



Information
Advice
Support
Service

for SEND in Northamptonshire

Confidentiality Policy

The service is totally confidential except when a member of staff has a concern relating to safeguarding which must take priority over confidentiality.

Procedures:

- Referrals to the service by anyone other than a parent or carer can only be made if the parent or carer has given permission.
- The service respects the right of anyone to contact the service anonymously and will respond to general enquiries without asking for detailed information about a child or the family.
- Any information that a parent gives to IASS staff is confidential and will not be passed to other organisations including other sections of North Northants or West Northants Councils.
- All staff who work with families are DBS checked in line with North Northants Council recruitment policy.
- Personal details will only be kept with a parent's consent and stored on a secure database in accordance with the provisions of the Data Protection act.
- Any notes made during the period of contact, whether kept on the secure database or on file, will be seen only by the parent's parental supporter.
- All members of staff will undertake not to tell any other person or agency that a parent has approached the service unless the parent gives consent.
- All members of staff will undertake not to contact anybody on a parent's behalf unless the parent has given consent.
- No member of staff will access information about a child or family from other agencies unless the parent has specifically asked them to.

- All members of staff will undertake not to share any information about a child or their family with other people or agencies unless the parent gives their consent in advance.
- All members of staff will ask the parent's consent before contacting anyone involved with the family.
- Any document that a parent has requested a member of staff to keep on file will be returned at the parent's request.
- Parents have the right to see any information held on them or their child.
- The service will ensure that the identity of families is protected in any information published by the service.

This information can be available in other languages and formats upon request.