

Privacy notice

SENDIASS Service Feedback

Why are gathering feedback from education settings, to find out views on the quality of support and advice we provide to promote and maintain good partnership working between children and young people, their parents/carers, professionals, the local authority and health.

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 the effect the service has in working in partnership with families and educational settings.

The questionnaire has been developed by SENDIASS to ask about your experience using the following questions:

- How did you get to know about the service
- How were we involved
- How impartial do you think we were
- What difference do you think our information, advice or support made
- How likely is it that you would recommend the service to others
- Overall how satisfied are you with the service we gave

Any additional comments you would like to add

What will we do with the information?

The data we collect will be included in our Annual Report and as part of service improvement framework. **We never use your names of professional or school names in any reports.** Data will be anonymised and will not identify any individuals or schools and services. 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

Storage of information

We will keep the information you provide for a limited period 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 go to:

http://www.surveymonkey.com/mp/legal/privacy-policy/?ut_source=footer.

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.

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