

ENFIELD SPECIAL EDUCATIONAL NEEDS AND DISABILITY INFORMATION ADVICE AND SUPPORT SERVICE (SENDIASS) BEST PRACTICE

ENFIELD SENDIASS enables children and young people with Special Educational Needs and Disabilities and their parents to become effective partners in their educational provision. We provide impartial information and support to children, young people and their parents so informed decisions can be made about the support and resources they may need.

What does Impartiality mean?

We always endeavour to work in the best interests of the child/young person and we understand impartiality to be:

- Unprejudiced and fair, showing no favouritism nor preconceived opinions
- Not having a vested interest in the outcome of any discussion
- Ensuring that parents are informed of their rights and entitlements for their child under the Special Educational Needs Code of Practice 2014

ENFIELD SENDIASS does not 'speak for' parents or young people but offers support and information which enable them to make informed decisions and to act on their own and speak for themselves.

How do we endeavour to maintain impartiality?

Enfield Local Authority has a statutory duty to fund the Service. Although funded by the Authority's Special Educational Needs [SEN] department, we maintain impartiality by:

- independent management of SENDIASS by Every Parent & Child [EPC]
- being a service within the charity EPC, located with other charitable voluntary sector organisations at Community House. We are completely independent of the Local Authority Special Educational Needs department.
- independent appointment of SENDIASS staff
- the Local Authority does not have access to our database on which client details are stored
- maintaining our own website
- presenting anonymous statistical data to the Local Authority SEN team for monitoring and development purposes.
- a Board of Trustees who have responsibility for maintaining the impartiality of the SENDIASS service. It has an independent and elected chairperson. The Board meets regularly.
- a SENDIASS Steering Group whose members are, or may have been, service users. This group is responsible for monitoring the impartiality of the service and the information it provides.
- regular training, reviews and discussions on impartiality by staff.
- regular monitoring of take up of services and referral routes.

We endeavour to reach all parents and young people and to remove access barriers e.g. communication difficulties, etc. At all times, we ensure that parents'/young peoples' views are heard and that these views are communicated to relevant partners and commissioners to influence service and policy development.

We gain service users' views on the impartiality of the service through questionnaires and focus groups.

If a parent or young person wishes to complain about any procedure related to their child's or their own education, or about our service, we will provide information about how to complain and to whom. If the complaint is related to the child's or young person's education of their child we will offer information about Disagreement Resolution, the SEND tribunal appeals process, or the Ombudsman. We cannot act as an advocate for parents or young people or become directly involved in these complaints.

This document can be made available in large print or electronically.

Please also see our Confidentiality Policy.
Last updated: 9 March 2017