



# Devon Information, Advice and Support Impartiality Policy

February 2015

## **The Aim of the Policy**

That parents, carers, young people, schools and the Local Authority may access our service as a key source of impartial information on SEND and disability law.

## **Our objectives – what we do to further this aim**

### **Information and Publicity**

- We will provide impartial information, support and training to explain policy and legislation.
- Our leaflets, website, social media and publicity materials will provide accurate, neutral and impartial information in plain English and community languages.
- We will endeavour to advertise our service and its nature as widely as possible.

### **Removing barriers to Impartiality**

- We acknowledge and respect every person as an individual and will endeavour to be responsive, courteous and helpful to everyone who contacts us.
- We will not take sides or favour one view over another but will ensure that all available facts, truths, opinions and perceptions are respected and shared openly.

### **Networking and Collaboration**

- When working with parents, young people and professionals we will inform them of the impartial nature of our service.
- Whether working with parents, young people or professionals we will consider factors that may be affecting their response and we may offer a constructive challenge to inaccurate perceptions.

### **Reflective Practice**

- We are aware that our own personal factors may have an impact on our impartiality and we will use training and supervision to monitor standards and encourage reflective practice.
- We will support parents and young people to prepare and present their own views but will not advocate on their behalf so as to promote or defend any particular point of view.

### **Working Practice of Challenge**

- We will provide information and support for parents and young people in challenging school's and LA SEND policy and practice when it is outside current legislation or guidance.
- If a parent, young person or professional is unhappy with any aspect of our service, including our impartiality, they may make a complaint through our complaints procedure.

### **Training and Supervision**

- All staff and volunteer IS who work for DIAS will follow the guidance in the Impartiality Policy. This will be part of training and will be monitored through supervision.
- All of our staff, volunteers and members of the Reference Group will be introduced to the Impartiality Policy through induction and training.

### **Location**

- The central office is located in a LA building but not with the SEND Team. We use working practices to ensure that DPPS work is not seen or overheard by other departments.
- We will use drop-in surgery facilities around the county to provide independent access for service users.

### **Relationship with the Local Authority**

- We are managed as an 'in house' service but maintain our impartiality by having someone sufficiently independent of the Local Authority(LA) to line manage the service but also have a close enough relationship to contribute to local policy and practice.

### **Monitoring Impartiality**

- The Impartiality Policy will be monitored and reviewed annually by the Reference Group.
- Our policies are published on our website and will be kept up to date