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**Blackburn with Darwen SENDIASS**

**(Special Educational Needs & Disability, Information, Advice & Support Service)**

Blackburn with Darwen SENDIASS complies with all Blackburn with Darwen Community & Voluntary Service (CVS) Policies and in addition also has the following service specific policy

**Impartiality Policy**

Information Advice and Support Services (IASS) provide free impartial, confidential and accurate information, advice and support about education, health and social care for children, young people and their parents on matters relating to special educational needs and disability. The provision of information, advice and support should help to promote independence and self-advocacy for children, young people and parents.

Impartiality is key to the delivery and development of the Service. The Special Educational Needs Code of Practice 0-25 (revised January 2015) states that “Information, Advice and Support Services should be impartial, confidential and accessible”. The SEND Code of Practice 0 to 25 is a document that Local Authorities have a legal duty to adhere to. Impartiality is reinforced throughout the Quality Standards for Services (supported by the Department of Education) providing Impartial Information, Advice & Support.

The Service views impartiality as not taking sides, not favouring one person or one point of view over another, whilst providing a service to parents, carers, children and young people,

To be impartial we will:

* listen and think before we speak or act so as not to express an opinion;
* offer support and factual information referring to guidance and legislation where appropriate, e.g. “SEND Code of Practice….”
* not take sides with parents/carers, young people, the Local Authority or any other stakeholders;
* empower the parent/carer or young person to speak for themselves and make informed decisions;
* help the parent/carer, young people resolve issues
* only act on information given to the Service by the parent/carer or young person unless consent has been given to speak to other professionals.
* All staff remain impartial when delivering information, advice and support.
* The Service works at arms-length from Blackburn with Darwen Local Authority and remains impartial at all times

If a point of legislation is in question, the team will seek advice from an independent body such as the Independent Parental Special Education Advice (IPSEA).

**This policy will be reviewed annually and amended if necessary.**

**Reviewed September 2018**