

Bracknell Forest Information, Advice & Support Service (IASS) (formerly Parent Partnership)



Providing impartial information, advice and support for parents, carers, children and young people with Special Educational Needs & Disabilities (SEND) in Bracknell Forest.

Impartiality Policy

Introduction

Chapter 2 of the SEN Code of Practice states that local authorities **must** arrange for children with SEN or disabilities for whom they are responsible, and their parents, and young people with SEN or disabilities for whom they are responsible, to be provided with **impartial information and advice** about matters relating to their SEN or disabilities, including matters relating to health and social care.

Bracknell Forest Information, Advice & Support Service is an in house service which is funded by Bracknell Forest Council. It operates at arms length from the Local Authority (LA) as an impartial and confidential service for young people and parents and carers of children with special educational needs and disabilities.

Bracknell Forest IASS aims to enable parents and carers to become effective partners in their child's education by providing impartial information and support to allow them to make informed decisions and feel more confident in expressing their views.

Impartiality means that:

- Parents are informed of factual information and advice based on guidance and legislation. IASS will not offer an opinion but allow parents to discuss what options are available to them.
- IASS staff encourage negotiation and disagreement resolution. They do not take sides, they have no vested interest and do not play a part in any decision making processes. They do not advocate on the behalf of parents but help them to participate.
- IASS staff will always respect parents' decisions without making judgments.

To ensure impartiality IASS will:

- Ensure that the IASS logo is visible on all service leaflets and communication.
- Continue to be line managed by the Performance and Governance team who do not work directly with families.

- Continue to maintain relationships with local voluntary groups, the Family Information Service and the SEN Local Offer to ensure that information held is accurate and relevant.
- The service will also refer parents to national organisations including, Advisory Centre of Education (ACE); Contact a Family, IPSEA (tribunal support service), Equality and Human Rights Commission (advice on disability discrimination) and other national societies that specialise in a specific disability.
- Continue to ensure that IASS staff access independent training to ensure that their knowledge and skills are updated.
- IASS will continue to inform Local Authorities (LA's), education settings or any other agency of the impartial nature of IASS and make them aware of the policy.

Ensuring Effectiveness of this Policy

To ensure our impartiality policy is effective we will ensure:

- At the first point of contact parents are made aware of the IASS impartial stance and the content of the impartiality policy. IASS staff record on parent's case notes that they have made parents aware of the policy.
- All IASS staff receive a copy of the policy and it is explained to them.
- The policy is shared with LA's, education settings and other agencies so that they are aware that it exists.
- The policy is reviewed annually by the service and the Management Steering Group and amendments agreed.

Administration

Date written: 1st November 2010

Reviewed on: 30th January 2012. No additions.

Reviewed on: 31st January 2015. Amendments made.

To be reviewed by January 2017

Signature: 

Name: Mandy Salter

Position: Information, Advice & Support Service Co-ordinator

Signature: 

Name: Sandra Davies

Position: Head of Performance Management & Governance

Date: 26-03-2015