



## IMPARTIALITY POLICY

SEND and You views impartiality as one of the defining characteristics of our Service. By impartial we mean the information, advice, and support that we offer is not biased towards, or influenced by, any particular party, point of view or local policy.

By being impartial we aim to help service users have clear, accurate and relevant information that will help them take part in making decisions and choices about their lives. In all our work we aim to ensure that information and support given to service users and professionals is impartial.

All our staff are trained in SEND Law, and we follow a national set of Quality Standards for services providing impartial information, advice, and support. This helps us to monitor the effectiveness of the service we provide and ensure our impartiality from the Local Authority. By this we mean that we can act, and be seen to act, separately and impartially, with no undue influence or control from either the Local Authorities or the clinical commissioning groups in the areas we serve.

How are we impartial?

- We do not give priority to any particular impairment, disability, or special educational need over another, nor do we campaign in favour of any particular approach to education.
- We signpost our service users to other relevant agencies/organisations, so they have a wide range of information available and can ensure impartiality.
- As a registered Charity we have a Board of Trustees, we set our own budget and have independent recording systems.
- All our staff, Trustees and volunteers declare any conflicts of interest in relation to families/organisations/public and professional interests etc.
- We deliver the SENDIAS Service for 3 Local Authorities and each Local Authority promotes the impartiality of the service through the Local Offer.
- We aim to bring about early resolution of disagreements between service users and schools/colleges and/or the local authority by informing them of their rights to disagreement resolution including mediation or appeal to SEND tribunal.
- We routinely ask our service users to feedback on the impartiality of the service and we publish those results in our Annual Report. We use the feedback from service users to make improvements to our service.