



Bury SEND
Information Advice
Support Service

Impartiality Policy

VERSION CONTROL

Version No	2
Version Date	September 2017
Next Scheduled Review	October 2018

Purpose

This policy sets out the standards by which POINT maintain impartiality in the delivery of Bury SENDIAS Service and POINT ensure the policy is reviewed, evaluated and delivered effectively by our team.

What is SENDIASS?

Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) is a statutory service that each local authority is required to commission through funding they receive from the Department for Education.

SENDIASS provide Information, Advice and Support for parents/carers of children with special educational needs or disabilities and for children and young people themselves so they can make appropriate informed decisions about the support they receive.

What arrangements must a Local Authority have in place?

Local Authorities in England must arrange for children and young people with additional needs and or disabilities, for whom it is responsible; and the parents of those children and young people, to be provided with Information, Advice and Support about matters relating to the special educational needs of the children or young people concerned.

A local authority in England must ensure that the service offers independent and impartial information and is delivered at 'Arm's Length' from the Local Authority.

How is the service delivered in Bury?

In order to meet its duty to provide SENDIASS at 'Arm's Length' from the Local Authority, Bury Council have commissioned POINT to provide the Bury SENDIAS Service. POINT a registered charity founded by parents and carers of children and young people with additional needs.

POINT operate independently of Bury Council and the SENDIAS Service is delivered by a team of 2 employees under the direct employment of POINT.

Internally the service reports to the Chief Executive Officer of POINT who in turn is responsible to the Board of Trustees.

How does Bury SENDIAS service meet impartiality standards?

POINT provide neutral, accurate information for parents and young people as defined by the SEND code of practice 0-25 and the Children and Families Act 2014. POINT will ensure that our Impartiality is explained to all service users upon initial engagement with Bury SENDIAS Service.

Additionally, POINT will communicate our impartiality in all relevant materials e.g. leaflets, website and posters.

The definition of impartiality is:

"not favouring any person or party more than another, but striving to be fair and unbiased, based on objective criteria rather than on the basis of bias or prejudice"

What does this mean for you?

This means that POINT will operate to the following outline standards to ensure that all service users can be confident that we remain independent of Bury Council and operate impartially in every aspect of service delivery:

We will

- ✓ Work with parents/carers, children and young people to listen to their concerns
- ✓ Assess their needs to determine appropriate Information, Advice and Support
- ✓ Enable parents to access information and advice which empowers self-support
- ✓ Provide support at meetings where appropriate; and
- ✓ Provide accurate information on; and signpost to services relevant to parents/carers children and young people with whom we work.

We will not

- ✗ Act as advocates for parents, children or young people; or
- ✗ Offer opinions as to which services young people, children and parents/carers should use nor offer opinion about the quality of these services.

Monitoring and Review

POINT Board of Trustees will evaluate service user feedback and will make recommendations to the POINT Management Team to ensure Bury SENDIASS is effective in maintaining and operating with independence and impartiality.

Overall monitoring of the Impartiality policy, including bi-annual review of this policy is the responsibility of the POINT Board of Trustees.

Raising a concern about this policy

If you have any concerns about POINT's impartiality, these should be addressed through the complaints and compliments process. You will find the complaints and compliments policy on our website www.iassbury.co.uk/policies or you can contact POINT in writing at the following address to request a copy to be sent to you.

POINT

Italia House

Pass Street

Oldham

OL9 6HZ