



## Confidentiality Policy for Service Users

This policy is for service users, professionals and any stakeholder who engages with the Herefordshire & Worcestershire SENDIAS service.

### Our Role

Our aim is to provide flexible services under the Children and Families Act 2014 for a person who has parental responsibility for a child, the child themselves or a young person (up to age 25 who is in education or training) who has special educational needs and/or a disability.

The role of Herefordshire & Worcestershire SENDIASS is to ensure service users have access to confidential and impartial information, advice and support to empower them to participate fully in making choices and decisions around education, health and social care to ensure their transition into adulthood is successful. This is achieved by working in partnership with relevant agencies and ensuring service user views influence local policy and practice.

### Confidentiality Statement

Any information shared with the SENDIAS service is in confidence and is therefore protected under common law and the current Data Protection legislation.

Any information that a client discloses to a member of staff will remain confidential and not passed onto other organisations. Information disclosed to the SENDIASS team will not be shared outside the team unless we have a duty of care or legal obligation to do so.

Service users have the right to see any information held on them and requests can be made directly to Herefordshire & Worcestershire SENDIASS.

### Referral

The service operates a self-referral service only. We cannot accept referrals from professionals or other agencies.

### Arms Length

The service operates outside of the local authority. This is to give service users confidence in the neutrality of the service. We are able to do this by:

- Having total ownership of our client records which no one else can have access to
- Having our own delegated budget



- We are independent of decision-making professionals

Information about service users will not be kept for any longer than is necessary in line with current Data Protection legislation.

### Consent

From time to time a service user may require a member of the SENDIASS team to speak to another professional on their behalf. If this is the case, SENDIASS staff must obtain permission from the service user prior to speaking to other professionals and this consent will be recorded in the case file. This consent may be verbal or written.

### Effectiveness of the Policy

All staff receives a copy of the confidentiality policy and it is explained to them. This policy is available for the local authority and other agencies so that they know it exists and they understand it fully.

The policy is reviewed every 2 years.

Contacts and referrals are recorded on a stand-alone database. The database informs management of emerging themes, cohort ages and total numbers using the service.

Only anonymised statistical data will be used for monitoring service delivery and audit purposes.

Data will be extracted from time to time to meet various reporting requirements of the service both nationally, regionally and locally.

Date for review: April 2022