



Impartiality Policy

Introduction

The role of SENDIASS is to ensure service users have access to confidential and impartial information, advice and support so they can make informed decisions.

Why SENDIASS acts impartially

The service will not take sides with anyone but will provide factual information and advice based on what the guidance and legislation says. The Special Education Needs Code of Practice 2015 0-25 years states that Information, Advice and Support Services MUST ensure that service users are provided with accurate neutral information on their rights, roles and responsibilities for education, social care and health.

Staff may have consent from service users to act as an intermediary by relaying their perspective to school, local authority professionals and to third party organisations. This does not indicate bias in the favour of the service user, nor does it represent the views of SENDIASS staff.

Our aim is to empower service users to speak for themselves and we will support them to do this.

Staff will make clear any limitations or boundaries to their professional knowledge or anything in the context in which they operate that may affect impartiality and will refer clients appropriately.

Working with and supporting parents

The practical implications for service delivery are:

- Staff will state their role at the beginning of initial contact in order to clarify their position
- It will assist service users to express their views with confidence so that they have voice as well as helping them to understand the pros and cons of any decisions they may ultimately take
- Staff may put forward the wishes and views of service users with their consent either during meetings or telephone calls whilst, at the same time, ascertaining the views of professionals involved with the family

