



Derby Information, Advice and Support Service Confidentiality Policy

Introduction

Derby Information, Advice and Support Service (SENDIASS) offers advice, support and information to parents/carers of children and young people with Special Educational Needs. All parents/carers contacting the service are encouraged to share any information that will enable us to respond effectively to their needs. This may range from basic data to quite detailed information about themselves and their children.

The relationship between a parent/carer and SENDIASS is one of trust. Unless the information we are given suggests that a child may be at risk of harm (*see Sharing Information*) conversations between a parent/carers and the Derby SENDIASS will remain confidential.

Where there are issues that need to be brought to the notice of the Local Authority (LA), we will do this in a way that protects parents' anonymity, unless they have given us permission to identify them.

Data Collection and Record Keeping

Information held by SENDIASS is confidential and held on a secure database. Our database is secure and can be accessed only by employees of Derby Information, Advice and Support Service. It is not linked to the LA database. Records of contact between service employees, parents/carers and young people are kept on the database.

Although support may not be required on a continuous basis many parents/carers and young people may need support at different times throughout their child's education e.g. transition from one phase of education to another, change of school, support at an Annual Review meeting. Records will, therefore, normally be kept until a young person reaches the age of 26.

Sharing Information

Case notes can be requested by parents/carers and young people under the Freedom of Information (FOI) legislation, the request must be in writing. This can be a letter or email. To help us to identify FOI requests, please state 'Freedom of Information' at the top of your letter or email. Your request will be dealt with within 20 working days.

The statistical recording of service users is maintained in an anonymous format and will be used only to enable SENDIASS to monitor its service and identify any policy issues arising from its service.

The *only* exception to confidentiality is in regard to information, which leads us to believe a child, young person or vulnerable adult is at risk of harm. We have a legal obligation to pass on concerns regarding safeguarding. If you need any more information on Data Protection you can find it here <http://www.derby.gov.uk/council-and-democracy/open-data-and-freedom-of-information/data-protection-act/>

The SENDIASS Confidentiality Policy will be reviewed annually by the Steering Group, and amendments will be suitably made.

Date created - September 2015
Next review date by Steering Group – September 2016

