requesting copies from the Information Files.

Where information is not immediately available a **Research Request Sheet (Info form 5)** should be completed.

Newsletters and Bulletins

The Information Officer must take responsibility for ensuring that information is collated and published in parent's newsletters and corporate bulletins across the city. In the first instance this will be in regard to the promotion of the service. Each newsletter must be investigated and researched as to the appropriateness of such an entry.

The published articles must then be collected by the Information Officer for evidential purposes.

Raising the profile of the Parent Partnership Service

The Information Officer should adopt the 'cascade' model of raising the profile of the service. This will enable more parents to be reached through other professionals.

The Information Officer must familiarise themselves with the PowerPoint presentation in regard to the service. This will ensure continuity and consistency of delivery. Whilst promoting the service in a group setting a **Record of Attendees (info form 6)** and **Evaluation Sheet (info form 7)** should be completed and collected. The completion of these forms will encourage improvement of service delivery.

Monitoring and Evaluation

All aspects of the work undertaken by the Information Officer must be recorded, monitored and evaluated to maximise impact.