**Impartiality Policy**

*The role of IASS is to ensure parents, children and young people have access to confidential and impartial information, advice and support so they can make informed decisions about their special educational needs.*

Westminster Information, Advice and Support Service (IASS) are an in-house service that offers advice independently from the City of Westminster Council. The IASS sits within the Directorate of Children and Young People Services. We offer impartial information, support and advice to children and young people aged 0-25 years old and their families. Those aged 14 and upwards can contact us independently.

**Impartiality means:**

* IASS does not stand to gain or lose whatever the outcome of any discussion may be;
* Providing parents, children and young people with enough information so they can make their own decisions; not telling them what to do.
* Role of IASS is to help children, young people and their parents participate in their education and advise them on their rights.

The service aims to be impartial in all its dealings; by not favouring any persons or party more than another; but makes sure we are fair and unbiased whilst providing facts and advice based on what the law and SEN Code of Practice says, not offering our own opinions or following local policy.

**IASS impartiality is shown by:**

* Respecting the views, wishes and feelings of the child, young person or the parents without making a judgement
* Empowering the child, young person or parents to make their own decisions
* Will not take sides or act on behalf of local authority or other agencies
* Not having any vested interest in the outcome of any decisions.

The effectiveness of the impartiality of our service will be monitored and reviewed by our Advisory Board members. We value your opinion about the information, advice and support we offer and want you to tell us if you have concerns. To help us check we send out feedback forms.

We are located within a Local Authority building but not with services that could have a conflict of interest with the families we work with.

Our policies are published on our website [www.westminsteriass.co.uk](http://www.westminsteriass.co.uk)