

Wolverhampton Information, Advice and Support Service

Impartiality Policy

This policy should be read in conjunction with our Confidentiality Policy and Privacy Policy.

The role of the Wolverhampton Information, Advice and Support Service (IASS) is to ensure parents, carers, children and young people (known as service users) have access to free confidential and impartial information, advice and support about special educational needs and disability so they can make informed decisions about individual needs. This is achieved by working in partnership with service users, providing information, services and training, working with relevant agencies and ensuring their views influence local policy and practice.

The role of the IASS is to provide our service users with impartial information, advice and support to enable them to participate in discussions and decisions about their/their child's individual needs.

The IASS operates at "arm's length" from Wolverhampton Local Authority and Black Country Integrated Care Board. Line management arrangements support impartiality and autonomy, whilst the service is based in the Gem Centre Wolverhampton's child health development centre. It is important that the IASS acts impartially and neutrally to provide factual information and advice firmly based in the law and the SEND Code of Practice.

The IASS will ensure that service users are clear of the role of the service. The IASS will advise on rights and clarify information and legislation in order that service users are well informed. The IASS staff will not make decisions on behalf of service users, nor attend any meetings about service users on their behalf. 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.

We follow a set of national minimum standards for services providing impartial information, advice and support developed by the IASS Network. This helps us to monitor the effectiveness of the service we provide.

To ensure the Impartiality Policy is effective all IASS staff will receive a copy of the policy and understand how the policy is embedded in all aspects of IASS activities. The policy will be reviewed annually and published on the IASS website www.wolvesiass.org.

Reviewed March 2024