

Information, Advice and Support Service (IASS), Bromley views impartiality as one of the defining characteristics of the Service.

The Children and Families Act 2014 says:

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(1) A local authority in England must arrange for children and young people for whom it is responsible, and the parents of children for whom it is responsible, to be provided with advice and information about matters relating to the special educational needs of the children or young people concerned.

(2) A local authority in England must arrange for children and young people in its area with a disability, and the parents of children in its area with a disability, to be provided with advice and information about matters relating to the disabilities of the children or young people concerned.

What does the SEND Code of Practice say?

The information, advice and support should be impartial and provided at arm's length from the local authority and Clinical Commissioning Groups (2.8)

In Bromley, this service is provided by the Information, Advice and Support Service (IASS) Bromley, which offers a service to children and young people with special educational needs and/or disabilities, and their parents and carers. This means that the information, advice and support that we offer is firmly based in the law and the SEND Code of Practice.

What do we mean when we say we are impartial?

We provide unbiased information and advice about the local authority's policies and procedures and about the policy and practice in local schools and other settings. We do not give priority to any particular impairment, disability or special educational need, nor do we campaign for any particular approach to education.

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.

IASS Bromley provides an impartial service to all users. By impartial, IASS Bromley understands the meaning to be:

- not favouring one side over another
- treating all parties respectfully; and
- not having a vested interest in the outcome of any discussions.

All service staff and volunteers know they must be impartial, whether they are providing information and advice or acting in a mediating role. Therefore, IASS Bromley staff or volunteers would not make judgements on the views, behaviour or policy of any party.

IASS Bromley supports children, young people and their parents or carers taking part in negotiations and discussions with schools and the Local Authority. It does this by assisting them to appropriately express their views and wishes. IASS Bromley aims to ensure that all parties to discussions understand their rights and responsibilities and the rights and responsibilities of the other parties.

Service staff are aware of the implications of equal opportunities and endeavour to ensure that IASS Bromley is as accessible as possible to all children, young people, their parents and carers

How do we know that we are impartial?

It is very easy to be biased. Everyone has opinions about most things and sometimes people can be biased without even realising it. That is why we really value your opinion about the information, advice and support we offer. We want you to tell us if you think we are not impartial. To help us check that we are impartial we routinely ask those who use our service to say whether they think we have been biased one way or another. We do this via our evaluation questions carried out by a third party team.

IASS Bromley follows the national Quality Standards for services providing impartial information, advice and support developed by the Information, Advice and Support Services Network.

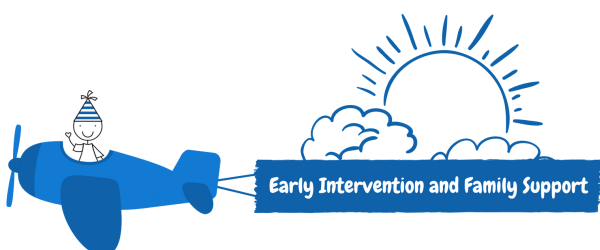
This helps us to monitor the effectiveness of our service we provide and ensure that it is 'at arm's length' from the local authority. By this we mean that we act, and are seen to act, separately and impartially, with no undue influence or control from either the local authority or the Clinical Commissioning Group in our area.

Get in touch with us

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