

Impartiality policy of SENDIASS Oxfordshire (formerly Parent Partnership Oxfordshire)

Impartiality is central to all that we do and we provide an impartial service to all users.

SENDIASS (SEN & Disability Information, Advice and Support Service) Oxfordshire believes impartiality is central to all that the service does and aims to provide an impartial service.

What does SENDIASS Oxfordshire mean by impartiality?

SENDIASS Oxfordshire thinks impartial means:

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

All SENDIASS Oxfordshire staff and volunteers know they must be impartial when they are providing information, advice or helping people to come to an agreement and impartiality is a key area covered in the volunteers' initial training.

SENDIASS Oxfordshire supports parents and young people in discussions or negotiations and helps them get their views and wishes across; we facilitate the expression of parents' and young people's views, even if not in agreement with those views. Staff and volunteers may offer suggestions and help those involved in discussions come to a decision that is in the best interests of the child or young person

SENDIASS Oxfordshire only shares information with the explicit consent of the parents or young people (aged 16 - 25).

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.

SENIDASS Oxfordshire monitors the impartiality of the service through annual questionnaires to service users as well as schools and, where possible, addresses any issues raised.

Our staff work hard to make the service known to all parents of children with SEN/L.D.D and the young people themselves (16 - 25) in Oxfordshire and try to make sure that parents and young people from any community or background feel they can come to the service for information, support or advice.

Reviewing our impartiality policy

Our impartiality policy was reviewed and agreed in July 2014. It is due to be reviewed in July 2016.