

Confidentiality Policy

Hartlepool IASS offers a confidential service to parents/carers and young people and in doing so has responsibilities under Common Law and the Data Protection Act. Any information about a parent/carer, child or young person, including whether or not they have been in contact with the Service must be shared with anyone outside of the Hartlepool IAS Service unless: the parent/carer, child or young person has given permission for information to be shared or there are strong public interest concerns. i.e. Child Protection.

- The purpose of Hartlepool IAS Service is to offer information, advice and support to parents/carers, children and young people with Special Educational Needs and/or disability. All parents/carers child or young person contacting the service are encouraged to share any information that will enable us to respond effectively to their need. This may range from basic data to quite detailed information about themselves, child or young person.
- Some parents/carers, child or young person will want to share experiences, both positive and negative, or to discuss issues that are of concern to them. Others want to talk about their feelings, anxieties, fears or grievances. In the course of our work with parents/carers, children or young people we may be privy to information that is sensitive and personal.
- The relationship between a parent/carer, child or young person and service staff is one of trust. Unless the information we are given suggests that a child or young person may be at risk of harm we believe conversations between the parent/carer, child or young person and Hartlepool IAS Service should remain confidential, if this is the wish of the parent/carer, child or young person.
- Where there are issues that need to be brought to the notice of the Local Authority (LA), we will do this in a way that protects parents/carers, child or young person's anonymity, unless they have given us permission to identify them. We will not, however, act as a filter for complaints against the LA or schools.

» Working with Parents

- Hartlepool IAS Service operates a strict code of confidentiality. Unless we have reason to believe that a child/young person may be at risk of harm we will not discuss a parents/carers, child's or young person's concern or enquiry with any third party, without first obtaining the permission from the parent/carer, child or young person;
- We respect our clients' rights to privacy, but will encourage them to share with us any information that will help us to provide appropriate support;

- We do not keep any documentation relating to an individual child or family unless the parent/ carer, child or young person makes it available to us, or agrees to us receiving a copy.

» Data Collection and Record Keeping

- We keep a record of basic data which is then transferred to an electronic database. Parents do not have to supply this information if they do not wish to do so. Data may be used to generate statistical information about service performance. Data will not be used in such a way that individual parents/carers, child or young person can be identified;
- Our data base is secure and can be accessed only by employees of the Hartlepool IAS Services. Although linked to the Local Authority's database, the Hartlepool IASS section is only accessible to Service personnel and named IT support specialists, who are fully aware of and adhere to this Confidentiality Policy;
- Records kept on the database include concerns or issues raised and the action taken. Parent/ carer, child or child or young person have the right to ask to see the information we hold about them;
- Although support may not be required on a continuous basis many parents/carers, child or young person need support at different times throughout education e.g. Transition from one phase of education to another, change of school and support at Annual Review. Hartlepool IAS Service database will therefore normally be kept until the young person leaves school or moves to another Local Authority Area. Any paper records will be archived in accordance with the LA retention policy.

» Data Protection

Although we are part of Hartlepool Borough Council, any record we make of your contact with us is confidential to the Information, Advice and Support Service except where you agree to us talking with other agencies, or if a child is at risk.

Tracy Liveras - Hartlepool Information, advice and Support Service



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We issued this document in August 2017. We will check the information is up to date in August 2018.