

SEND Information, Advice and Support Service impartiality policy

The role of SEND Information, Advice and Support Service (SEND IASS) is to provide parents/carers, children and young people with confidential and impartial information, advice and support so they can make informed decisions about a child/young person's special educational needs. This is achieved by working in partnership with children, young people and parents/carers, providing information, services and training, working with relevant agencies and ensuring parents' views influence local policy and practice.

Isle of Wight SEND IASS views impartiality as one of the defining characteristics of the service. By impartial, SEND IASS understands this meaning to be:

- not taking sides with anyone;
- providing factual, unbiased information and advice based on what the guidance and legislation says;
- not having vested interest in the outcome of any discussions;
- treating everyone respectfully; and;
- providing children, young people or parent/carers with enough information so that they can make their own decisions, not telling them what to do.

When working with the local authority, schools and other agencies, SEND IASS aims to demonstrate impartiality by:

- not undertake local authority functions, or act on behalf of the local authority, educational settings or any other agency;
- making it clear that the best outcomes for children with SEN and disabilities are the ultimate aims of SEND IASS, and their role is to support parents, carers, children and young people to achieve this;
- being clear that SEND IASS doesn't take sides with the local authority, education setting or any other agency.

To promote the impartiality of the service:

- the service is situated away from County Hall and SEN services in a standalone building;
- Information held regarding casework is confidential and recording systems are separate from children's services. The service has a direct telephone line its own website and its own service identity which is used for all printed materials;
- The local authority does not influence the impartiality of advice, information and guidance given to parents/carers or service development work undertaken;
- SEND IASS monitors the impartiality of the service through questionnaires to service users and, where possible, addresses any issues raised.

All SEND IASS staff and volunteer independent advice supporters (IASs) receive a copy of this 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 is fully understood.

Copies of the impartiality policy and confidentiality policy are available on request, or can be viewed on our website: www.iowsendiass.co.uk