

Confidentiality Policy

This leaflet was produced by the **Northumberland Information, Advice and Support Service**. The service provides information, advice and support about special educational needs (SEN), disability, health and social care for children, young people and parents.

The service can be contacted by phone: **01670 623555** or **01670 620350** or email: **iass@northumberland.gov.uk**

Aim

To ensure that children and young people with special educational needs and/or disabilities, and their parents/carers are able to access information, advice and support from the Service in complete confidence that the information they disclose is protected by data protection law and not shared with other services without their permission. The only exception to this would be because we have a specific concern about a child or young person's safety.

Processes and Procedures

- The service operates a self-referral system where children, young people and their parents are informed about the service by the Local Authority, schools and other parties, but contact the service directly if they require support.

- The information that children, young people and parents/carers choose to share with IASS staff will not be discussed or shared with anyone, other than the service staff, without their permission.
- Service staff will not contact anyone involved with the family, unless requested and given permission to do so by the family.
- Paper and electronic records are kept to a minimum, are stored securely in accordance with the Data Protection Act 1998 and the General Data Protection Regulations and are only accessed by IASS staff.
- The one exception regarding confidentiality is if a member of the IASS staff (paid or voluntary) feels that there are any Safeguarding issues. The case will then be referred back to the service manager who will take advice from appropriate professionals, in line with statutory Safeguarding procedures.

Please email us at iass@northumberland.gov.uk if you require this document in another format