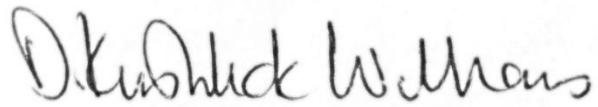


Written: September 2017  
Revised: 2021  
Ratified by Executive Committee: 2021  
Signature of Chair:



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# Markfield SENDIASS

## Impartiality Policy

Markfield  
Markfield Road  
Lond on  
N15 4RB  
020 8800 4134  
Registered Charity No: 289904  
Limited Company No: 1693876

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# Impartiality Policy

## for the Haringey Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIASS)

### Background

It is a requirement of all SENDIASS services to be impartial, as stated in the chapter 2 of the SEND Code of Practice. In addition, it is a requirement within the national minimum standards for IASS services as set by the Council for Disabled Children that SENDIASS must be impartial in relation to the local authority and the host organisation. There is also a requirement that each IASS has a manager based solely within the service, who has responsibility for strategic planning, service management and delivery, quality assurance and implementation of IASS related policy.

### The aim of this policy:

The aim of the policy is to support SENDIASS to be a source of impartial information on law in relation to SEND which Haringey parents, carers, children, young people, schools and the Local Authority may access.

### What we mean by impartial:

- SENDIASS Advisers will provide unbiased information and advice about education, health and social care policies and procedures, and about the policy and practice in local schools and other settings
- SENDIASS Advisers will not give priority to any particular disability or special educational need, nor do we campaign for any particular approach to education or therapies
- SENDIASS Advisers will not recommend any particular school or setting to parents and young people
- By being impartial SENDIASS aims to help parents, children and young people have clear, accurate and relevant information to support them to voice their views and participate in decisions about their lives.

### We will further this aim in the following ways:

#### Relationship between SENDIASS and the Local Authority

- Haringey SENDIASS is contracted to be provided by Markfield which is an independent charity.

#### Information and publicity

- SENDIASS will provide impartial information, advice and support to explain SEND policy and legislation.
- SENDIASS leaflets, website, social media and publicity materials will provide accurate and impartial information in plain language.
- We will endeavour to advertise our service and its purpose as widely as possible.

#### Removing barriers to impartiality

- We acknowledge and respect every person as an individual and will endeavour to be responsive, courteous and helpful to everyone who contacts us
- We will not take sides or favour one view over another in a situation of disagreement or conflict, but we will endeavour to ensure that all available facts, opinions and perceptions are respected and shared openly

- We will not base advice on staff's own personal judgements about the quality of services (such as schools, local authority or health services). All information shared with families and professionals will be based solely on facts, legislation and case law.

### **Reflective practice**

- We are aware that staff and volunteers' own personal opinions and/or experiences may have an impact on their impartiality, and we will use team meetings, training and supervision to monitor standards of the service we deliver and encourage reflective practice to maintain impartiality.

### **Support to challenge**

- We will provide information and support for parents, carers, children and young people in challenging a school's and/or Local Authority SEND policy and practice if it is at odds with current legislation, guidance or case law
- If a parent, carer, child, young person or professional is unhappy with any aspect of our service, including our impartiality, they may make a complaint through our complaints procedure.

### **Training and supervision**

- All of our staff and volunteers will be introduced to the Impartiality Policy as part of their induction and ongoing training
- All SENDIASS staff and volunteers who work for Markfield will be expected to follow the guidance in the Impartiality Policy. This will be monitored through supervision.

### **Review of this policy**

- The Impartiality Policy will be monitored and reviewed bi-annually by the SENDIASS manager and the Markfield Executive Committee.