

Impartiality Policy

This leaflet was produced by the **Northumberland Information, Advice and Support Service**. The service provides information, advice and support about special educational needs (SEN), disability, health and social care for children, young people and parents.

The service can be contacted by phone: **01670 623555** or **01670 620350** or email: **iass@northumberland.gov.uk**

Aim

The service provides free, confidential and impartial information, advice and support to children and young people with SEND (special educational needs and disabilities), up to 25 years of age, and their parents and carers.

Impartiality is viewed as central to the role of the Service. This means the information, advice and support we offer are firmly based in the law and the SEND Code of Practice. We provide unbiased information and advice about the local authority's policies and procedures, and about the policy and practice in local schools and other settings. We do not give priority to any particular special educational need or disability, nor do we campaign for any particular approach to education. We aim to make sure that all parties we come into contact with are treated equally, fairly and non-judgmentally.

The service follows a national set of Minimum Standards developed by the IASSN (Information, Advice and Support Services Network). This helps us to monitor the effectiveness of the service we provide and ensure that it is at 'arm's length' from the Local Authority. By this we mean that we act and are seen to act separately and impartially, with no undue influence or control from either the Local Authority or the Clinical Commissioning Group in our area.

Processes and Procedures

- Service staff (paid and voluntary) will not treat one party more favourably than another during the course of their work.
- Staff are aware of the implications of the Equality Act 2010.
- Written information and publicity from the Service will be impartial and written in plain English.
- Staff will offer impartial information, advice and support to enable children, young people and parents/carers to make informed choices about the child/young person's education.
- Staff will support children, young people and parents/carers to express their views with confidence so that they have an 'equal' voice.
- Staff will respect the opinions and choices of all parties. They will not have a vested interest in the outcomes of any discussions.
- The Service will aim to ensure that children, young people and parents/carers understand their rights and responsibilities, and the rights and responsibilities of other parties.
- When staff engage with relevant networks and organisations they will do so in an impartial way.

Please email us at iass@northumberland.gov.uk if you require this document in another format

