



## **Keeping your information private**

Reading Information Advice and Support Service for Special Educational Needs and Disabilities (Reading IASS) runs a service for parents, carers, children and young people, offering information, advice and support about all aspects of a child or young person's special educational needs. Reading IASS asks people to contact us directly, rather than contact coming from someone else, such as a school or social worker.

This should be read with other policies including those for children and young people and those of Brighter Futures for Children.

Information held by Reading IASS is confidential. That means we will not share anything we have discussed with anyone (except the Reading IASS team) without you saying that we can.

- Computer records can only be accessed by Reading IASS staff. Paper records are held in Reading IASS locked filing cabinets and drawers. All paper records are held only so long as needed for the case and then are safely destroyed.
- Reading IASS staff will ask your consent before talking to anyone else about your case (current piece of work) or asking for documents.
- A Reading IASS case will be closed once it has come to an end and there is nothing further to do or if there has been no contact with you for six months. Records will be kept until the person reaches the age of 25, when any information such as names and addresses will be removed. This can be done sooner if you wish.
- If you want to see your case notes, the Reading IASS Team Manager will send them to you, or you can visit the office and look at the notes.

**The only times when we may not keep your information private are:**

- 1. If we think that a person may be at risk. Reading IASS must pass on concerns to social services and to work with them where a concern has been raised.**
- 2. Where the law requires us to disclose information.**

## **Working with children and young people**

Before a member of Reading IASS staff starts to support a child or young person, they will make sure that they understand our Confidentiality Policy for Children and Young People.

If a member of Reading IASS staff thinks it would be best for the child or young person to be able to share information, then this will be discussed with them. The member of staff will talk about why it would be helpful to include their parents or carers. If the child or young person is clear that they do not want their parents or carers to be involved, then this is their right.

If a member of Reading IASS staff is concerned that someone is being harmed, or is at risk of being harmed, then they will discuss with their manager and follow safeguarding and child protection procedures. Before any information is shared, and if it is safe to do so, this will be discussed with the child or young person to try to see if they agree, prepare them and explain the reasons for doing this.