Impartiality

www.suffolksendiasss.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 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
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 precisa de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Achê mais informação e ajuda em seu idioma, por favor chame o número abaixo.

Se você precisa de ajuda para entender esta informação em outra língua, por favor telefone para o número abaixo.

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