



SEND IASS Impartiality Policy

The role of Newcastle Special Educational Needs and Disabilities Information, Advice and Support Service is to ensure parents, carers, children and young people have access to:

- confidential and impartial information
- advice and support

so they can make informed decisions about their or their child's special educational needs.

This is achieved by:

- working in partnership with parents, carers, children and young people
- providing information
- providing training
- working with relevant agencies
- ensuring that the views of parents, carers, children and young people influence local policy and practice

Newcastle Special Educational Needs and Disabilities information, advice and support service respects that parents are experts with regards to their own children. We are here to support parents who have children with special educational needs and those children and young people in their own right.

We will

- **Listen to your concerns**
 - We are non-judgemental, neutral and have empathy with your situation.
 - We are always happy to listen to your concerns, no matter how big or small.
- **Support you**
 - We will work with you, at your direction
 - We will go through various options that may help you.
 - We will encourage you to think about your or your child's situation.
 - We will give advice based on your individual circumstances and your preferred outcomes

- We will attend meetings with you to support you when you need us to. This will be virtually unless there is a specific need for us to attend in person.
- We will be there for you for as much or as little as you need us, it's up to you.

- **Provide up to date information**

- We will provide full, balanced, factual and practical advice on education.
- This will be presented with
 - an equal value on all provision and
 - clarity around your or your child's entitlement.
- We are here to help you to make informed decisions regarding your child's special educational need.

Up to date training and skills

This is undertaken by all our staff at a local and national level.

We are up to date on law and legislation and give you information that is relevant to you, based on the information you provide us with, in relation to your child's entitlements.

We have knowledge of recent Special Educational Needs developments.

How we ensure impartiality

We work entirely independently from any organisations and are here to give support and advice to parents, to carers, to young people and to children.

We are located in an easily accessible building where we rent an office.

We do not liaise with any agencies or the multi-disciplinary team unless you have asked us to do so.

Newcastle Special Educational Needs and Disabilities Information, Advice and Support Service is employed by the Local Authority to work in this capacity.

We have an advisory group which is made up of parents, young people, representatives from schools and settings, from the Local Authority and the Clinical Commissioning Group (CCG).

Staff are line managed for employment purposes by a local authority representative, this does not involve discussion of individual casework.

We do not have access to any information or databases belonging to the Local Authority or any other organisation, everything we know about your child comes from you.