



## **Derby Information, Advice and Support Service Impartiality Policy**

Derby Information Advice and Support Service (SENDIASS) operate at “arms length” from the Local Authority as an independent and confidential service for parents/carers, children and young people regarding special educational needs and disability in accordance with the SEND Code of Practice (2014).

Derby SENDIASS ensures service users are made aware of the need for the service to maintain impartiality by:

- Providing them with all relevant information so they can make their own informed decisions.
- Ensuring all information and advice given is factual and based on government guidance and legislation.
- The service does not stand to gain or lose whatever the outcomes of any discussions.
- Informing all service users of the impartiality nature of SENDIASS and making them aware of our policy.
- Being clear that the role of the SENDIASS is to help them participate in their or their child’s education and advise them on their rights – we will not act as an advocate on their behalf or take sides.
- Empowering service users to speak for themselves, making their own decisions.
- Providing accurate information, advice and support based on government guidance and legislation.
- Never making any judgements on their decisions.

To maintain our service impartiality when dealing with the Local Authority, schools and other services we will:

- Ensure Local Authority, schools and other statutory/voluntary services are aware of SENDIASS impartiality making them aware of this policy.
- Make clear that the best educational outcomes for children/young people with SEN and disabilities, is the ultimate aim for SENDIASS, supporting parents/carers and or the young person to achieve this.
- Remain impartial at all times by not allowing relationships with Local Authority, schools and statutory/voluntary services affect the support SENDIASS provides.

As a service Derby SENDIASS will take measures to ensure they protect the impartiality of the service and its delivery in the following ways :

- The service is guided and monitored by a Steering Group. The group is made up of representatives from voluntary and statutory services, schools and parents. The chair is independent and meetings are held quarterly.
- The service has its own telephone lines to ensure calls are private and confidential.
- The service has an independent secure database, not accessible by the Local Authority or anybody else.
- SENDIASS will challenge Local Authority policy and practice if this appears to breach parent's rights.

### **Further reading**

Special Educational Needs Code of Practice – Department for education

<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

Quality standards for services providing impartial information, advice and support

<http://www.iassnetwork.org.uk/media/21886/iass-quality-standards-final.pdf>

Children and Families Act 2014

<http://www.legislation.gov.uk/ukpga/2014/6/contents/enacted>

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**Next review date by Steering Group** – September 2016