



Norfolk SEND Partnership Information Advice and Support Service Employee Confidentiality Policy

All employed Staff working for Norfolk SEND Partnership have signed and agreed to abide by the Norfolk County Council Confidentiality Policy and Code of Conduct as County Council employees. (electronic link/ see policy)

Due to the arms length nature of the service the following small section of this policy are not compatible with the role of Norfolk SEND Partnership: page 5 “h”– **in all cases requests should be referred via SEND Partnership IASS.**

In line with the Special Education Needs and Disability code of practise: 0 – 25 years which statutory guidance for part 3 of the Children and families Act 2014 .
2 2.8 Bullet 2 *The information, advice and support offered should be free, accurate (and) confidential.....*

IPSs personal details are kept confidential by giving them a mobile phone for their casework and routing mail via the office.

Parents have the right to speak to Norfolk SEND Partnership anonymously if they choose.

Norfolk SEND Partnership employees use the database tick box to indicate that confidentiality has been discussed with the parent and another to record if permission has been given for the service to discuss the case with other people – e.g a co-ordinator or teacher – with opportunities to note exceptions.

Each caller is asked if they are happy for messages to be left on their phones. Voicemail messages left for service users are discrete. Staff make judgements based on their knowledge of the family situation before leaving a message that discloses anything other than their first name and telephone number.

All employees have also completed the Norfolk County Council Data Protection training and work within the services own policy document “Norfolk SEND Partnership Service – Working with you and the Data Protection Act” (link/see policy)

In addition to this, volunteers working as Independent Partnership Supporters (IPS) also have their own “Norfolk SEND Partnership Service IPS Policy on Confidentiality” (link/see form) which includes the use of a disclaimer/parental agreement form.