



SEND Information, Advice and Support Service confidentiality policy

Isle of Wight SEND IASS views confidentiality as one of the defining characteristics of the service. To ensure our confidentiality policy is effective:

- We will provide in-depth support only to those parents/carers who hold parental responsibility;
- All SEND IASS staff and volunteers receive a copy of the confidentiality policy and it is explained to them;
- The policy is shared with the local authority and other agencies so that they are aware it exists and is fully understood;
- A copy of the confidentiality policy is available on request, or can be viewed on our website: www.iowsendiass.co.uk

The role of SEND IASS is to ensure parents, carers and young people have access to confidential, impartial information, advice and support so they can make informed decisions about their child's/own special educational needs/disability. This is achieved by working in partnership with parents, carers and young people providing information, services and training, working with relevant agencies and ensuring parents' carers' and young peoples' views influence local policy and practice.

To provide a confidential service, SEND IASS staff will obtain consent from the parents/carers/young people before consulting any other organisation or files, or discussing the young person with the local authority, school or any other agency.

Personal contact details are kept and stored on a secure database, in accordance with the provisions of the Data Protection Act 1998. Paper files are held in a locked filing cabinet, to which only SEND IASS staff have access. We work under the guidance from the local authority on how long these files can be kept.

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 and a legal responsibility to follow Local Safeguarding Children's Board procedures.

Data Protection Act

Why do we keep information about you?

Many people who provide services you already use, like doctors, hold information about you. SEND IASS staff write down and keep certain information and put this only a computer. The reason for having this information is to help us to make sure you received the services you are entitled to. The sort of written information that is kept about you includes: name, address, telephone number and a record of all the contacts you have with the service. The sort of written information that is kept about your child includes: child's name, date of birth, gender, ethnicity, school, year group, area of SEN stage on the SEN Code of Practice. If you wish to view the information held you can discuss this with a SEND IASS officer.

Copies of the impartiality policy and confidentiality policy are available on request, or can be viewed on our website: www.iowsendiass.co.uk