

## **Lambeth Information, Advice & Support Service confidentiality policy**

Lambeth Information, Advice & Support Service offers a confidential service to parents and in doing so has responsibilities under Common Law and the Data Protection Act. Any information about a parent, including whether or not they have been in contact with LIASS must not be shared outside LIASS unless:

- the parent gives permission for the information to be shared, or
- there are strong public interest concerns, i.e. child protection

The service complies with the Freedom of Information Act and related Lambeth Council policies.

As a service we have no access to files held elsewhere in Lambeth Council unless specifically authorised to seek it by parents. Information held by LIASS is confidential; it is held separately and can only be accessed by LIASS staff. The service has a shared computer area which only members of the team are allowed to access.

### ***Exceptions to Confidentiality***

Sometimes it might be helpful to pass on information about cases, however this will only be done with the parent's explicit consent and will only be done in order to help the parent. When we receive consent to disclose information about a service user this will always be documented in the notes.

The only exception to confidentiality is in regard to information which leads us to believe a child is at risk. We have a legal obligation to pass on concerns regarding child protection to the relevant social service professionals.