

Impartiality Policy:

Basic Principles:

At SENDiass we understand that you need to know that:

- We are an 'arm's length' service which acts **independently** to other services.
- We are based in an easily reached building, in offices away from the Special Educational Needs Statutory Services of the Local Authority (LA), the Clinical Commissioning Group (CCG), schools, and other Special Educational Needs and Disabilities (SEND) agencies.
- The information we give you will be legally accurate, unbiased and cover all your available choices.
- The information and advice we provide to you will help you to decide for yourself what is important **to** you and what is important **for** you.
- The support we offer you will help you to deal more confidently with the people who work with you.
- If you are a child or young person, we can support you separately from your parent or carer if you prefer. We will appoint a separate case worker from your parent or carer to work directly with you if you want us to.
- You can speak to us, or write to us, or email us in complete confidence (please see our Confidentiality Policy).

How do we show that we are impartial?

SENDiass4BCP offers an 'arm's length' service working to national Information, Advice and Support Services (IASS) minimum standards approved by the Department for Education.

- *Arm's length* means that we are able to act, and are seen to act, independently and impartially with no unnecessary influence or control from the local authority, the local clinical commissioning group, or any other organisation or individual.
- *Impartial* means that we are not biased towards or influenced by any particular party, point-of-view or policy, including local authorities, schools, education ideologies and campaigns. We do not give priority to any particular impairment, disability or special educational need or individual over another.
- *Information, Advice and Support* accurately reflects what the law says rather than local policy and practice

- We have our own identity with our own logo and style which is separate from other local authority services.
- Our service is separate from all other local authority functions and has a service manager, who holds no other responsibility within the local authority or Clinical Commissioning Group.
- Our offices are located in a building separate from other local authority Special Educational Needs teams.
- We have our own confidential email address and telephone lines which can only be accessed by our service's team members.
- We have a steering group which checks our work. Members of our steering group represent parents and carers, young peoples' voices, early years and educational settings, the local authority (both education and social care) and the Clinical Commissioning Group.
- We regularly ask the people who use our service for their views about how our service is performing and how it should develop in the future. We use this information to help us check the quality of the service we provide, how it might be improved in the future, and if we are reaching all communities within the Bournemouth, Christchurch and Poole council area.
- Although not legally qualified, all our staff members have completed legal and other training and are able to offer accurate and up-to-date information and advice which reflects law and the SEND Code of Practice.