

# Impartiality Policy

A key defining characteristic of Doncaster SENDIAS is our impartiality, which means that we:

- Provide factual information and advice based on guidance and legislation
- Do not take sides
- Treat all parties respectfully; and do not have a vested interest in the outcome of any discussions.

We will never not tell services users what to do or influence decision-making. Our service users views and decisions will always be treated with respect.

## **Liaising with other service providers and organisations**

To ensure parents, children and young people have confidence in Doncaster SENDIAS service it is important that staff and any volunteers are able to operate impartially. This is especially important when working alongside other service providers and organisations with whom parents, children and young people may have differences of opinion or conflict. In such instances, we will ensure that all parties understand their rights and responsibilities and the rights and responsibilities of the other parties.

At times, and in exceptional circumstances the service may have consent to act as an intermediary or advocate for young people or parents by relaying their perspective to school or Local Authority professionals. This does not indicate bias in favour of the parent/young person, nor does it represent the views of SENDIAS staff. We will maintain an impartial stance whilst collaborating and engaging with relevant organisations and networks.

## **Ensuring impartiality**

Impartiality is monitored through:

- Obtaining user service feedback
- Obtaining feedback from local practitioners
- Officers declare any conflict of interest in relation to individual families, schools or other practitioners they work alongside
- Service users are signposted to other agencies and information platforms that enable them to verify the impartiality of the information and advice provided e.g. IPSEA, and CDC

## **Links with Doncaster local authority**

Doncaster SENDIAS is managed as an in-house but 'arms-length' service. Staff do not participate in the decision making process of the SEN procedures of the Authority and do not have a stake in the outcome of any casework except to ensure that decisions and actions are lawful and in the spirit of the SEND Code of Practice.

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