



SHEFFIELDSSENDIAS

Sheffield Special Educational Needs & Disability Information Advice & Support

Service Policy for Service Users

SSENDIAS provides children and young people (0-25) with SEN and disabilities, and their parent/carers, with impartial information, advice and support on a range of matters relating to their SEN and disabilities across education, health and social care.

Definitions

Impartial not taking sides and ensuring all information, advice and support is provided based upon the statutory frameworks, putting local arrangements into context.

Information comprehensive information on an extensive range of topics both statutory and non-statutory, formal and informal, education and leisure, health and social care, individual and family.

Advice ensuring the service users understand all the options available to them and can make informed choices.

Support enabling and empowering service users to understand and make effective use of the information and advice provided.
Facilitating effective communication between service users and statutory agencies.

Impartiality, Confidentiality & Privacy Policy

Safeguarding and child protection concerns and duties take priority over every other consideration.

The statutory guidance in the SEND COP (0-25) requires IASS to offer a confidential and impartial service which operates at arm's length to the local authority (LA) and Integrated Care Board (ICB).



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Sheffield SENDIAS demonstrates impartiality by:

- Not taking sides.
- Ensuring the information, advice and support provided is accurate, up to date and firmly based in the legislative frameworks.
- Strictly adhering to confidentiality and privacy policies.

SSENDIAS respects a child, young person and parent/carers right to privacy and confidentiality ensuring that:

- All service users have a right to contact the service anonymously. If you do require complex support (please see our referral policy and procedures) SSENDIAS will require additional information.
- SSENDIAS will respond to general enquiries without asking for detailed information about the child, young person or parent/carer.
- Observations or information about individuals or the family will not be recorded or communicated unless they are directly relevant to the issues being discussed and permissions have been given. The exception will be if there are concerns about safety and well-being.
- Service users are not asked to state the nature of their enquiry in front of other people.
- Meetings and conversations are held in private where they cannot be observed or overheard by others.
- Telephone calls are made in an appropriate environment, at appropriate times that will not breach the service user's privacy or confidentiality.
- No other service or person will be told that an individual has contacted the service unless the individual has given their permission. Safeguarding & well-being concerns is the exception.



SHEFFIELDSENDIAS

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- All information obtained from service users is treated as completely confidential unless there are safeguarding & well-being concerns.
- SSENDIAS will only access information given by service users until specific permission is given to access anything else.
- No information is shared with any other individual or agency until service users have given their specific permission.
- Service user consent will be sought before contacting anyone else who might be involved.
- SSENDIAS will not accept any information about a service user from any source until permission has been given.
- Where any information is disclosed which raises any safeguarding or well-being concerns, the individual will be advised that this cannot be kept confidential and that it will be shared with appropriate officers for investigation and action
- Personal information will only be sent via email with service user specific permission using secure routes wherever possible.
- Great care will be taken when sending any sensitive information by email to ensure it can only be accessed by those for whom it is intended.
- All records, formal and informal, are kept securely and in accordance with GDPR and the Data Protection Act and are only accessible by SSENDIAS staff.
- Paper records will be avoided and securely destroyed once the information has been transferred into a secure electronic format.
- Service users are informed about what information is held about them and the source of the information disclosed.
- Service users are informed of their right to see any information held about them.



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Complaints

If any service user has cause for complaint, they should initially contact the SSENDIAS Manager who will investigate the matter and respond to the complaint.

If the outcome is felt to be unsatisfactory, then the complaint can be directed to the local authority officer with line management responsibility for further investigation in line with the local authority's own complaints process. (please see our complaints policy)

Termination of Involvement

Service users may terminate their involvement of the service at any time.

However, SSENDIAS also reserves the right to terminate its involvement when:

- It is felt that the desired outcomes have been achieved.
- It is felt that no further progress can be made.
- It is felt that there is sufficient support/involvement from other services and SSENDIAS is unlikely to bring additional benefit.
- It is felt that further involvement may put staff at risk.
- A service user has been abusive or threatening to staff.
- The relationship between SSENDIAS and the service user has irretrievably broken down.

Although any of these instances are highly unlikely, SSENDIAS will always advise service users of alternative sources of advice and support.



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Referrals.

The service can only take referrals from parents/ carers, children and young people.

This can be done through:

- Phone 0114 273 6009
- Email ssendias@sheffield.gov.uk
- Website [Sheffield SENDIAS - Special educational needs and disability advice and support](#)
- FaceBook [Sheffield SEN & Disability Information, Advice & Support - Home | Facebook](#)
- Instagram [Sheffield SENDIAS \(@sheffield_ias\)/](#)
- Sheffield Local Offer [Request Special Educational Needs and Disabilities Advice and Support | Sheffield Directory](#)

SSENDIAS welcomes professionals recommending the service, but we will not take referrals from them unless the circumstances are exceptional.