



Full of Life IASS Impartiality Policy

Full of Life provides the Information Advice and Support Service (IASS) for the Royal Borough of Kensington and Chelsea. The IASS offers independent advice, information and guidance on issues relating to special educational needs, health and social care. The IASS is run at arm's length from the Local Authority and all staff are employed by Full of Life.

s.32 (1) of the Children and Families Act 2014 states that 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.

s.32 (2) of the Children and Families Act 2014 states that 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.

The SEND Code of Practice states that Information, Advice and Support Services should be impartial and provided at arm's length from the Local Authority and Clinical Commissioning Groups. The service must be confidential, accessible and should have the capacity to handle face-to face, telephone and electronic enquiries.

The service is for parents of disabled children and young people (0-25) with Special Educational Needs and informs them about their rights and the rights of their child under Education Law. It also offers practical help and support with the following:

- Helping parents understand the Education, Health and Social Care (EHC) planning/assessment process for special educational needs.
- Helping parents understand the Annual Review process.
- Supporting parents to represent their views at meetings, via letters or forms.
- Filling in forms and replying to letters if parents are unable to.
- Requesting information on the child/young person's special educational needs.
- Helping parents to understand the system for supporting the child/young person's special educational needs.
- Where there are disagreements, The Independent Advice and Support Service can provide advice and help to get your views across.
- The IASS can provide advice around SEN tribunals, but cannot act as a representative.

Impartiality is defined as “Equal treatment of all rivals or disputants”

The IASS provides unbiased information and advice about the local authority's policies and procedures and about the policy and practice in local schools and other settings. In addition, no priority is given to any particular impairment, disability or special educational need.

The value of the IASS is that it aims to help parents, children and young people have clear, accurate and relevant information that will help them take part in decisions about their lives.

The IASS strives to ensure that service provided is completely unbiased but recognises that everyone has an opinion and that sometimes people can be biased without realising it.

As such you should notify us if you think the IASS is not acting impartially. The IASS also routinely asks those who use our service to say whether they think it has been biased one way or another.

Full of Life in the course of providing services to families, disabled children and young adults will collect and process personal information.

When you supply any personal information to us we have legal obligations under data protection legislation which includes the following:

1. To collect the information fairly
2. Let you know how it will be used
3. Keep the information secure.

We will not supply any information to a third party without your consent except where there is a concern relating to safeguarding.