

Privacy notice

SENDIASS Service User Feedback

We will keep this privacy notice under regular review and when we use your personal data, City of York Council (CYC) complies with data protection legislation, and is the registered 'Controller'. Our data protection notification is registered with the Information Commissioner's Office (ICO) – reference **Z5809563**.

Why are we collecting the views of service users?

We gather feedback from parents, carers and young people to find out views and experiences of using the service. It is crucially important that at a local and national level we can evidence the effectiveness of Information, Advice and Support Services (IASS). In order to do this we are supported by the Business Intelligence Hub at York City Council.

We use service feedback as part of a self-review of how we are delivering the information and advice responsibilities as required by the Children and Families Act 2014 and SEN Code of Practice. This will help to assist in the future planning of the service, and help us understand what kind of impact the advice and support may have had on your child's provision and outcomes.

All IAS Services are expected to participate in submitting feedback responses to the National Information, Advice Service Network (IASSN) so that individual services can benchmark their return rates and ratings against national data. The IASSN provide a range of support to local SENDIASS to help them develop and improve provision for children, young people and their families. **We only submit the responses to the questions to IASSN and do not include comments or confidential information.** To know more about the IASSN please visit their helpful website at www.IASSNetwork.org.uk

The questionnaire has been developed by the (IASSN) and asks about your experience using the following six questions:

- Getting in touch with us
- The support we offered you
- How neutral, fair and unbiased do you think we were

- What difference do you think our information, advice or support made to you
- How likely is it that you would recommend the service to other
- Overall how satisfied are you with the service we gave
- Any additional comments you would like to add

Why we use your personal information

We only use your personal information with your explicit and informed consent for the purposes described/as set out in this privacy notice

What will we do with the information?

The data we collect will be included in reports and our performance framework and to participate in the national IASS evaluation. **We never use your name in any reports.** Data will be anonymised and will not identify any individuals.

We will not use the data for any other purpose than stated and will not disclose to a third party i.e. other companies or individuals, unless we are required to do so by law for the prevention of crime and detection of fraud, etc.

Method of collecting data.

The Business Intelligence Hub conducts the Service Users Survey on behalf of SENDIASS.

Service users wishing to give feedback can do so in the following ways:

- By telephone
- Using the link on the SENDIASS website
- Using the link on the emails from the SENDIASS team
- Using a paper copy of the survey and free postal envelope.

Storage of information

We will keep the information you provide for one year which is to allow the service manager to measure the standards of the delivery of the service over a year. The data received through the survey is stored in the council's secure network drive and can only be accessed by authorised SENDIASS staff with Business Intelligence Hub. Online data will be collected using Survey Monkey. To find out how they use your information, please [click here](#)

Where you complete a paper copy of a survey we will transfer the information you have given onto the council's secure network drive and then securely destroy the paper copy once the transfer is complete.

How long will we keep the information?

We will keep the information you give us and your personal data for up to one year and then will securely destroy it.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing, if we start to use your personal data for a purpose not mentioned in this Privacy Notice.

Your rights

To find out about your rights under data protection law, you can go to the Information Commissioners Office (ICO) <https://ico.org.uk/for-the-public/>
You can also find information about your rights at <https://www.york.gov.uk/privacy>

If you have any questions about this email, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us at foi@york.gov.uk or on 01904 554145 or write to:

Data Protection Officer

City of York Council

West Offices

Station Rise

York

YO1 6GA

If you would like more information about this survey, or to withdraw your consent at any time, please contact SENDIASS at:

yorksendiass@york.gov.uk

01904 554319/555698.