



Special Educational Needs and Disability (SEND)

**Information, Advice
and Support service**

for children, young people and parents

Impartiality Statement

All Information, Advice and Support (IAS) Service staff understand the importance of maintaining an impartial position when providing information and advice, and helping individuals to express their views or to consider their options.

What do we mean by impartial?

- Treating everyone with respect
- Not taking sides
- Not having a vested interest in the outcomes of any discussions
- Giving everyone the same chance to express their views
- Not making personal judgements about the people involved or the views they express
- Trying our best to give accurate and up-to-date information

In practice, this means that:

- We will support children, young people and parents to express their views even if we do not agree with those views.
- We try to make sure that everyone involved in discussions/meetings understands their own rights and responsibilities, as well as the rights and responsibilities of other people present.
- We provide information to help people reach their own decisions.
- We seek regular feedback about the impartiality of the service so that we are able to address any concerns.
- We work hard to make sure that everyone who may wish to use our service knows what we do and how to contact us. We promote the impartial nature of the service to children, young people and their parents, and to professionals working in RBWM.



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How do we make sure our service is impartial?

1. Our service provides you with access to independently trained IAS staff to discuss your questions and/or concerns on matters relating to SEN and disability.
2. We work at “arm’s length” from Achieving for Children, the Royal Borough of Windsor and Maidenhead and the ICB, which means that we operate independently of the services with responsibility for making provision for children and young people with SEND and their families.
3. We are accountable to an independent Advisory Group which oversees the development of the IAS Service. Our working practices and policies are developed and reviewed in consultation with the independent Advisory Group, and reflect the national good practice guidance set out in IASSN Minimum Standards:
https://councilfordisabledchildren.org.uk/sites/default/files/uploads/files/Minimum%20StandardsFINAL%20with%20DfE%20DH%20logos_0.pdf
4. The IAS Service is located in separate premises from Local Authority services providing for children and young people with SEND.
5. The IAS Service manages its own resources independently.