

# WIAS&S



Wandsworth Information, Advice & Support Service

Providing an Impartial Service to Children and Young People (aged 0-25)  
with Special Educational Needs or Disabilities and their Parents or Carers



# Confidentiality Policy

**CONFIDENTIAL  
IMPARTIAL  
FREE**



## Introduction

Wandsworth Information, Advice & Support Service (WASS) provides free, confidential and impartial information, advice and support to children and young people (aged 0-25) with special educational needs or disabilities (SEND) and their parents/carers. A young person in this case is defined as an individual over compulsory school age (16) and under the age of 25 years old.

The role of WASS is to ensure you, your child or young person have access to information, advice and support so you can make informed decisions related to Education, Health and Social Care.

## What is Confidentiality?

Confidentiality is when information is not shared with anyone without the consent of the person who is giving the information. This consent can be given verbally or in writing.

Any information shared with us is in confidence and is protected under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We work with parents/carers, children or young people who self refer. You, your child or young person can also be informed of us via another agency, organisation or family members.

## Consent to Keep Confidential Records

All information given to us is treated confidentially. Initially before recording any information about you, your child or young person, we will discuss with you what information will be held, the reason why this information is kept and get your consent to do so. All records containing confidential information are only accessible to WASS staff. If you, your child or young person do not wish to give us your personal information this is respected.

Sometimes, in order to better help you, it is useful for us to discuss the situation with another professional, for example an educational psychologist, a caseworker from the special needs assessment section (SNAS) or a school/college or early years provider. You, your child or young person **will always be asked for permission verbally** before we speak to anyone else on your behalf or look at or obtain reports/ documents held by SNAS or any other service.

We will keep concise and factual records on conversations that we have had and any letters/emails/reports that have been sent or received.

How we collect, record and store this information is explained in the our Privacy Policy which should be read with this document.



## Sharing Information

All information and files that we hold about you, your child or young person are treated in confidence and are not shared with anyone outside the service without the consent of you, your child or young person. There are some exceptions where information may be shared without consent and these are:

- There is concern about an individual (child, young person or adult) being harmed or there is a child or adult at risk safeguarding issue.
- The information relates to criminal activity.
- The court orders that the information is shared.

Where any of these apply, we will, wherever possible, let you, your child or young person know that we are going to share information with someone else. However if there is a possibility of an immediate risk to your child or young person, adult at risk, you or a member of staff then agreement will not be sought.

Please refer to the WIASS Safeguarding Children and Adults at Risk policy for further information.

## Ensuring the Effectiveness of our Confidentiality Policy

- All WIASS staff receive training on the WIASS' Confidentiality policy.
- WIASS' Confidentiality policy is shared with the local authority and other agencies to make them aware of the confidential nature of our service.
- WIASS ensures that you, your child or young person are informed about our confidential nature from your first contact with our service and through our Welcome letter and Privacy Statement sheet.
- Our confidentiality policy is reviewed annually by WIASS Advisory group.

**This policy was last updated in August 2018.**



## How to contact us:

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 **Call back service: 020 8871 8065**  
(24 hour answer machine)

 **Email: [wiaas@wandsworth.gov.uk](mailto:wiaas@wandsworth.gov.uk)**

 **Web: [www.wandsworth.gov.uk/wiaas](http://www.wandsworth.gov.uk/wiaas)**

