

**West Berkshire Special Educational Needs and Disability  
Impartial Information Advice and Support Service  
(SEND IASS)**



**Impartiality Policy**

**Introduction**

We provide children, young people and parent carers with confidential and impartial information, advice and support to enable them to make informed decisions about a child's/young person's special educational needs and disabilities. We work in partnership with children, young people, parent carers and relevant agencies to ensuring service users' views influence local policy and practice.

**How does SEND IASS act impartially?**

We act independently of the Local Authority, schools, education ideologies, and campaigns. We do not prioritise any impairment, disability or SEN over another.

Impartiality means...

- We do not stand to gain or lose whatever the outcomes of any discussions may be
- We do not take sides with anyone
- We provide factual, unbiased information and advice based on what the guidance and law says
- We provide children, young people or parent carers with enough information so they can make their own decisions, rather than tell them what to do
  
- ✓ West Berkshire SEND IASS is funded by West Berkshire Council and delivered by The Rose Road Association. Our advisers are home based and can meet at neutral locations convenient to you, separate from the SEN Statutory Services of the Local Authority (LA) and the Clinical Commissioning Group.
- ✓ The service has its own separate telephone lines and email addresses to ensure contact is private and confidential.
  
- ✓ The service has an independent secure database, not accessible by the Local Authority or anybody else.
  
- ✓ Children and young people can be supported separately from their parent or carer if they prefer. A separate case worker (from the parent/carers) will be appointed to work directly with them if requested.
  
- ✓ Staff are required to inform the SEND IASS manager of any conflict of interest in relation to individual families; parent support groups, schools, nurseries, colleagues or other agencies.
  
- ✓ Staff are required to inform the SEND IASS manager of any personal or voluntary involvement in issues relating to education or SEN that might impact upon their work.

**Working with children, young people and/or their parent carers**

When providing support we will show our impartiality by:

- being clear that our role is to help individuals participate more fully in a child's/young person's education, health or care and to advise them on their rights. We will not take sides with either them or the Local Authority, school or other provider
- empowering children, young people or their parent carers to speak for themselves and make their own decisions, rather than pushing them towards a particular course of action
- always respecting the decisions taken by those we support without making a judgement, irrespective of personal views as individuals
- providing factual information and advice based on what the current guidance and law says, not offering our own opinions or reflecting local policy

### **Working with the Local Authority (LA), schools, health, social care and other agencies**

When working with the Local Authority, schools, health, social care and other agencies, we will demonstrate impartiality by:

- making it clear that the best possible educational and other outcomes for children/ young people with SEN and disabilities are our ultimate aim, and our role is to support individuals to achieve this
- informing other agencies of the impartial nature of the service, and making them aware of this policy
- not allowing relationships with the LA, schools, health, social care or other agencies to affect the information or support we provide
- being clear that we do not undertake LA functions, or act on behalf of the LA, school, health, social care or any other agency
- being clear that the service does not take sides with the LA, school, health, social care or any other agency

### **Sharing and reviewing the policy**

- All staff and volunteers receive a copy of the Impartiality Policy and it is explained to them
- the policy is shared with the Local Authority and other agencies so they are aware it exists and they understand it fully
- The policy is reviewed annually and amendments agreed

Last updated: September 2018

Next review date: September 2019

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