



Quality Assurance and Customer Service Policy

This document constitutes the quality assurance and customer service policy in relation to the provision by Sheffield Information Link of the Sheffield Children and Young People's Service Directory.

For the purpose of this policy 'Customers' are defined as:

- Those organisations/individuals whose information appears on the website for whom we are acting with their consent and directly in their interests.
- Those organisations/individuals who are accessing the site for the purpose of finding out information.

1. Ownership and purpose of the site.

Sheffield City Council funds Sheffield Information Link (SIL) to develop, manage and maintain the Sheffield Information Directory for Children, Young People and Family Services (Ask Sid) directory and website.

The purpose of Ask Sid is to support children, parents, carers, professionals and young people by providing access to **FREE**, impartial, up-to-date and accurate information to enable them to make informed choices. We want you to be confident that the information provided is produced and brought to you independently of any influence by outside bodies or providers of funding.

2. Purpose of this policy

- The purpose of this policy is to define the standards for information we produce and adhere to.
- We believe that those requiring information via the internet have a right to well produced, accurate and reliable information.
- This policy will help us determine what types of organisations should be published and what links we will establish to other web sites.
- This policy sets out our Data Protection Statement.

3. Promotion

We do not promote businesses, or the sale of any services. Information provided about products or services is done so truthfully with no intent to mislead. We do not accept advertising.

4. Quality

- Our intention is to provide information that is accurate, well supported, of high quality and easy to read.
- We will endeavor to establish the integrity of an organisation and will determine, where possible, if a Child Protection Policy is in place and the staff are subject to a Criminal Records Bureau check.
- Sheffield Information Link is not responsible for checking or validating the documentation. It is the responsibility of the users to make the necessary check.

If doubts arise to the quality or integrity of a service, Sheffield Information Link reserves the right to not include this information. We also reserve the right to delete publication of any information which is illegal.

5. Data Protection statement

SIL is the data controller for the Sheffield Children and Young People's Service Directory and regards the lawful and correct treatment of personal information as very important to its successful operations and to maintaining confidence between ourselves and the service providers.

The Data Protection Act 1998 regulates the processing of information relating to individuals; this includes the obtaining, holding, using or the disclosure of such information. The act covers computerised records as well as manual filing systems and card indexes.

Information Developed by Sheffield Information Link

In compliance with the Data Protection Act 1998¹, Organisational/Individual permission has been sought for the information gathered by SIL regarding services and activities for inclusion in Ask Sid. Where that information includes personal details, SIL undertakes to hold the minimum information necessary to enable it to perform its functions and for a period agreed with the organisation/individual at the outset.

SIL will follow the eight principles of good information handling that require data must be:

- Fairly and lawfully processed;

¹ The Data Protection Act 1998 (the Act) applies to personal data held about any living individual who is the focus of such data, including children, and all the provisions and rights of the Act apply. Persons about whom such data are held are known as data subjects.

- Processed for limited purposes and not in any manner incompatible with those purposes;
- Adequate, relevant and not excessive;
- Accurate;
- Not kept for longer than is necessary;
- Processed in line with the data subject's rights;
- Secure;
- Not transferred to countries without adequate protection

The processing of the information may only be carried out where one of the following conditions has been met:

- The individual has given his or her consent to the processing;
- The processing is necessary for the performance of a contract with the individual;
- The processing is required under a legal obligation;
- The processing is necessary to protect the vital interests of the individual;
- The processing is necessary to carry out public functions;
- The processing is necessary in order to pursue the legitimate interests of the data controller or third parties (unless it could prejudice the interests of the individual).

Information provided by external organisations

Ask Sid is not solely populated by information developed by SIL. The database and website also rely on information supplied through a variety of methods from other key information providers in Sheffield. Where external information is imported, SIL will endeavour to ensure through Information Sharing Agreements with those organisations that:

- The organisation supplying the information has its own Data Protection Policy.
- The data being provided is handled in a manner compliant with the Data Protection Act 1998 and the eight principles of good information handling.

6. Links to other websites and organisations

SIL endeavors to ensure that the links it provides are only to reputable organisations that provide reliable information. All external links to the site are individually considered and reviewed. The aim of links is to provide additional information on a given subject that is either not provided on our site, or that we consider being complementary to our own information.

7. Feedback to us

We welcome feedback from our users about the information we provide and on the ease of use of our website.

- On our feedback forms, we will actively seek suggestions for improvements to our service. We will also carry out periodic surveys of our site users.

- All feedback to the site will be read and considered.
- Feedback will be encouraged through a variety of methods including completion of the online contact form.

These are the ways in which you can contact us:

Ask Sid Team
Sheffield Information Link
11 Leopold Street
Sheffield
S1 2GY

Opening Hours: Monday, Tuesday, Thursday 9.30am - 5.30pm; Wednesday 8.30am - 6.00pm; Friday 9.30am - 4.00pm

Telephone: **(0114) 275 6699** (out of hours answerphone)

Textphone: **(0114) 249 4939**

Fax: **(0114) 249 6376**

E-mail asksid@sheffinfoolink.org.uk

Sheffield Information Link is a registered charity no : 1065185. Company Limited by Guarantee 3426470. Sheffield Information Link received funding from Sheffield City Council. Registered Office 11 Leopold Street, Sheffield, S1, 2GY

8. Review Date.

This policy will be reviewed on or before 31st March 2009