



## WOLVERHAMPTON INFORMATION, ADVICE AND SUPPORT SERVICE CONFIDENTIALITY POLICY

The role of the Wolverhampton Information, Advice and Support Service (IASS) is to ensure parents, carers, children and young people (known as service users) have access to free confidential and impartial information, advice and support about special educational needs and disability so they can make informed decisions about individual needs. This is achieved by working in partnership with them, providing information, services and training, working with relevant agencies and ensuring their views influence local policy and practice.

In order to provide a confidential service Wolverhampton IASS will always inform service users that any information which they give to the service is confidential and will not be passed on unless their agreement is given. This also includes confirming whether an individual has used the service. IASS will not contact any other professional involved with the family without seeking permission.

Service users will be asked for permission to hold information on a secure database created solely for the use of IAS services by a non-council company and secured by a two stage password log in process only accessible by staff actively working within the IASS. Details are kept only for, and for use by IASS, exceptions may be when there are concerns about safeguarding or criminal activity and also for the prevention of fraud. All records on the database will be kept in line with our records retention policy.

Under the Children and Families Act 2014, children have the right to access information, advice and support away from their parents and carers, permission to share information must be given by the child or young person.

To ensure our Confidentiality Policy is effective all IASS staff will receive a copy of the policy and understand how the policy is embedded in all aspects of IASS activities. The policy will be reviewed annually. The policy will be shared with the Local Authority, schools and other agencies as necessary.

**Written by Lucy Harris, Manager**

**Date agreed: November 2014 Date reviewed: December 2019 Review due: December 2020**

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