

Confidentiality Policy

Central Bedfordshire SENDIASS aims to provide a service to ensure that parents and carers of children with SEND and young people themselves (aged 16-25) with SEND, are able to access Information, Advice and Support via our service in total confidence.

No personal data or records (including whether or not an individual or family has contacted our service will be shared with anyone outside our service **unless**:

- **The parent/carer or young person has given permission for information to be shared or:**
- **There are strong public interest reasons ie. Safeguarding concerns.**

Legislation

All information will be held, processed and shared in line with relevant legislation, principally the Data Protection Act 1998.

Training and awareness

All staff will be given a copy of this policy, and will be trained to ensure they understand it and the principles of Data Protection.

Client Records

Central Bedfordshire SENDIASS accepts self referrals and also referrals from other agencies providing the person/family being referred has given their consent for the referral. The latter will always need to be confirmed.

Our service may seek permission from a service user to access records from other parties in order to build a background of the case in order to provide the best support possible.

Records of contacts are usually made, however, where a service user wishes to remain anonymous, our service will still endeavour to provide appropriate information, advice and support.

Any written client records or any other confidential information will be kept securely in a locked filing cabinet. Where data is supplied for benchmarking and reporting purposes, this will be in a format that ensures individuals cannot be identified unless permission is granted to do so.

All electronic records will be kept securely on a database that **only** Central Beds SENDIASS employees have access to. No personal information will be entered on shared recording systems and no passwords will be shared.

A 'clean desk' policy is followed within the service – confidential information is not left overnight on desks, in filing trays or on view if the desk is unattended at any time.

All records of service work are filed securely and are available to be shared with the service user on request. These records are retained until the Young Person concerned is 25. These are then disposed of confidentially.

Meetings and Telephone calls

Locations and times of visits may be shared with managers as part of lone working arrangements but this does not include other client information.

All staff are aware of the need for confidentiality when making telephone calls and should be aware they are always confidential. Consideration should be made around who may be able to hear the conversation.

Meetings can be held at a service user's home or any other suitable venue where a confidential conversation can take place.

Policy created: September 2016

Reviewed: August 2019

Next review August 2020