

Special Educational Needs
and Disability Information,
Advice & Support Service

sendiass

in Suffolk

Impartiality



Information,
Advice & Support
Services Network
for SEND

www.suffolksendiass.co.uk

What do we mean by impartial information, advice and support?

This information is about the impartial information, advice and support required by the SEND Code of Practice

You can access the **SEND Code of Practice** online at www.gov.uk and search 'SEND Code of Practice'.

What does the SEND Code of Practice say?

The **Children and Families Act 2014** says local authorities **must** provide information advice and support about special educational needs (SEN), disability, health and social care for children, young people and parents.

The **SEND Code of Practice** says:

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 information and advice about matters relating to their SEN or disabilities, including matters relating to health and social care.

This must include information, advice and support on the take-up and management of Personal Budgets. In addition, in carrying out their duties under Part 3 of the Children and Families Act 2014, local authorities must have regard to the importance of providing children and their parents and young people with the information and support necessary to participate in decisions. (2.1)

This means that every local authority should provide a service that is free, easy to access and confidential and that can help children, parents and young people take part in decisions that affect their lives.

The **Local Offer** must include information about the sources of information, advice and support for parents, children and young people and how this is resourced.

In Suffolk this service is provided by SENDIASS who provide information, advice and support to children and young people (up to the age of 25) and their parents.

What do we mean when we say we are impartial?

The **SEND Code of Practice** says:

The information, advice and support should be impartial and provided at arm's length from the local authority and Clinical Commissioning Groups (2.8)

This means that the information, advice and support that 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 impairment, disability or special educational need, nor do we campaign for any particular approach to education.

By being impartial we aim to help parents, children and young people have clear, accurate and relevant information that will help them take part in decisions about their lives.

You can read our Impartiality Policy at www.suffolksendiass.co.uk

How do we know that we are impartial?

It is very easy to be biased. Everyone has opinions about most things! Sometimes people can be biased without even realising it.

That is why we really value your opinion about the information, advice and support we offer. We want you to tell us if you think we are **not** impartial. To help us check that we are impartial we routinely ask those who use our service to say whether they think we have been biased one way or another.

At **Suffolk SENDIASS** we follow a national set of Minimum Standards. These Minimum Standards are developed by the Information, Advice and Support Services Network. This helps us to monitor the effectiveness of our 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.

We also publish an Annual Report that includes information on what people tell us about our service.

What information, advice and support do we offer?

We offer accurate, up to date and impartial resources and information about the law on special educational needs and disability. This covers:

- education, health and social care
- national and local policy
- the Local Offer
- your rights and choices
- your opportunities to participate
- where you can find help and advice
- how you can access this support.

We provide information in many ways, including our website, publications, training events and conferences.

Sometimes information alone is not enough. You may want help to gather information, make sense of it and apply it to your own situation. We call this advice and we offer this service by email, on the telephone, face to face and through work with groups or in training.

We can also offer more intensive support if you need it. This can include helping with letters, attending meetings with you or supporting you in discussions with the local authority, school or other setting.

When we are not able to help we will do our best to tell you about, or put you in touch with, other groups or organisations that can help. We call this **signposting**.

Is the service confidential?

YES!

We will not share your information with anyone unless you tell us we can. The only exception to this would be because we have a specific concern about a the safety of a child or vulnerable adult.

You can find our Confidentiality Policy on our website www.suffolksendiass.co.uk

We will often work with parents and children or young people together. Sometimes we will work with them separately. When we do this the same confidentiality rules apply.



Where can I find out more?

You can read about impartial information, advice and support in the **SEND Code of Practice** Chapter 2.

Look at our website for information about our service, including feedback.

Further Information

View our other information leaflets and resources at **www.suffolksendiass.co.uk/leaflets**



Information: You may find it helpful to look at our other leaflets and information on our website, social media channels and through our workshops and courses.



Advice: We provide unbiased information and advice about what the law says, the local authority's policies and procedures, and about the policy and practice in local schools or other settings.



Support: We can help you by listening to your views and concerns, and working with you to explore your options.

Useful Links

Activities Unlimited (short breaks and leisure activities for disabled children and young people up to age 25 in Suffolk) **www.activities-unlimited.co.uk**

Anglia Care Trust (local SEND mediation services) **www.angliacaretrust.org.uk**

Contact (for families with disabled children) **www.contact.org.uk**

Child Law Advice (education law advice for families) **www.childlawadvice.org.uk**

Council for Disabled Children (umbrella body for the disabled children's sector) **www.councilfordisabledchildren.org.uk**

SEND Code of Practice (explains the statutory duties of schools and local authorities) **www.gov.uk/government/publications/send-code-of-practice-0-to-25**

SEND Tribunals Service (organisation responsible for handling claims) **www.justice.gov.uk/tribunals/send**

The Source (for young people in Suffolk) **www.thesource.me.uk**

Suffolk Local Offer (for the full range of services and support for children and young people with SEND) **www.suffolklocaloffer.org.uk**

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Providing confidential and impartial information, advice and support to help children, parents and young people take part in decisions that affect their lives.



www.suffolksendiass.co.uk



enquiries@suffolksendiass.co.uk



01473 265210



ADVICE4ME to 87007



If you need help to understand this information in another language please call **03456 066 067**.

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Portuguese

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Polish

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

Bengali

Jeigu jums reikia šios informacijos kita kalba, paskambinkite 03456 066 067

Lithuanian

Dacă aveți nevoie de ajutor pentru a înțelege această informație într-o altă limbă, vă rugăm să telefonați la numărul 03456 066 067

Romanian

Если для того чтобы понять эту информацию Вам нужна помощь на другом языке, позвоните, пожалуйста, по телефону 03456 066 067.

Russian

If you would like this information in another format, including audio or large print, please call **03456 066 067**.



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