



Confidentiality Policy

Liaise (SEND Information, Advice and Support) provides confidential information, advice and support to children, young people and their parents about special educational needs and disability.

The role of the Liaise service is to enable children and young people with SEND and their parents to recognise their rights and take part in decisions that affect themselves or their child/young person (Section 19, Children and Families Act).

The service upholds the trust and confidence placed in the service, its caseworkers and volunteers by maintaining confidentiality. Personal information will not be disclosed outside of Liaise without consent, unless required to do so by law – for example if there are concerns about the safety of a child. In all other circumstances personal information concerning a child or family will only be shared when consent to do so has been obtained. Liaise staff do not have access to databases within Lincolnshire County Council.

Liaise is a user led service and in the majority of cases users will contact the service themselves. Occasionally, the service will contact users at the request of another professional or organisation, but only if it is clear that the permission of the child, young person or parents has been given.

Specialist Advisers will ensure at the point of initial referral that the child, young people and parents are made aware of the information that is stored about them and how this information is used:

- Basic personal details and brief records of contacts are kept on each referral. This enables Specialist Advisers to keep up to date with contacts. Any associated paperwork is kept in lockable filing cabinets, which may only be accessed by Liaise team members.
- The Family Information Service, which gathers initial referral details, pass these details directly to Liaise and no information is kept within their systems.
- Specialist Advisers will seek verbal or written permission to access records from, or make contact with, other parties that may improve the quality of information, advice and support they can provide.
- Written information is transferred to a web based database. This is only accessible to members of the Liaise Service **and not others within the Local Authority or Health Services.**
- Aggregated and anonymised data is gathered and used to inform developments in the Liaise service and Local Authority strategic planning.
- Parents can request to see information held on Liaise files. Such requests will be handled in accordance with the subject access provisions of the Data Protection Act. For more information about making a subject access request please visit the Local Authority website www.lincolnshire.gov.uk.
- Children, young people and their parents have the right to request information and advice anonymously and when they do so, this will be respected without affecting the quality of the information and advice given to them.

Date Agreed by Liaise Strategic Board: 17/09/15

Date of Review: September 2016